

DHD: 9910325

31 March 2025

Dear

Thank you for your request for information under the Freedom of Information (Scotland) Act (2002).

I now respond to your request as follows:

- 1. Do you track requests for inclusive communication support in your listed authority? This could include (but is not limited to) requests for communication support for meetings (online or in person) and for static resources, e.g. large print, telephone calls, email/digital correspondence, Easy Read, Braille, Moon, Guide-Communicator support, BSL or Deafblind Manual interpretation or translation, Electronic Note Takers, audio descriptions, captions.*

The College is committed to ensuring accessibility and inclusive communication for all students, staff, and visitors. Requests for inclusive communication support are generally managed through our Student Support/HR/Marketing/H&S teams, depending on whether the request relates to students, staff, or external stakeholders.

Requests for reasonable adjustments, including inclusive communication support, are typically recorded on student support systems.. However, while we respond to individual requests, we may not hold centralised, detailed year-on-year data on every request type.

Access to the College [Public Sector Equality Duty Report](#) is available on its website.

- 2. How many requests for inclusive communication support were made to you in 2020, 2021, 2022, 2023, and 2024? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.*

Staff	Specific requests from staff would be held by the line manager and not held centrally. Requests from applicants through the recruitment and selection process are held within the recruitment file for that particular campaign. Recruitment files are destroyed in accordance with the College's Document Retention Schedule.
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Students	2
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3. *How many of those requests for inclusive communication support made to you in 2020, 2021, 2022, 2023, and 2024 were fulfilled? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.*

Staff All requests for inclusive communication support are considered in line with our duty under the Equality Act 2010 and reasonable adjustments are made, where possible, in discussion with the individual. A total of 15.5% of staff employed in Academic Year 2023-24 disclosed a disability and reasonable adjustments were made when requested and within the resources available.

Students 2

Fulfilment is dependent on the availability of resources and service providers (e.g., BSL interpreters). Where requests cannot be fulfilled internally, we work with external organisations to provide appropriate support.

4. *What types of inclusive communication support request were made to you in 2020, 2021, 2022, 2023, and 2024? This could include (but is not limited to) requests for large print, telephone calls, email/digital correspondence, Easy Read, Braille, Moon, Guide-Communicator support, BSL or Deafblind Manual interpretation or translation, Electronic Note Takers, audio descriptions, captions. Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.*

Common requests may include:

- British Sign Language (BSL) interpretation
- Large print or Easy Read documents
- Questions made available prior to interview
- Captions and subtitles for digital content
- Adjustments for neurodivergent individuals (e.g., alternative formats, assistive technology)
- Communication support for in-person meetings, including Electronic Notetakers and Guide-Communicators
- Requests are typically handled on a case-by-case basis by the relevant team (e.g., Student Support for learners, HR for staff, and Estates for physical accessibility).

The ICT Team have a number of systems in place to support inclusive accessibility of systems to meet the needs of staff and students:

- ReciteME on our online platforms
- Immersive Reader/Accessibility Mode are built into our Office 365 Platform
- Ability to magnify the screen content
- If requested we can create roaming profiles for users who require changes to screensize, background colours etc.
- Texthelp software is purchased on request for Students and Staff

For both student requests a BSL interpreter was provided. One for interview (unsuccessful) and a BSL interpreter for the second request for interview, induction, Freshers event and throughout the course.



5. *How many complaints did you receive about a lack of inclusive communication in 2020, 2021, 2022, 2023, and 2024? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.*

Zero.

6. *How many complaints about inclusive communication made in 2020, 2021, 2022, 2023, and 2024 have been resolved? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.*

N/A.

7. *Do you offer your staff training on inclusive communication?*

The College offer routine training on inclusive communication as part of:

- Work Rite - Staff Equality, Diversity, and Inclusion (EDI) Training – mandatory for all staff
- Specialist Training - on request, as part of CPD days etc
- We have an online BSL training course that is available to Staff and Students on our Moodle platform
- Deaf Awareness and Sign Language Workshop are offered as part of the staff training days. Last training event provided in Academic Year 2024.

8. *If you provide staff with training on inclusive communication, is this training open to all staff or to selected groups?*

All staff. We also respond to requests for training from individual staff or groups of staff on request and seek to support where possible within available resources.

9. *What percentage of your staff accessed inclusive communication training in 2020, 2021, 2022, 2023, and 2024? Data in either a year-by-year breakdown, or as a single figure would be helpful; whichever is easiest.*

Information not held.

I trust the above response meets your request for information.

Should you be unhappy with the College's response you may seek a review, by writing to Joanna Campbell, Principal. Your grounds for seeking a review should be included in your request.

I also wish to advise you that the Scottish Information Commissioner has launched an online appeals service via their website – the link is as follows:

www.foi.scot/appeal

Other contact information for the Scottish Information Commissioner is listed below:

Tel: 01334 464610

Email: enquiries@foi.scot



Thank you for your interest in the College.

Yours sincerely

Donald Higgins – Durnan
Corporate Support and Administration Manager

