



Students with Caring Responsibilities

Protocol for Students

Contents

Introduction	2
Advice, Guidance and Support	2
Additional Information	3
Named Contact	3
Fees and Funding	3
Assessments and Examinations	3
Absence	3
Student Carers Support Plan	3
External Support	3
Complaints	3
Appendix A – Student Carer Support Plan	4
Appendix B – Consent to Share Information	6

Introduction

The University is committed to ensuring that students with caring responsibilities are supported in their learning and engagement with their academic studies.

The University defines a student with caring responsibilities/carer as *'anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support'*.

The University recognises that students with caring responsibilities may face unique challenges whilst at Abertay and is committed to supporting students to engage with their studies and be successful.

The University also fully supports local authorities' responsibilities to carers under the Carers (Scotland) Act 2016 and will work with local authorities in the implementation of their duties under the act.

Advice, Guidance and Support

Students are not under any obligation to disclose that they have Caring Responsibilities to the University. However, if the University is not informed, staff will be unable to provide appropriate guidance and advice. Students wishing to disclose their Caring Responsibilities can do so at registration or at any time during the academic year by contacting Advisory Service (advisory@abertay.ac.uk)

When a student informs the University of their Caring Responsibilities, a Student Advisor from Student Services will contact the student to offer a meeting to discuss any additional support needs, which may include funding/financial advice, specialist referrals, advice on managing studies, external referrals. The outcome of the discussions will be the production of a plan (see appendix A) to support the student with continued learning and engagement with their academic studies.

The University approach is to empower students to make their own decisions. Staff advising students on issues related to caring responsibilities as defined above, should:

- **Demonstrate a non-judgmental and sensitive approach.** When supporting and working with a student on these matters, staff should take an open-minded and non-judgmental approach. Information provided by the student should be treated sensitively and only passed onto others on a need-to-know basis (for example, in organising appropriate adjustments for the student relating to learning and teaching, assessment, placements, fees etc.).
- **Enable informed choices.** Members of staff should not attempt to direct or unduly influence a student's decision. Their role is to provide context, options and advice to the student, and to explore, in consultation with the student and others, flexibility that can be applied to the student's programme or period of study to provide appropriate support. Health and safety matters and academic regulations are important factors in determining possible options.

Additional Information

Named Contact

The University provides a named contact within the Advisory Service (part of Student Services) who has knowledge and experience of the challenges that can be faced by students with caring responsibilities. A student with caring responsibilities can contact advisory@abertay.ac.uk at any time during their University experience from admissions and preparation stages up to graduation. The University recognises that caring responsibilities can start or change in relation to level of responsibility at any time during a student's journey and is fully committed to providing individualised support based on the student's needs.

Fees and Funding

Undergraduate and Postgraduate Taught Programmes (Except BSc/BSc (Hons) Mental Health Nursing). Students should contact the Advisory Service (advisory@abertay.ac.uk) as information and advice will be dependent on individual circumstances.

Assessments and Examinations

If a student finds that they have increased caring responsibilities or start to have caring responsibilities near to or during assessment deadlines or the examination period, and feels that these responsibilities will impact their ability to engage with the assessments, it is important that the student contact Advisory Service (advisory@abertay.ac.uk) in order to discuss options available under the University's Mitigating Circumstances policy.

https://intranet.abertay.ac.uk/download.php?f=2017_18%20Mitigating%20Circumstances%20Policy.pdf

Absence

Students are encouraged to engage fully with their learning using the wide variety of platforms available including lecture, tutorials, virtual learning environment, library resources and student services available to them. However, the University recognises that students with caring responsibilities may have periods which make fully engaging with studies difficult. If a student feels that the level of their caring responsibility will affect their engagement with their studies it is important to notify and contact Advisory Service (advisory@abertay.ac.uk) in order to discuss options, receive support and plan for managing studies.

Student Carers Support Plan

Students with caring responsibilities will be invited to create a support plan with a Student Advisor in order to discuss the student's needs and support, which can be provided internally and externally. The plan will be individualised to meet the needs of the student and will be completed and implemented with the full consent of the student. No element of the plan will be shared unnecessarily or without the student's consent.

External Support

Carers Trust - <https://carers.org/>

Carers of Dundee - <http://www.carersofdundee.org/>

Care Information Scotland - <http://www.careinfoscotland.scot/topics/support-for-carers/>

Complaints

Where a student is dissatisfied with the arrangements offered in line with their caring responsibilities, they can access information regarding the Complaints Handling Procedure from:

<https://intranet.abertay.ac.uk/support/complaints/>

Appendix A – Student Carer Support Plan

This form should be used by staff to guide discussions with students with caring responsibilities. It should be completed and agreed with the student. It may not be possible to complete the whole form at the first meeting but it should be reviewed at key stages identified by the student based on a change in their circumstances. Information should only be shared with those that need to know, for example, the school ACM; a named Student Advisor (for support purposes and engagement with studies), Registry (for deferral/suspension reasons); Placement Officer (for placements); Programme Leader; relevant Module lecturers. There is a separate consent form for students on placement.

Contact details

Name	
Student ID	
Programme	
Programme leader	
Year of course	
Visa details (for international students)	
Visa type/expiry date	
Course end date	
Relationship to the person being cared for	
Type of care provided? <i>Specific Caring Responsibilities which may impact on engagement with studies</i>	

Has the student provided evidence of their carer status?	
Does the student consent to their carer status being shared with relevant staff?	
Does the student have support network? External agencies?	

Needs identified in relation to support and accommodate students caring responsibilities.

Identified Need/Challenge <i>(Discuss engagement, study, assessment, time, additional responsibilities, referral/existing external support)</i>	Action <i>What actions will be required to meet the need</i>	Achievable within University resource? <i>(if no – where possible refer to external)</i>	Who is responsible? <i>Who will be responsible for implementing action</i>

Statutory Carers Support

<p>Has the student been in contact with their respective local authority in relation to a Carers Support plan? If so who is the named contact?</p>	
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Financial support

<p>Has the (UK) student been provided with information on the relevant student funding available? <i>Provide notes on any applications, funds etc</i></p>	
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Mitigating circumstances

<p>Has the student been informed about mitigating circumstances in the event that there are increased responsibilities during a period affects examinations and assessments?</p>	
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Return to study

<p>If the student has taken a period of suspension - What support will be provided to the student on their return to study? Is a change in support required?</p>	
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Appendix B – Consent to Share Information

In order to protect your privacy the University is obliged to ask to you consent to share information under the General Data Protection Regulations (Regulation (EU) 2016/679). Data provided by students in the course of an interview for advice, guidance or counselling is recorded and processed in accordance with these Data Protection regulations. This means that information will only be shared with the written consent of the student unless required to do so by law or where a risk of harm to you or another person exists. This may include disclosure of a crime or suicidal intention. In some cases, we can contact third parties at your request if it is deemed necessary. You can formally request to access your personal data by speaking to or contacting the University Registry.

Confidentiality and Data Protection

This section explains about what personal data is collected, how it is used, who it is shared with, and how long it is kept for. Records kept, on paper and electronically, include your contact details and the information, advice and guidance you have provided. The records kept may include any letter or referral from academic staff or other professionals, both internal and external. The University is required to keep notes of the advice and guidance session(s). Information is held confidentially for 7 years after your last appointment with an advisor, in accordance with and to satisfy professional indemnity requirements.

You have a number of individual rights relating to your personal data, comprising:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Not all of these rights are available in every situation. Whilst you are free at any time to withdraw consent, this means no more advice and guidance sessions can be arranged. Please note that in this situation, the University still has an obligation to retain your records, which is required for legal reasons, for the duration set out in this document. If you have any concerns about your personal data, please contact a Student Advisor or University Registry.

If you choose not to give your consent, this may mean that a less satisfactory outcome or no action can be taken to meet your support needs. You may withdraw or give your consent at any time by contacting Student Services staff.

Tick box, if appropriate

- I consent to University staff contacting or providing information to appropriate members of University staff on my behalf. These members of staff may include Programme and Module leaders and lecturers, other relevant academic, administrative and support staff.

Name of Student:	
Student Number:	
Signature:	
Date:	

