



**Glasgow Clyde College**  
**British Sign Language (BSL) Plan**  
**2018 – 2024**

# **Contents**

## **1. Introduction**

1.1 About this plan

1.2 BSL Plan contacts

1.3 Where to find the BSL version of this plan

## **2. Summary**

2.1 Summary of GCC's BSL Plan 2018-2024

## **3. Glasgow Clyde College's BSL Plan 2018- 2024**

3.1 Across all our services

3.2 Post-school education

Our contribution to other relevant long term goals:

3.3 Family support, early learning and childcare

3.4 School education

3.5 Training, work and social security

3.6 Health (inc social care), mental health & wellbeing

3.7 Transport

3.8 Culture and the Arts

3.9 Justice

3.10 Democracy

## **4. Looking Forward- What happens next?**

# 1. Introduction

## 1.1 About this plan

This is the BSL Plan for Glasgow Clyde College as required by the BSL (Scotland) Act. It sets out actions we will take over the period 2018-2024.

It follows the BSL National Plan, published 24 October 2017, which was developed through extensive engagement with D/deaf & Deafblind BSL users and those who work with them.

**Our plan is framed around the same relevant long-term goals as the national plan.**

1. Scottish Public Services - Across the Scottish public sector, information and services will be accessible to BSL users\*.
2. Family Support, Early Learning and Childcare - The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL.
3. School Education - Children and young people who use BSL will get the support they need at all stages of their learning, so that they can reach their full potential; parents who use BSL will have the same opportunities as other parents to be fully involved in their child's education; and more pupils will be able to learn BSL at school.
4. Post School Education - BSL users\* will be able to maximise their potential at school, will be supported to transition to post-school education if they wish to do so and will receive the support they need to do well in their chosen subject(s).

5. Training, Work and Social Security - BSL users\* will be supported to develop the skills they need to become valued members of the Scottish workforce, so that they can fulfil their potential, and improve Scotland's economic performance. They will be provided with support to enable them to progress in their chosen career.

6. Health, Mental Health and Wellbeing - BSL users\* will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives.

7. Transport - BSL users\* will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.

8. Culture and the Arts - BSL users\* will have full access to the cultural life of Scotland, and an equal opportunity to enjoy and contribute to culture and the arts, and are encouraged to share BSL and Deaf culture with the people of Scotland.

9. Justice - BSL users\* will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland.

10. Democracy - BSL users\* will be fully involved in democratic and public life in Scotland, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies.

***\* Wherever we refer to 'BSL users\*' throughout this plan, we mean D/deaf and/or Deafblind people (those who receive the language in a tactile form due to sight loss) whose first or preferred language is British Sign Language.***

This BSL plan supports our published College Development Plan 2016-2020 that sets out our ambitions for the college, its' staff, students and key stakeholders and the way in which we intend to do business.

### **Our Vision**

Glasgow Clyde College will contribute to the prosperity and wellbeing of Scotland through exceptional achievement

### **Our Mission**

Seeing Potential,  
Finding Solutions,  
Achieving More

### **Our Values**

Students First, Aspiration,  
Excellence through Leadership,  
Innovation, High Quality,  
Accountability, Integrity and Respect

In constructing our BSL plan, we have looked at the requirements of a range of key stakeholders including the strategic priorities of the Scottish Government, together with our Outcome Agreements and the needs and aspirations of our students, staff and our local communities.

Through this plan, Glasgow Clyde College is committed to protecting and supporting BSL, including in its tactile form.

Central to this is our commitment to involving and engaging BSL users in developing our BSL plan, as well as continued engagement around implementing actions and providing feedback on progress. We will also contribute to the national progress report in 2020.

The Colleges and Universities in Glasgow and the West are working together to engage BSL users, and communities including BSL/English Interpreters, parents/carers of D/deaf children and young people, about all aspects of post school education.

The organisations involved are:

- Glasgow Clyde College
- Glasgow Kelvin College
- Glasgow Caledonian University
- Royal Conservatoire of Scotland
- University of Glasgow
- University of Strathclyde
- University of the West of Scotland

BSL Plan Engagement Meeting with HE and FE took place on Saturday 25th August 2018 10am-12pm at Deaf Connections in Glasgow. Staff from across Glasgow Clyde College including those in Student Advice, Learning Inclusion, GCCSA, Marketing & Equality attended and met with members of the D/deaf/Deafblind community and BSL users.

This drop in session provided essential feedback regarding all areas of the learner journey and the information received has helped us to our local BSL action plan, in order improve the student and staff experience at Glasgow Clyde College.

**We welcome all feedback please, and details of how you can do this are available in the final section 4 of this plan.**

## **1.2 Glasgow Clyde College BSL contacts**

Glasgow Clyde College created a Working Group to develop our BSL Plan. The working group commenced its work earlier this year with the specific remit to develop the College's British Sign Language Plan, in line with the provisions of

the British Sign Language (Scotland) Act 2015, the Equality Act 2010 and the Scottish National Plan 2017-2023.

### **The Working Group- Aims and objectives**

- To identify ways to demonstrate the college's commitment to Deaf/Deafblind students & BSL users.
- To gather and analyse appropriate data in relation to Deaf/Deafblind students & BSL users at Glasgow Clyde College.
- To identify existing barriers to participation for Deaf/Deafblind students & BSL users in the student experience and the learner journey at Glasgow Clyde College.
- To recommend ways of addressing identified issues and challenges for Deaf/Deafblind people who study, work and visit the college.
- To recommend approaches to enhance the quality of our provision for Deaf/Deafblind people.
- To identify any additional policy or guidance areas required to support Deaf/Deafblind students, staff and visitors.

Glasgow Clyde College British Sign Language Working Group is chaired by the College's **BSL Lead Officer & Head of Equality, Diversity & Inclusion**

**Nancy Birney** [nbirney@glasgowclyde.ac.uk](mailto:nbirney@glasgowclyde.ac.uk)

### **Glasgow Clyde's BSL Working Group Membership**

Nancy Birney	Head of Equality, Diversity & Inclusion
Caroline Hutchison	Equality, Diversity & Inclusion Officer
Nicola Meredith	PR & Communications Officer
Sandra Boyle	Lecturer & Deaf BSL User
Sandra Miller	Learning Inclusion Administrator (Langside)
Pamela O'Neill	Learning Inclusion Coordinator (Anniesland)
Marcus Glover	Communications Support Worker
Michael McCourt	Communication Support Worker & Tactile BSL

Interpreter	
Niall Hardie	ELearning Manager
Stuart Milligan	National Deaf Children's Society
Sallie Tomas	Action on Hearing Loss
Jodie McNair	Student Association Development Officer
Iman Mohamed	Student, Deaf BSL User
Hazel Kennedy	Student Adviser
Kyle Bettley	Senior Lecturer
Margaret Greenhorn	Nursery Manager

**Contact us-** [equality@glasgowclyde.ac.uk](mailto:equality@glasgowclyde.ac.uk)

## **Links**

Action on Hearing Loss <https://www.actiononhearingloss.org.uk/>

British Deaf Association <https://bda.org.uk/>

British Sign Language [\(BSL\) National Plan](#)

Contact Scotland [contactSCOTLAND-BSL.org](http://contactSCOTLAND-BSL.org)

Deaf Action <http://www.deafaction.org.uk/>

Deaf Connections <https://www.deafconnections.org/>

Deafblind UK <https://deafblind.org.uk/>

National Deaf Children's Society <http://www.ndcs.org.uk/>

Scottish Association of Sign Language Interpreters (SASLI)

<http://www.sasli.org.uk/>

[Scottish Sensory Centre](#)

### 1.3 Where to find the BSL version of this plan

The BSL version of the College's BSL plan can be accessed at the relevant link on our College website.

## 2. SUMMARY

### 2.1 Summary of GCC's BSL Plan 2018-2024

This British Sign Language (BSL) Plan sets out the actions that we at Glasgow Clyde College will undertake from 2018 to 2024 in order to support and achieve the relevant long-term goals as set out by the Scottish Government's National Plan. We commit to playing our part in the shared Scottish Government vision that Scotland be the best place in the world for BSL users to live, work and visit.

The actions included within this plan confirm our commitment to ensure that all BSL users be they students, staff or other stakeholders are fully supported and empowered to achieve their maximum potential at Glasgow Clyde College.

Our key actions will focus on-

- Making Glasgow Clyde more accessible by addressing identified issues and challenges for BSL users and Deaf/Deafblind people who study, work and visit the college
- Finding approaches to enhance the quality of our provision for Deaf/Deafblind people.
- Identifying any additional policy or guidance areas required to support Deaf/Deafblind students, staff and visitors
- Providing an inclusive learning and working environment of the highest quality to meet the needs of the individuals and communities it serves.
- Developing skills, confidence, motivation, independence and engagement with learning for students
- Raising awareness and increasing relevant training and development opportunities for staff

**We will continually engage with and respond to BSL users' views to develop our key actions within our plan to ensure better services and inform best practice.**

### **3. Glasgow Clyde College's BSL Plan 2018-2024**

GCC shares the long-term goal for all Scottish public services set out in the BSL National Plan, which are:

### 3.1 Across all our services

*“Across the Scottish public sector, information and services will be accessible to BSL users”*

**By 2023 we will:**

3.1.1 Analyse existing evidence we have about students, staff, prospective students and prospective staff who use BSL; identify and fill key information gaps so that we can establish baselines and measure our progress.

#### **Actions**

- Identify data gaps and improve key information gathering processes/procedures
- Gather quantitative statistics regarding -
  - Numbers of Deaf/Deaf Blind BSL users
  - Retention and Attainment statistics of BSL users
  - Numbers BSL interpreters employed
- Gather qualitative feedback from BSL users via-
  - Progress Review (ELS and Guidance Reviews)
  - Relevant surveys
  - Recruitment events
  - Open Days
- Utilise this data to benchmark and improve services for students and staff, current and prospective

**By 2023 we will:**

**3.1.2 Improve information and services for students and prospective students who use BSL, including making our website more accessible to BSL users.**

**Actions**

- Identify and prioritise specific information and services which require improvement, including a fully accessible and inclusive website
- Ensure improvements are actioned and relevant adjustments made with continual feedback from the appropriate stakeholders and partners

**By 2023 we will:**

**3.1.3 Promote the use of the Scottish Government's nationally funded BSL online interpreting video relay services called 'contactSCOTLAND-BSL', which allows BSL users to contact public and their sector services and for these services to contact them.**

**Actions**

- Promote 'contactSCOTLAND-BSL' to staff via all internal communication methods
- Include logo and details within all staff email signatures
- Include logo and details in prominent areas of our website and relevant printed literature

**By 2023 we will:**

**3.1.4 Signpost staff who work with BSL users to appropriate BSL awareness training, and enable them to take up such training.**

**Actions**

- Identify and prioritise key front line staff members to be trained
- Provide relevant tailored training to the key staff
- Develop a calendar of appropriate training for all staff

**By 2023 we will:**

**3.1.5 Take steps to ensure that our campuses and facilities are accessible to BSL users.**

**Actions**

- Invite BSL users and partner organisations to audit campuses/facilities
- Identify and action areas for improvement

**3.2 Post School Education**

“BSL users will be able to maximise their potential at school, will be supported to transition to post-school education if they wish to do so, and will receive the support they need to do well in their chosen subject(s)”

**By 2023 we will:**

**3.2.1 Take action to ensure that students and prospective students who use BSL are properly supported.**

**Actions**

Provide fully accessible information, guidance and support for students and prospective students throughout their learner journey including-

- Accessible website and course/funding/college information
- Accessible information regarding and provision of learning support, assistive technology and access to all learning materials
- Accessible information regarding and provision of all student services including Counselling, Mental health First aid, H&S information Library, Student Advice, Learning Inclusion, Safeguarding, Student Association, Social events/clubs
- Accessible campuses and signage within and across the college campuses
- Access to open days for prospective students who use BSL
- Fully inclusive and accessible application/interview process
- Support during the transition process to and from College

**By 2023 we will:**

3.2.2 Take on board guidance/advice produced by the SFC and others to ensure that across the college/university, staff are aware of their responsibilities towards BSL users, and that students who use BSL know what to expect.

**Actions**

- Use all internal communication methods to inform good practice and provide guidance.
- Collaborate with regional partners and organisations to ensure parity of provision

**By 2023 we will:**

3.2.3 Invite continuous feedback from students/prospective students and staff who use BSL over the coming year/18 months after adopting this plan.

**Actions**

- Develop a calendar of feedback sessions with relevant individuals and organisations over the next 18 months to comment.
- Embed feedback tools online for continual feedback of the plan on website/staff intranet

**By 2023 we will:**

3.2.4 Commit to reviewing/refreshing this plan which includes more 'local' actions (based on that feedback) after the national progress report (due October 2020).

**Actions**

- Develop an internal GCC SMART action plan to sit behind the published plan to ensure actions are implemented and achieved across the College
- Review internal SMART action plan annually to include feedback and measure impact

**By 2023 we will:**

**3.2.5 Provide assistance (including examples) to students who use BSL to help them complete SAAS application forms.**

**Actions**

- Train key staff to be able to fully support and provide assistance to students in completing any funding forms including SAAS applications, DSA, Bursary forms etc.

Glasgow Clyde College also commits to the following relevant long-term goals for all Scottish Public Services set out in the BSL National Plan:

**3.3 Family Support, Early Learning and Childcare**

*“The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL”*

**By 2023 we will:**

**3.3 Help make progress toward the long-term goal for family support, early learning and childcare. If the college/university has childcare facilities for staff/students is this accessible and welcoming to parents and children who use BSL?**

**Actions**

- Through the promotion and embedding of equality and inclusion for all early years' service users, the nursery will provide a service which is both accessible and respectful to all.
- Staff will be provided with and engage in all relevant BSL training
- Integrated awareness and promotion of BSL with all children and their families
- Relevant HR policies for staff will be fully accessible and available in BSL

### **3.4 School Education**

“Children and young people who use BSL will get the support they need at all stages of their learning, so that they can reach their full potential; parents who use BSL will have the same opportunities as other parents to be fully involved in their child’s education; and more pupils will be able to learn BSL at school”

**By 2023 we will:**

<b>3.4.1 Help make progress toward the long-term goal for school education</b>
<b>Actions</b>
<ul style="list-style-type: none"><li>• Fully support transition from school/community groups to GCC for BSL users and their families</li><li>• Establish direct links and appropriate partnership working with specialist school provision and other relevant agencies</li></ul>

### **3.5 Training, Work and Social Security**

“BSL users will be supported to develop the skills they need to become valued members of the Scottish workforce, so that they can fulfil their potential, and improve Scotland’s economic performance. They will be provided with support to enable them to progress in their chosen career”

**By 2023 we will:**

<b>3.5.1 Raise awareness of the UK Government’s ‘Access to Work’ scheme for students who use BSL towards the end of their course, so that they can benefit from the support it provides when they enter the world of work.</b>
<b>Actions</b>
<ul style="list-style-type: none"><li>• Establish a fully accessible Careers, Information and Guidance Service which meets the needs of all individuals ensuring appropriate specific support for BSL users</li></ul>

### **3.6 Health (including social care), Mental Health and Wellbeing**

“BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives”

**By 2023 we will:**

**3.6.1 Take steps to ensure that health/mental health services (including advice and counselling services) within the college/university are fully accessible to students who use BSL.**

**Actions**

- Identify all services for both students and staff that raise awareness, promote health and wellbeing, and ensure they are fully accessible to BSL users
- These will include-
  - Counselling
  - Health & Safety
  - First Aid
  - Mentally Healthy College Services
  - Safeguarding
  - HR

**3.7 Transport**

“BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland”

**By 2023 we will:**

**3.7.1 Work with internal stakeholders and local transport providers to ensure that travel information is visual, up to date, accessible and well-publicised.**

**Actions**

- Identify and review specific requirements of BSL users regarding access to transport, to and from the College

**3.8 Culture and the Arts**

“BSL users will have full access to the cultural life of Scotland, an equal opportunity to enjoy and contribute to culture and the arts, and are encouraged to share BSL and Deaf Culture with the people of Scotland”

**By 2023 we will:**

**3.8.1 Take action to ensure that extracurricular/recreational activities offered within the college/university are accessible to all individuals who use BSL.**

**Actions**

- Review current provision and support for BSL users in relation to student and staff events/activities, including Fresher's Week, clubs/societies, volunteering opportunities and staff networks
- Include BSL provision in the planning and delivery of student and staff events/activities.

**3.9 Justice**

"BSL users will have fair and equal access to the civil, criminal and juvenile justice systems in Scotland"

**By 2023 we will:**

**3.9.1 Ensure that BSL users are fully supported in accessing advocacy and justice systems from external agencies.**

**Actions**

- Signpost and raise awareness of relevant national bodies, organisations and interpreting services to BSL users

**3.10 Democracy**

"BSL users will be fully involved in democratic and public life in Scotland, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies"

## By 2023 we will:

3.10.1 Promote and support the involvement of BSL users in relevant internal and external groups/bodies.

### **Actions**

- Encourage and enable staff and students who use BSL to take an active and full role in the committees and structures of the College
- The GCCSA will explore ways to ensure students who use BSL are able to fully engage in our democratic structures, including Class Rep/GCCSA elections

## 4. Looking Forward - What happens next?

- We very much welcome feedback on our BSL Plan from students, staff and other stakeholders, including organisations, community and voluntary groups, and members of the public. Whether you are part of a group, or are an individual, we are happy to for you to get in touch and provide us with your feedback. We will also be working in partnership with BSL (Scotland) Act 2015 Partners, including Deaf Action, and with BSL Communities to help ensure meaningful engagement and effective consultation.
- You can comment on this plan via the relevant links on our website using written English and /or upload BSL video clips to respond.
- The final version of the plan will be published by 24<sup>th</sup> October 2018 in English, Easy Read and BSL.
- Please contact us at [equality@glasgowclyde.ac.uk](mailto:equality@glasgowclyde.ac.uk) if you want to continue to be involved as we further develop/implement the actions in our plan.
- We will review the College's BSL plan each year, reporting to the Equality, Diversity & Inclusion Committee