



Assistance Dogs Policy 2026 - 2028

Equality Impact Assessment: Askham Bryan College recognises the importance of the Equality Act 2010 and its duties under the Act. This document has been assessed to ensure that it does not adversely affect staff, students or stakeholders on the grounds of any protected characteristics.

1. POLICY STATEMENT

1.1 Askham Bryan College recognises that assistance dogs play an important role in the safety and wellbeing of staff and students who use assistance dogs at the College. Also, that there may at times be visitors to the College (guest speakers, those attending events and conferencing, etc) who require an assistance dog.

1.2 With the exception of:

- Assistance Dogs (as defined by this Policy; see 4.1 below);
- dogs used in teaching;
- dogs used in College operations (e.g. farm working dogs);
- those living in staff accommodation who have permission to keep their dog on site;
- visitors to the College for commercial activity (e.g. dog grooming);
- guest speakers with dogs such as police dogs, rescue dogs, ratting terriers, deer tracking dogs, etc and
- those exercising a public right of way for walking dogs (where such a right exists),

no other dogs (or any other pets), will be allowed on site.

1.3 Regardless of whether the owner of a dog refers to their dog as an 'assistance dog', only assistance dogs that are approved under this Policy will be permitted.

2. PURPOSE

2.1 This Policy sets out:

- the arrangements made to provide a welcoming and safe environment for assistance dogs and their owners;
- the roles and responsibilities within the College in relation to these dogs;
- the responsibilities of Assistance Dog owners when on College premises;
- a process for dealing with issues and complaints if they arise.

3. SCOPE AND LIMITATIONS

- 3.1 This Policy applies across all sites to all students/applicants including late applicants wishing to bring an Assistance Dog (as defined by this Policy) onto College premises.
- **Students/applicants** wishing to bring an assistance dog on site - see paras 9.1 – 9.4
 - **Staff** wishing to bring an assistance dog on site – see para 9.5
 - **Open days, etc** - see paras 9.6 - 9.7
 - **Conferencing** – see paras 9.8 – 9.9

4. DEFINITIONS

- 4.1 **‘Assistance Dog’** is one which has been specifically trained to assist disabled people and which has been qualified by one of the organisations registered as a member of Assistance Dogs (UK) or an equivalent organisation in another country (see Appendix A for further details), or has been successfully assessed by the ADAA within the past 12 months, as qualifying as an assistance dog, and are permitted to accompany their owners at all times and in all places within the United Kingdom (unless there is a genuine health and safety risk).
- 4.2 The College recognises that dogs that have not been formally qualified by or registered with an organisation may nevertheless meet the definition of an ‘assistance dog’ for the purposes of the law and amount to a reasonable adjustment. However, for dogs trained by an owner, an assessment may be conducted by the Assistance Dog Assessment Association (ADAA) to confirm that the dog is genuinely an assistance dog and not an emotional support dog or pet instead (see section 9 below).
- 4.3 Examples of tasks carried out by assistance dogs include:
- assisting people who are blind or are visually impaired. These dogs are commonly known as ‘guide dogs’;
 - assisting people who are deaf or are hearing impaired. These dogs are commonly known as ‘hearing dogs’;
 - assisting their owner with tasks which they may find difficult or impossible, for example:
 - opening and closing doors, picking up objects;
 - assisting with dressing and undressing;
 - accompanying their owner whilst shopping etc.;
 - acting as a physical support;
 - raising the alarm;
 - switching lights on and off;
 - carrying items;
 - loading and unloading the washing machine;
 - fetching the telephone and other items.

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- assisting people with physical regulation, such as blood sugar levels in those with diabetes;
 - assisting people with emotional regulation, such as those with anxiety and other mental impairments, by performing specific actions to help with a mental health disability. For instance, dogs that have been specifically trained to provide real-time support by interrupting anxiety symptoms, offering deep pressure therapy to calm the owner, creating space in crowded environments, and fetching items like medication, significantly increasing independence and reducing stress, etc (whereas an emotional support dog provides comfort through their presence, but they are not task-trained).
- 4.4 Once a dog has been accepted as an Assistance Dog under this policy, Assistance Dogs may accompany their owners at all times in non-public spaces within campus buildings, including offices and College-owned student accommodation (unless there is a genuine health and safety risk meaning that this may not be possible).
- 4.5 The important thing to remember is that an assistance dog is a working animal, not an ordinary pet. When the dog is working it needs to concentrate on the job in hand, so it is very important that it is not distracted by touching, feeding, etc. When the dog's harness is off, it should behave like a well-trained pet dog.

Psychiatric Assistance Dogs

- 4.6 When it comes to mental health, a dog may qualify as an Assistance Dog (or Psychiatric Assistance Dog) if it is trained to do things like:
- interrupt or redirect self-harming behaviour;
 - apply deep pressure therapy during panic or anxiety attacks;
 - grounding during a dissociative episode;
 - guide the owner to an exit or to safety during a dissociative episode/anxiety attack;
 - remind the owner to take medication.
- 4.7 Because these tasks are directly linked to a **diagnosed disability**, Assistance Dogs that perform these tasks are recognised and protected under the Equality Act 2010. This means they have legal public access rights; but must also meet strict standards for behaviour, control, and reliability.

Source: ADAA

Dogs in training/puppies

- 4.8 Please note: whilst there is nothing in law about the age a highly trained assistance dog must be, it would be unlikely that a dog under 18 months old would be adequately prepared for the role and therefore is unlikely to qualify as an Assistance Dog under this Policy and will be required to pass the assessment referred to below in section 11. It depends on the dog (as an individual), however, and on the breed.

Restrictions on access

- 4.9 Please note also that there may be areas of the College that an Assistance Dog owners is unable to access on grounds of health and safety. For instance, there are restrictions in place in respect of Assistance Dogs being allowed on the College farm, into the Wildlife Park or the science labs. Assistance Dog owners must also ensure that their Assistance Dogs do not enter staff and students' privately assigned spaces, such as bedrooms and flats within residences, without permission.

5. LEGAL CONTEXT

- 5.1 Education providers, along with other service providers, have a legal obligation to make what are called "reasonable adjustments", i.e. to make sure that, as far as is reasonable, a disabled person has the same access to services as a non-disabled person.
- 5.2 The obligation is to put in place adjustments that alleviate disadvantages experienced by those with disabilities. Whether or not an adjustment is reasonable will depend on the circumstances. Even an adjustment that would alleviate a disadvantage may not be reasonable, including if it is inconsistent with the College's legal duties to other students and staff.

6. EMOTIONAL SUPPORT DOGS

- 6.1 Unlike Assistance Dogs, Emotional Support Dogs (or "ESDs") are not trained to perform specific tasks related to a person's condition. Instead, they offer emotional comfort simply by being there.
- 6.2 Because of this, Emotional Support Dogs:
- do not have public access rights (so they cannot enter places where pets are not allowed);
 - are not covered under disability or assistance dog laws;
 - may have limited allowances for things like housing or travel, depending on local or independent regulations.
- 6.3 Their role is incredibly valuable - but are **focused on emotional wellbeing, not on trained, task-based support.**

Source: ADA

- 6.4 As such, the College's policy is to only permit Assistance Dogs as defined by this Policy and not Emotional Support Dogs. This also includes and extends to other kinds of emotional support animal, particularly in student residential accommodation. However, there are other services in place to support students' well-being whilst on campus. Please ask Student Services for further details. Staff should speak to People Services.

7. THERAPY DOGS

- 7.1 Therapy dogs are similar to Emotional Support Dogs in that they provide comfort, distraction, and stimulation; but have not been trained to perform specific tasks. A therapy dog does not facilitate mobility for its owner or assist with day-to-day tasks and need not accompany the owner at all times. **A therapy dog therefore does not have the same legal privileges as an Assistance Dog.** They are only allowed in facilities or locations where they have been formally invited or where specific therapy dog programs are in place. Therapy dogs and their owners also usually visit a wider group of people who might be in a hospital ward, a school classroom, a nursing home etc. to provide comfort and support.
- 7.2 Askham Bryan College's policy currently is that therapy dogs are not allowed on campus or in residential accommodation.

8. PETS

- 8.1 Unless part of a College initiative, and with the exception of staff living on site, who may have friends visit with pets, pets of staff, students and or visitors to the College are not allowed on the College campus or within its buildings. This includes public events such as Open Days, Taster Days and graduations.
- 8.2 Animals may pose a threat of infection and may cause allergic reactions. Also, some employees, students and visitors may feel threatened or be distracted by the presence of animals, particularly dogs.
- 8.3 The College also wishes to prevent pets from fouling the office space or damaging property.

9. APPLYING TO BRING AN ASSISTANCE DOG ON SITE

Students/applicants

- 9.1 Students/applicants wishing to bring an Assistance Dog onto site must first request permission from the College to do so by completing a Request for Assistance Dog form (see Appendix B) which is available on the College website (<https://www.askham-bryan.ac.uk/publication-scheme-assistance-dogs/>) or on request.
- 9.2 Students/applicants must submit their completed form and any supporting documentation to enquiries@askham-bryan.ac.uk which should then be forwarded to the Assistant Principal (Students) cc the Legal and Compliance Adviser for review, and cc the Kennel and Cattery Manager, for awareness. Any applications received directly by course managers, Accommodation staff or other staff must be referred to the Assistant Principal (Students), cc the Legal and Compliance Adviser, and cc the Kennel and Cattery Manager, so that the College's processes on assistance dogs can be followed properly.
- 9.3 The supporting documentation required when submitting a Request for Assistance Dog form is:

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- copy insurance certificate;
- copy training records;
- confirmation that their dog has had the necessary vaccinations i.e. DHP- which covers Distemper, Hepatitis and Parvovirus, Leptospirosis and kennel cough;
- confirmation meets requirements of an assistance dog from either ADAA or suitably qualified professional e.g. behaviourist/behavioural clinician);
- details of the specific tasks the dog helps with.

Timing of requests - Students/applicants

9.4 Students/applicants must, where possible, submit their Request for an Assistance Dog form in good time, ideally before they are due to enrol. This is so that the College can advise as to whether an assessment as to the dog's suitability as an Assistance Dog is necessary (see section 11 for further details), and 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/applicants or staff with an allergy to dogs;
- identification of other students/applicants or staff with a phobia to dogs.

Staff

9.5 Staff must submit their completed form and any supporting documentation (see para 9.4) to human.resources@askham-bryan.co.uk which should then be forwarded to the Director of People Services for review.

Events organised or hosted by the College (on College premises) including Open Days, Taster Days and Careers events – members of the public and prospective students

9.6 To ensure that you are properly supported, please contact a member of our Enquiries team on enquiries@askham-bryan.ac.uk to discuss your needs and how best to support you. Alternatively, if the event is being organised by a department within the College, please contact a member of that department to discuss any support needs.

9.7 There is **no need to submit an application** to bring your Assistance Dog on site; but it would be useful for you to disclose to our team any additional support needs you may have, so the College can best support you when attending the College.

Please note: Any dog that must be registered under the Dangerous Dogs Act 1991, the Dangerous Dogs (Amendment) Act 1997 or any further amendments to this Act or any wolf hybrid will not be permitted on site. Presently the list of banned breeds in the UK is Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Fila Brasileiro (see <https://www.gov.uk/control-dog-public/banned-dogs>).

Conferencing

9.8 To ensure that you are properly supported, please contact a member of our Conferencing team on Conferencing@askham-bryan.ac.uk to discuss your needs and how best to support you.

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- 9.9 There is **no need to submit an application** to bring your Assistance Dog on site; but it would be useful for you to disclose to our team any support needs you may have so the College can best support you.

10. COLLEGE'S RESPONSE TO AN APPLICATION

- 10.1 On receipt of a request to bring an Assistance Dog on site under this Policy (whether this is from a staff member or student/applicant), the College will process the application and aim to respond within 28 days of receipt.
- 10.2 Where necessary, the College will:
- (a) request any further information or evidence it may require to be able to process the application, including, where necessary, further information and/or evidence as to the nature of the applicant's disability;
 - (b) suggest that the dog is assessed as to its suitability to be an Assistance Dog (see section 11, below), particularly if indications are that it is an emotional support dog and not an Assistance Dog, as defined by this Policy.
- 10.3 **The College reserves the right to refuse access in circumstances where a dog's owner is unable to provide the requisite evidence in support of their request to bring an Assistance Dog on site.**
- 10.4 The College also reserves the right to remove or bar entry to an Assistance Dog when it poses a direct threat to the health & safety of others. **Unresolved animal misbehaviour may also provide grounds for removal, after all reasonable measures have been taken to address this.**

11. ASSESSMENT

- 11.1 Unless the dog satisfies the requirements of para 4.1 above, then as part of the application process for bringing an Assistance Dog on site, the dog must undergo an assessment as a pre-condition of the dog being allowed on site. This will be carried out by an external organisation that specialises in assistance dogs assessments such as Assistance Dogs Assessment Association (<https://www.theadaa.org/>), or equivalent.
- 11.2 If an assessment is necessary, it will be for the owner to pay for this assessment and any subsequent assessments, for instance, if the dog fails to pass the initial assessment. Support is available, if necessary, from the College bursary fund or hardship fund (HE students only). Until such time as the dog has undergone an assessment which confirms it is an assistance dog, it will not be allowed on site.
- 11.3 If any behavioural issues or training needs are identified, then these will be brought to the attention of the owner.
- 11.4 If an Assistance Dog fails the assessment, because behavioural issues or further training needs have been identified, or an owner refuses to undergo an assessment, then the dog will not be allowed on site, as an Assistance Dog until the dog has either undergone an assessment or undergone a further assessment.

- 11.5 Once it has been agreed that the Assistance Dog can come on site then the relevant Heads of Department will be informed so that they can work with their teams to ensure that staff are aware and any possible adjustments made to the sessions if required.
- 11.6 Once a dog has been assessed as being suitable as an Assistance Dog, there will be no need for the dog to be reassessed/assessed every year, unless there is a change in circumstances, or a behavioural issue with the dog has been identified, or for any other lawful reason, at the College's absolute discretion. However, Assistance Dog owners must ensure that their insurance for their Assistance Dog and any vaccinations, treatments, etc remain up to date.

12. GENERAL POINTS

Behaviour on site

- 12.1 Assistance Dog owners must ensure that their Assistance Dog is kept on a lead at all times when walking around the College estate or safely harnessed when unsupervised for short periods of time.
- 12.2 Although not required by law, Assistance Dog owners should ensure that their Assistance Dogs are clearly identifiable by the use of special collars, jackets, harnesses and/or ID tags for the safety of the service user and the dog.
- 12.3 The Assistance Dog remains the responsibility of the owner at all times and the Owner is responsible for ensuring appropriate welfare measures are in place to ensure the dog is given suitable rest breaks and access to food/water during the day. The Assistance Dog owner will be responsible, where possible, for cleaning up any faeces from their dog and disposing of this appropriately.
- 12.4 It is the Assistance Dog owner's responsibility to prevent and correct their dog's misbehaviour. Assistance Dog owners must make sure that their Assistance Dog does not cause harm or injury to others and damage to College property. Assistance Dog owners are responsible for any damage to persons or College property.
- 12.5 Assistance Dog owners must also respect any access restrictions established by the College on grounds of health and safety. For instance, there are restrictions in place in respect of Assistance Dogs being allowed on the College farm, into the Wildlife Park or the science labs. Assistance Dog owners must also ensure that their Assistance Dogs do not enter staff and students' privately assigned spaces, such as bedrooms and flats within residences, without permission.
- 12.6 In the unlikely event that the dog does foul inside College buildings, the Assistance Dog owner must report this to an appropriate member of staff who will make arrangements with the Estates team to have the area cleaned and sanitised.
- 12.7 The College may require the removal of an Assistance Dog, or make alternative arrangements, if the College considers it poses a threat to the safety and security of students, staff, members of the public or College animals on site; the owner does not act in accordance with the criteria set out in this Policy or**

because of welfare concerns for the dog, or for reasons of Safeguarding.

13. HEALTH CHECKS

- 13.1 The Assistance Dog owner will ensure regular health checks, vaccination, including flea/worm treatments, adequate standard of grooming, and the supply of food and drink at all times. The dog must be registered with a vet and the details of the veterinary practice must be made available to the College on request.
- 13.2 If an Assistance Dog is found to be ill, in poor health, excessively unclean or unkempt, then the Owner may be asked by the College to remove the animal from College premises. The College is not responsible for the loss, ill health, or death of an Assistance Dog.

14. INSURANCE

- 14.1 Whilst some insurers provide specific insurance policies for assistance dogs, this is not necessary, provided that there is in force valid public liability insurance at all times which covers the owner's personal legal liability in respect of their ownership or keeping of the Assistance Dog arising from:
- bodily injury to any third party persons; and or
 - damage to property belonging to persons other than the owner.
- 14.2 The policy must provide for a minimum of £2,000,000 limit of indemnity in respect of any one incident.
- 14.3 A copy of the schedule or any certificate of cover must be provided to the College prior to the Assistance Dog coming onto site. The College will retain a copy of this information for 6 years from the date of enrolment after which it will be destroyed.

Please note: it is the owner's responsibility to ensure that they have appropriate insurance in place at all times whilst their dog is on site as an Assistance Dog. When an insurance certificate expires, the owner will be required to provide a new insurance certificate to confirm that they still have the appropriate insurance in place for their dog.

15. ASSISTANCE DOGS IN LESSONS

- 15.1 As well as having legal obligations towards the applicant/student who has an Assistance Dog, the College also owes a duty of care to students who may have declared an allergy to dogs or who may be phobic of dogs, and in the event of concerns/complaints by other students about the Assistance Dog, then the College may need to consider alternative arrangements for the owner and their dog, which will need to be determined on a case by case basis.

16. ASSISTANCE DOGS IN PRACTICAL LESSONS

- 16.1 Assistance Dogs may not be permitted in practical lessons for bio security reasons and for welfare reasons.
- 16.2 In the event that an Assistance Dog is not able to accompany their owner in practical lessons, then alternative arrangements will need to be put in place. At York, they will have to be put into animal holding facilities at the Askham Bryan Dog School and Boarding (subject to availability), for the duration of that practical lesson(s), at no charge to the owner. At other centres, the Assistance Dog can go in crate, in someone's office, provided the Assistance Dog is properly crate trained.
- 16.3 To book a place at the Askham Bryan Dog School and Boarding (York site), owners will need to complete an Assistance Dog Kennel Booking form available at https://forms.office.com/Pages/DesignPageV2.aspx?subpage=design&FormId=A_D0MohlkGoHefjRlrf5X_z71TEpBEtdGtxOKqbFZUREq0NEszRkIKWjJRSzI4V0xMN0U1ODk0SS4u&Token=f4049c08b6bc4294a7b4fe9c42b6767b At centres other than the York site, local arrangements will be to be agreed if a student/applicant with an Assistance Dog has to undergo a practical assessment/session and is not allowed to take their Assistance Dog in with them to that assessment/session.
- 16.4 Please note: these allocations are only for the length of time in which an Assistance Dog cannot accompany their owner during a practical lesson(s). Assistance Dogs will not to be housed within these spaces for any length of time other than that which has been allocated. Any bookings are also subject to availability.** If the kennels are not available, or deemed not suitable, for instance if the dog refuses to settle, then alternative arrangements will have to be discussed and put in place.
- 16.5 Owners who do not want to put their dog into kennels will need to make their own arrangements, e.g. pay for their dog to be walked by a professional dog walker, for the duration of the practical lesson, which will be at their expense. They will not be permitted to leave their dog in a classroom or in residential accommodation.
- 16.6 Where an Assistance Dog owner has a practical lesson and requires the dog to be with them because of their disability or condition, e.g. where they are diabetic and the dog is trained to monitor blood sugar levels, but that is not possible for animal welfare reasons (depending on the nature of the practical lesson), then consideration will be given to see how else that student can be supported to take part in the practical lesson, which in some instances, may involve a risk assessment being carried out by Curriculum staff.

17. SCIENCE LABS

- 17.1 The College is able to support assistance dogs in the labs providing the following requirements are met:
- the Assistance Dog will need to be able to be left in a secure room alone and respond to commands from staff;
 - appropriate measures should be in place to protect the Assistance Dog from risks such as broken glass wear and spilled chemicals. This should include a suitably thick

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blanket for the dog to remain on throughout its time in the lab and, if possible, protective boots.

- the Assistance Dog may be present for any theory only session;
- any lab practical session will be judged on suitability for the Assistance Dog to be in attendance by the Science Centre Manager or Senior Science Technician. Both the welfare of the animal and health and safety of the students will be considered in this case. If it is deemed that the practical session is not suitable for any reason, we will ask that the assistance dog remain in the science office for the duration of the lab practical. In this instance the animal must not be disruptive to working staff and must be able to be left safely without supervision in a secure environment.

18. STUDENT ACCOMMODATION

- 18.1 Students/applicants with Assistance Dogs must seek permission to bring an Assistance Dog into residential accommodation by completing a Request for Assistance Dog form and providing the correct documentation.
- 18.2 Students/applicants seeking to bring an Assistance Dog into accommodation should also declare their dog on their application for accommodation as it may impact the accommodation the College is able to provide. For instance, the College will need to be mindful of students/applicants who have applied to be in accommodation who may have declared an allergy to dogs so that the Assistance Dog owner can be offered a place instead where they will not come into contact with students who are allergic to dogs or who may have a phobia of dogs.
- 18.3 If the dog is allowed into residential accommodation, then the dog must not be left in the accommodation all day unattended. The owner must also ensure that they abide by the terms of their accommodation agreement and residential rules, e.g. they must ensure that their room remains in a clean state at all times, etc. If necessary, an Assistance Dog can be removed from residential accommodation if there are concerns around the dog's welfare.

19. STUDENT TRANSPORT

- 19.1 Students/applicants 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.

20. ASSISTANCE DOGS – OFFSITE ACTIVITIES AND TRIPS

- 20.1 Having an Assistance Dog will not stop the owner participating in offsite activities and trips organised by the College.
- 20.2 However, in the case of international trips, there may be local restrictions that the owner will need to be made aware of.
- 20.3 Airlines must accept all Assistance Dogs for air travel without charge. Dogs will normally sit in the space on the floor in front of the seat (many airlines will seat passengers with guide dogs in the front row, if possible, where there is usually a little

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more space); but this may depend on the airline and their policy. However, an airline may ask for confirmation that a dog has been trained to a standard that allows it to travel safely by air. If for whatever reason, the dog cannot be accommodated the student should be advised of their options.

- 20.4 The trip organiser should make these enquiries of the airline and should notify the Assistant Principal (Students) of any issues.

21. RELIGIOUS OR CULTURAL CONFLICTS

- 21.1 Religious or cultural beliefs cannot be used to prohibit access for Assistance Dogs and their owners.

22. WARDENS (RESIDENTIAL ACCOMMODATION)

- 22.1 The wardens will be informed prior to the student moving into residential accommodation if there is to be an Assistance Dog in residential accommodation. This will enable the wardens to make appropriate arrangements, if necessary, to be able to support that student.
- 22.2 In the event of an emergency, for instance, where the owner of an Assistance Dog is involved in an accident, the wardens will, depending on the circumstances, e.g. the owner is likely to be in hospital for some time, contact the Assistance Dog owner's named emergency contact (as provided by the owner on the Request for Assistance Dog form), to come and collect and look after the dog. If the owner is only likely to be away from the College for a few hours, then the wardens, if they are able to do so, will look after the Assistance Dog until the owner returns. The Student Residential Services Manager should be informed who will then in turn make the Assistant Principal (Students) aware, and others, as appropriate.
- 22.3 Depending on the circumstances, however, some situations may need to be managed dynamically.

23. EMERGENCIES

- 23.1 Owners must provide contact details for someone who can be contacted in the event of an emergency to come and collect and look after their dog.
- 23.2 Emergency contact details will be added to CPOMS by the Residential Services Manager. The wardens will be made aware that in the event of an emergency, emergency contact details are on CPOMS.
- 23.2 If the emergency contact is unable to come and collect and look after the Assistance Dog, then the Assistance Dog will be housed in the animal holding facilities, assuming there is space available, or Student Services office, whilst alternative solutions are explored.

24. COMPLAINTS

Complaints by students/applicants and members of the public

- 24.1 Any complaints by a student/applicant or member of the public with an Assistance Dog about the operation of the Policy, including the College's decision whether to allow their dog on site, or the treatment of themselves or their dog, will be handled in accordance with the College's Complaints Policy, details of which are available at <https://www.askham-bryan.ac.uk/publication-scheme-customer-services/>. HE students/applicants, please refer to the HE Students Complaints Policy which is available at <https://www.askham-bryan.ac.uk/publication-scheme-higher-education/>.
- 24.2 Every attempt will be made to resolve the matter informally. If the matter cannot be resolved informally, then the matter will proceed as a formal complaint. Students/applicants and members of the public are asked to complete a Stage 2 complaints form, available at <https://www.askham-bryan.ac.uk/publication-scheme-customer-services/>. HE students/applicants should submit an HE Student Complaints Stage 2 Formal Complaint Form available at <https://www.askham-bryan.ac.uk/publication-scheme-higher-education/>.

Complaints by staff

- 24.3 Staff should in the first instance raise the matter informally with the Director of People Services. If the matter cannot be resolved informally, staff may escalate the matter via the Staff Grievance Policy and Procedure.

Complaints about Assistance Dogs

- 24.4 Complaints about an Assistance Dog will be handled in the same way.
- 24.5 If the matter cannot be resolved informally, then the matter will proceed to Stage 2 of the relevant complaints policy. Staff may escalate the matter via the Staff Grievance Policy and Procedure.

25. RESPONSIBILITIES

- 25.1 The Assistant Principal (Students) will have overall responsibility for ensuring compliance with this Policy.
- 25.2 The Assistant Principal (Students) will have the responsibility for determining applications by students/applicants. The Director of People Services will have the responsibility for determining applications by staff.
- 25.3 The Assistant Principal (Students) will be assisted by relevant managers, including the assistant principals and Legal and Compliance Adviser, to ensure compliance with this Policy.

26. MONITORING AND REVIEW

- 26.1 The Assistant Principal (Students) will maintain oversight of the effectiveness of these arrangements in so far as they relate to students. The Director of People Services will maintain oversight of the effectiveness of these arrangements in so far as they relate to staff.

27. RELATED POLICIES AND PROCEDURES

Special Educational Needs and Disability (SEND) Policy
HE Reasonable Adjustments Policy
Equality and Diversity Policy
Complaints Policy
HE Students Complaints Policy
Staff Grievance Policy and Procedure
Health and Safety Policy

28. APPLICABLE LEGISLATION

In all aspects of this Policy the College will comply with the following legislation:

Equality Act 2010
Health and Safety at Work Act 1974,
Management of Health and Safety at Work Regulations 1999
Workplace (Health Safety & Welfare) Regs 1992
Animal Welfare Act 2006

29. DOCUMENT HISTORY

Date of Issue: 12th March 2026
Approved on: 25th February 2026
Next review: February 2028
SLT Owner: Assistant Principal (Students)
Author: Legal and Compliance Adviser
Publication requirements: PUBLIC

Appendix A

Members of Assistance Dogs (UK)

Canine Partners
Dog A.I.D.
Dogs for Good (formerly Dogs for the Disabled)
Guide Dogs for the Blind Association (GDBA)
Hearing Dogs for Deaf People
Support Dogs
Medical Detection Dogs
The Seeing Dogs Alliance

Established international Assistance Dog organisations

Assistance Dogs International
Assistance Dogs Europe
International Guide Dog Federation
Other such international bodies as may from time to time be recognised

Further Resources

Assistance Dogs (UK), www.assistancedogs.org.uk
Guide Dogs for the Blind Association (GDBA), www.guidedogs.org.uk
Hearing Dogs for Deaf People, www.hearing-dogs.co.uk
Support Dogs, www.support-dogs.org.uk
Dogs for Good (formerly Dogs for the Disabled), www.dogsforgood.org
Canine Partners, www.caninepartners.co.uk
Medical Detection Dogs, www.medicaldetectiondogs.org.uk
Dog A.I.D., www.dogaid.org.uk
The Seeing Dogs Alliance, www.seeingdogs.org.uk
Assistance Dogs International, www.assistancedogsinternational.org
Assistance Dogs Europe, www.assistancedogseurope.org
International Guide Dog Federation, www.igdf.org.uk
The Royal National Institute of Blind People www.rnib.org.uk
Equality Advisory and Support Service www.equalityadvisoryservice.com

Source: Assistance Dogs (UK)

External assessors

Assistance Dogs Assessment Association

<https://www.theadaa.org/>

Appendix B



Request for Assistance Dog 2025 - 2027

Equality Impact Assessment: Askham Bryan College recognises the importance of the Equality Act 2010 and its duties under the Act. This document has been assessed to ensure that it does not adversely affect staff, students or stakeholders on the grounds of any protected characteristics.

For completion by the Assistance Dog owner:

Surname	
First Name	
Please indicate: staff, student or other, e.g. visitor	
Student number (if applicable)	
Contact telephone number	
Email Address	
Dog's name	
What is your dog's breed?	
How old is your dog?	
Is this dog necessary to assist you with a disability? What specifically is the dog trained to do? NB please refer to para 4.3 of the Policy for examples	
How has your dog been trained? By Assistance Dogs UK or equivalent organisation? Or is your dog owner-trained, i.e. has it been trained by you?	

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Have you applied for student residential accommodation?	
Do you want your dog to live with you in student accommodation?	
Have you spoken to the Accommodation team about this?	

Please provide:

- copy insurance certificate;
- copy training records;
- confirmation that your dog has had the necessary vaccinations i.e. DHP- which covers Distemper, Hepatitis and Parvovirus, Leptospirosis and kennel cough;
- confirmation meets requirements of an assistance dog from either ADAA or suitably qualified professional e.g. behaviourist/behavioural clinician).

Please note: failure to submit this evidence with your request will lead to a delay in the College's ability to process your request.

Please also provide details of a person, e.g. parent, guardian, next of kin, etc who could come and look after your dog in the event of an emergency, e.g. admission to hospital because of an accident/injury, etc

Name	
Address	
Contact telephone number(s)	
Email address	

Declaration

By submitting this request, you confirm that you have read and understood the College's Assistance Dogs Policy and agree to abide by its terms, in particular that:

- the dog is under your control at all times;
- the dog has been properly trained;
- all relevant vaccinations are up to date;
- the dog will wear a collar, lead and visible identification (where applicable);
- the dog does not cause any disruption for other students;
- all aspects of the animal's care including feeding, exercise, health, cleaning of animal and associated equipment is undertaken appropriately; and
- cleaning up after the dog including the sanitary disposal of waste is undertaken in a timely manner

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You are responsible for the actions of the animal, including any financial implications that this may have (e.g. payment for damage caused).

If the dog is not under the your direct control or is disturbing or disrupting other students, then you will be given an opportunity to address this. If the problems persist, then you may be asked to remove the dog.

In the event that the behaviour of the animal is such that there is an imminent risk to people or property, then you may be asked to remove the dog immediately.

You also agree to provide the College with any additional information as may be required by the College to be able to process your request.

Signature:

Print name:

Date:

Signature of parent (where student and student is under 18):

Print name:

Date:

Students: Please submit your form to enquiries@askham-bryan.ac.uk

Staff: Please submit your form to human.resources@askham-bryan.ac.uk

Appendix C

Interacting with Assistance Dogs

When interacting with assistance dogs or with people who have assistance dogs, please bear the following points in mind:

- **Talk to the handler, not the dog!**

It is very frustrating for a person to have to interrupt your conversation with their dog. Likewise, if you are helping a person with a dog guide to get somewhere, give the person directions or talk with the person as they follow you. They will give the dog the correct commands for following you. Please do not call the dog. The dog is used to working for the disabled owner. If it is responding to you, it is no longer focused on their needs but on you.

- **Do not pet or praise the dog without asking first, please!**

It can be very dangerous for the handler if their dog is distracted and not doing its job. It is important to remember that while they are extremely intelligent, devoted, and highly trained, assistance dogs are still capable of acting upon natural instincts and may display the same behaviours as other dogs from time to time. Dog guides sometimes scavenge for food, get distracted by other animals, experience fear, and forget about their work when tempted by things they like. People's attention can be especially alluring.

Praise is a reward for service animals, and people who work with the dogs provide it when it is appropriate. Sometimes it is given quietly in small doses; and at other times it is given lavishly. If another person says, "What a good dog," in passing, the person may have just rewarded the dog, without knowing it, for something the dog did just before the person arrived that was dangerous to the user.

When admiring a assistance dog, it is best to keep eyes averted, comments directed to the user, and voice modulated appropriately (e.g. do not speak as if addressing a child or use an especially sweet-sounding voice, as this will draw the dog's attention).

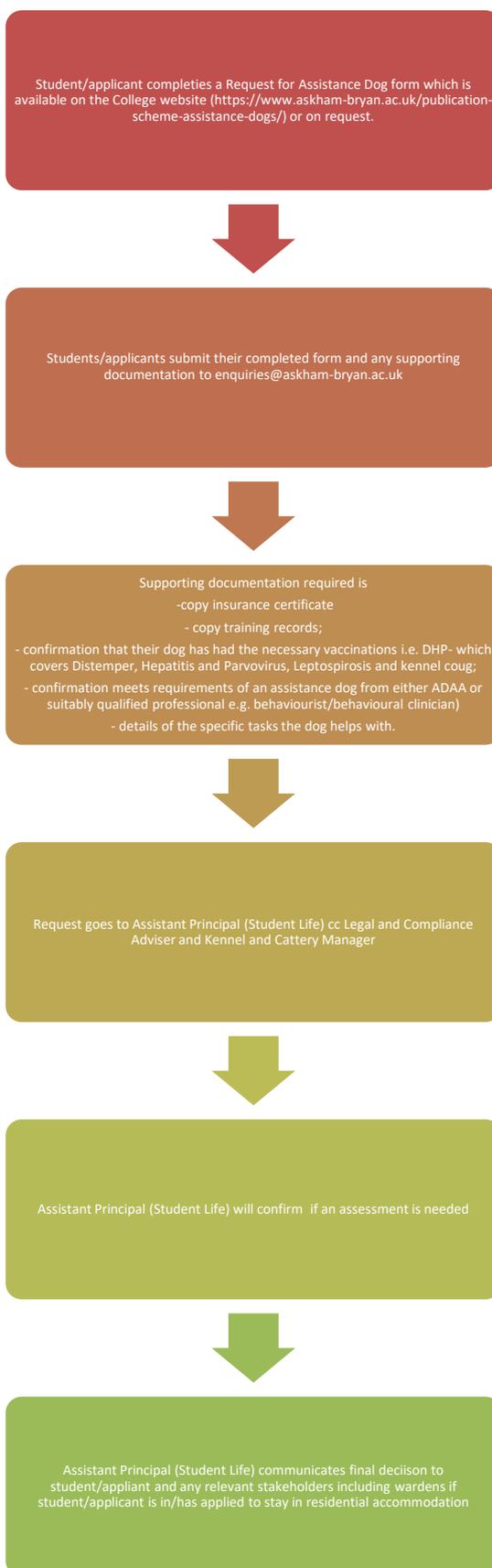
- **Don't get angry at the handler if he or she does not want to stop to talk about their dog.**

Please keep in mind that they hear the same questions many times a day and often would just like to get home. Nice comments are always welcome, however!

- **Don't feed the Assistance Dog.**

Many – not all – assistance dogs are on strict, healthy diets to keep their working lives long, and they may also have allergies that you are not aware of. It also can break the dog's training if they learn that they get food in a public place.

Appendix D Summary of process where student/applicant applies to bring an Assistance Dog on site



Appendix E Summary of process where member of staff applies to bring an Assistance Dog on site

