

Assistance Dogs Procedure

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Changes made

Version	Author	Date	Type of change/section	Reason for change
1.0	Julie Atkins	July 2024	New Procedure	New policy
2.0	Anita Lall	Aug 2025		Clarity on definition of an assistance dog

This procedure contains the following:

- Purpose of the procedure
- Scope
- Roles and responsibilities
- Requests by Students
- Requests by Staff
- Requests by Visitors
- Requests for Emotional Support Dogs

Assistance Dogs Procedure

1. Introduction / purpose of procedure

This procedure outlines the steps to be taken when requesting to have an assistance dog in the College. This procedure should be read alongside the Assistance Dogs Policy.

2. Scope

This Policy applies to all staff, students and visitors to College premises, and across all sites.

3. Role & Responsibilities

Role	Responsibility
Head of Student Experience and Inclusion	Lead on requests by students
Head of HR	Lead on requests by staff
Heads of Department	Lead on requests by visitors

4. Requests by Students

- 4.1. Students wishing to bring an Assistance Dog onto site must first request permission from the College by completing a Request for Assistance Dog form (see Appendix A) at least 10 working days before the course starts.
- 4.2. This completed form and any supporting documentation to Sendsupport@craven-college.ac.uk. The request will then be reviewed by the Head of Student Experience & Inclusion, the SEND & Inclusion manager and Assistant Principal of Curriculum and Student Experience.
- 4.3. The College must be given adequate time, prior to the arrival of the Assistance Dog to prepare the other students within the cohort for the presence of an Assistance Dog to ensure:
 - appropriate behaviour of students whilst the dog is working;
 - identification of other students with an allergy to dogs;
 - identification of other students with a phobia to dogs.
- 4.4. Students with Assistance Dogs must seek permission to bring an Assistance Dog onto College transport, by completing a Request for Assistance Dog form and providing the correct documentation at least 10 working days before the trip

5. Requests by Staff

- 5.1. Staff wishing to bring an Assistance Dog onto site must first request permission from the College by completing a Request for Assistance Dog form (see Appendix A) at least 10 working days before they wish the dog to be on site.
- 5.2.

5.3. Staff must submit their completed form and any supporting documentation to HR@craven-College.ac.uk. The request will be reviewed by the Head of HR, the relevant line manager and a member of the senior team.

6. Requests by Visitors

6.1. In the case of visitors attending events organised or hosted by the College (on College premises) including Open Days, Taster Days and Careers events who wish to bring along an assistance dog, they must contact a member of the Customer Services team at customerservices@craven-college.ac.uk to discuss their needs and how best to support them.

6.2. In the case of guest speakers and other visitors, the member of staff inviting the guest speaker/visitor should ask the speaker to complete the form in appendix A at least 10 working days before the visit.

7. Requests for Emotional Support Dogs

7.1. Craven College may in very specific cases, where individuals have an ongoing emotional or psychological disability, agree that a student or staff member can bring their Emotional Support Dog to the college. All such requests should be sent to Sendsupport@craven-college.ac.uk for students or HR@craven-college.ac.uk for staff.

7.2. The person submitting a request must do so at least 10 working days before they wish the dog to be on site. They may also be asked to provide recent evidence of their medical diagnosis and a letter supporting the use of an Emotional Support Dog from an appropriate, qualified health professional. This letter can come from a GP or a community psychiatric nurse, psychiatrist or registered therapist.

8. Risk assessments

All requests will always be subject to an appropriate risk assessment and will be considered as part of the request review. This risk assessment, on grounds of health and safety, might well highlight certain higher risk areas (i.e. laboratories, workshops etc.) from which the assistance dog will be prohibited from.

9. Monitoring and Review

The Head of Student Experience & Inclusion (for students) and the Head of HR (for staff) will maintain oversight of the effectiveness of these arrangements. This procedure will be reviewed annually or in response to legislative changes by the Assistant Principal Curriculum & Student Experience.

Compliance will be monitored through feedback from staff and students

10. Supporting documents and forms

Appendix A - Request for Assistance Dog form

11. Related Policies and Procedures

Assistance Dog Policy

Equality and Diversity Policy

12. Equality Impact Assessment

An equality impact assessment has been carried out and there no unintended consequences for staff /students/stakeholders with protected characteristics

Appendix A Request for Assistance Dog Form

Request for Assistance Dog	
Name of Owner	
Please indicate: staff, student or visitor	
Student number (if applicable)	
Curriculum area and specific areas that student/staff/visitor will be accessing	
Name of Dog	
Name of organisation the Assistance Dog is affiliated/registered with	
Training (incl Public Access Test or equivalent) completed? (Evidence should be provided)	
Colour of Dog	
Breed of Dog	
Details of tasks/duties the dog performs	
Details of request/need? (eg. to accompany the owner at all times?)	
Details of dog's normal response behaviours*	
Name and address of registered veterinarian	
Microchip Number	

For completion by the Assistance Dog Owner:

I confirm I accept full responsibility for:

1. Welfare responsibilities

- Feeding;
- Health (includes any illness or injury, up to date vaccinations, flea/worm treatments);
- Hygiene (regular grooming and bathing);
- Clearance/removal of any and all fouling;
- Appropriate rest and care;
- Consistent and regular training.

2. Behaviour

- Not to wander freely around the premises – stay on a lead at all times
- Sit or lie quietly on the floor next to its owner/handler
- Not foul in college grounds
- Should the dog become a distraction in lessons for other students and disturb the teaching and learning in these, we reserve the right to ask for the dog to be removed;
- Does not enter shared toilet and shower facilities

Insurance

Owners of Assistance Dogs must have in force valid public liability insurance at all times which covers their personal legal liability in respect of their ownership or keeping of the Assistance Dog arising from:

- bodily injury to any third party persons;
- damage to property belonging to persons other than the owner;
- a minimum of £2,000,000 limit of indemnity in respect of any one incident.

I also confirm that my assistance dog is appropriately insured as above and I will provide a confirmation (copy Certificate of Insurance) with this application.

Vaccinations

I also confirm that my Assistance Dog is fully up to date with his/her vaccinations and will provide confirmation with this application.

Signature:

Print name:

Date:

Signature of parent (where student is under 18):

Print name

Date:

Students: Please submit your form to Sendsupport@craven-college.ac.uk

Staff: Please submit your form to HR@craven-college.ac.uk

For College use only:

Insurance documents provided – Y/N Vaccination documents provided – Y/N

**Copy/evidence of training/accreditation certificates (incl behaviour assessment.
Public Access Test)? – Y/N**

Medical/mental health evidence? – Y/N

Risk Assessment carried out? – Y/N

Emergency Evacuation Plan Completed? – Y/N