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Distance Education for Future: best EU practices in response to the requests
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MODEL STANDARD FOR COMMUNICATION AND SUPPORT OF PERSONS WITH DISABILITIES

(in the distance form of higher education)



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PREAMBLE

- The Model Standard is not an original text and the compilers do not claim authorship and original source.
- The Model Standard was developed within the framework of the Erasmus+KA2 DEFEP project "Distance Education for Future: best EU practices in response to the requests of modern higher education seekers and labor market".
- The Model Standard was created on the basis of existing European and domestic practices, regulatory documents, methodological developments of individual institutions of higher education, as well as materials and cases of the Ministry of Education and Science of Ukraine, the National Agency for Higher Education Quality Assurance, etc.
- The Model Standard takes into account the experience of partner universities in the DEFEP project from Ukraine, Moldova, Germany, Spain, Italy, the results of a sociological survey, an analytical report and a monograph carried out within the framework of the project.

- The Standard is applicable to distance higher education.
- The Model Standard takes into account the peculiarities associated with the remote format of organizing the educational process in the distance form of higher education. At the same time, the basic principles of communication and support for persons with disabilities described in the Model Standard are universal for all forms of higher education.
- Based on the Model Standard, a higher education institution develops its own Standard for Communication and Support of Persons with Disabilities (hereinafter referred to as the Standard) or implements the provisions of the Model Standard relating to distance learning in the relevant provisions of the higher education institution.

CONTENT

1.	4
2.	5
3.	6
4.	7
5.	7
6.	7
7.	8
8.	9
9.	10
10.	10
11.	10
12.	11
13.	11
14.	12
15.	Помилка! Закладку не визначено.
16.	132

1. GENERAL PROVISIONS

1.1. The Standard for Communication and Support of Persons with Disabilities (hereinafter referred to as the Standard) defines the basic principles of communication and support of persons with disabilities at the University (including during distance learning for distance seekers and for seekers of other forms of education under special circumstances), namely the content, scope, conditions and procedure for providing social support services (hereinafter referred to as social services) both in conditions of geographical remoteness of the seeker and the scientific-pedagogical (pedagogical) employee, and directly at the University, using the modern e-learning technologies.

1.2. The purpose of communication and support for persons with disabilities at the university (including during distance learning for distance seekers and seekers of other forms of education under special circumstances) is to organize the provision of social services to seekers with disabilities who, in accordance with the conclusion on a comprehensive psychological and pedagogical assessment of a development of a person provided by an inclusive resource center (hereinafter - IRC), need support in higher education institutions, as well as systematic online communication and monitoring and control of the the learning outcomes of a seeker with a disability in distance learning.

1.3. The task of communication and support for persons with disabilities in distance learning is to ensure that citizens can exercise their constitutional right to higher education and professional development regardless of their health status and place of residence in accordance with their abilities. In the context of the implementation of the National Strategy for the Creation of Barrier-Free Space, in particular the area of educational barrier-free access, distance learning is primarily focused on the category of seekers with disabilities in terms of organizing learning.

1.4. The Regulations are developed in accordance with:

- 1) The Law of Ukraine "On Higher Education".
- 2) The Law of Ukraine "On the Fundamentals of Social Protection of Disabled Persons in Ukraine".
- 3) The Law of Ukraine "On Social Services".
- 4) The Law of Ukraine "On the National Informatization Program".
- 5) Regulations on Distance Learning, approved by Order of the Ministry of Education and Science of Ukraine No. 466 of 25.04.2013, as amended by Orders of the Ministry of Education and Science No. 660 of 01.06.2013, No. 761 of 14.07.2015, No. 1115 of 08.09.2020.
- 6) The State Standard of Social Support Services for Inclusive Education, approved by the Order of the Ministry of Social Policy of Ukraine No. 718 of December 23, 2021;
- 7) On approval of the National Strategy for Creating a Barrier-Free Space in Ukraine until 2030 (CMU Resolution No. 366-p of April 14, 2021).

1.5. Terms used in the Standard:

- ***individual plan for the provision of a social service for communication and support during distance learning*** (hereinafter referred to as the individual plan) is a document drawn up by a tutor based on an assessment

of the individual needs of the recipient of the social service, which indicates his/her individual needs and a list of measures to be taken to provide the social service, information on the necessary resources, frequency and timing of activities, responsible executors and information on revising the individual plan;

- ***monitoring the provision of social services and assessing their quality*** is a permanent or periodic review of activities by a tutor aimed at assessing the results of the provision of social services, identifying difficulties, identifying problems, and providing recommendations for their elimination;
- ***recipient of social services*** is a higher education seeker who, according to the conclusion on a comprehensive psychological and pedagogical assessment of development of a person provided by the IRC, needs support at the university, including during distance learning for distance learners and seekers of other forms of education under special circumstances;
- ***a person providing a social service*** (hereinafter referred to as a ***tutor***) is an individual, an employee of the office of the dean or institute of distance education who directly executes activities that constitute the content of the social service and has undergone appropriate training organized by regional or city centers of social services;
- ***social service*** is a social service of communication and support, which provides a set of measures aimed at ensuring the full and effective participation of the recipient of a social service in the educational process by providing support and assistance, including through indirect interaction of participants in the educational process who are remote from each other in a specialized learning environment, as well as in movement, self-service, communication, nutrition, spatial orientation, security in the premises and on the territory of a higher education institution. The social service is provided at the expense of budgetary funds.

2. GENERAL APPROACHES TO THE ORGANIZATION AND PROVISION OF SOCIAL SERVICES

2.1. To receive a social service at the expense of budgetary funds, one of the parents / other legal representative of the recipient of the social service applies to the HEI with a written application, which is accompanied by a copy of the conclusion on the comprehensive psychological and pedagogical assessment of development of a provided by the IRC, drawn up in the form specified in Annex 5 to the Regulation on the Inclusive Resource Center, approved by the Resolution of the Cabinet of Ministers of Ukraine of July 12, 2017 No. 545, which indicates the need for support, including during distance learning. The said application and a copy of the conclusion on the comprehensive psychological and pedagogical assessment of development of a person may be submitted electronically during the admission campaign to the HEI.

2.2. The basis for receiving a social service at the expense of budgetary funds is a decision of the Ministry of Education and Science of Ukraine.

2.3. The decision to provide a social service at the expense of budgetary funds / refusal to provide it is made in accordance with the Procedure for Organizing the Provision of Social Services, approved by the Resolution of the Cabinet of Ministers of Ukraine No. 587 of June 1, 2020.

2.4. The refusal to provide a social service is accompanied by a written notice to the parents or other legal representatives of the recipient of the social service, stating the reasons for the refusal.

2.5. The provision of a social service may be terminated on the grounds provided for in part two of Article 24 of the Law of Ukraine "On Social Services".

3. ASSESSMENT OF INDIVIDUAL NEEDS OF HIGHER EDUCATION STUDENTS IN DISTANCE LEARNING AT THE UNIVERSITY

3.1. The social service is provided by a tutor after assessing the individual needs of the recipient of the social service, composing an individual plan and concluding a social service agreement.

3.2. The individual needs of the social service recipient are assessed by the tutor (social manager) of the HEI with the involvement of the social service recipient (higher education seeker) and one of the parents/other legal representatives of the social service recipient.

3.3. The assessment of the individual needs of the recipient of the social service is executed in accordance with Annex 1 to the State Standard of Social Service Support during Inclusive Education, approved by the Order of the Ministry of Social Policy of Ukraine No. 718 of December 23, 2021.

3.4. The assessment of the individual needs of the recipient of the social service is executed within 5 working days after the publication of the order of the rector of the university or a person authorized to perform his/her duties (hereinafter referred to as the rector) on the enrollment of higher education seekers.

3.5. Taking into account the results of the assessment of the individual needs of the recipient of the social service, an individual plan is composed and a social service agreement is concluded.

3.6. After 30 days from the date of provision of the social service, a reassessment of the individual needs of the recipient of the social service may be executed in order to adjust the individual plan. The reassessment of individual needs can be initiated by the tutor, the social service recipient, one of the parents / other legal representative of the social service recipient, the head of the university or a person authorized by him/her. Subsequently, reassessment of the individual needs of the social service recipient is executed, if necessary, at least once every six months.

4. COMPOSING AN INDIVIDUAL PLAN FOR THE PROVISION OF SOCIAL SERVICES

4.1. The individual plan is the basis for the provision of social services and is based on the results of determining the individual needs of the recipient of social services.

4.2. The individual plan is composed by the tutor (social manager) of the university with the involvement of the higher education seeker, one of the parents / other legal representative of the recipient of the social service, and is agreed by one of them and the head of the educational institution.

4.3. The individual plan is composed in the form according to Annex 2 to the State Standard of Social Support Services for Inclusive Education, approved by the Order of the Ministry of Social Policy of Ukraine No. 718 of December 23, 2021.

4.4. The individual plan is composed within 5 working days from the date of assessment of the individual needs of the social service recipient, reviewed 30 days after the date of provision of the social service, and then as needed, but at least once every six months.

5. CONCLUDING AN AGREEMENT ON THE PROVISION OF SOCIAL SERVICES TO HIGHER EDUCATION SEEKERS

5.1. The agreement on the provision of social services is concluded in writing between the social service provider (university) and one of the parents / other legal representative of the recipient of the social service (hereinafter referred as the agreement).

5.2. The agreement is signed by one of the parents/other legal representative of the social service recipient and the social service provider (university). Each party receives one copy of the agreement.

5.3. The essential terms of the agreement are the name of the social service (communication, support), the terms of its provision, the rights, obligations and responsibilities of the parties, the term of the agreement and other terms that the parties recognize as essential. An individual plan is an integral part of the agreement.

5.4. The tutor of a higher education student is admitted to the educational process to perform his/her functions in accordance with the conditions and requirements determined by the Ministry of Education and Science of Ukraine.

6. PLACE AND TERMS OF SOCIAL SERVICE PROVISION TO HIGHER EDUCATION SEEKERS (INCLUDING DISTANCE LEARNING)

6.1. The social service is provided during the academic year.

6.2. For distance learning seekers and seekers of other forms of education, during special circumstances, the social service is provided remotely through distance

learning web resources (distance learning platform, video conferencing, social networks, etc.), as well as in the premises, on the territory of the educational institution, on another territory during face-to-face events for distance learning students.

7. PRINCIPLES OF SOCIAL SERVICE PROVISION TO HIGHER EDUCATION SEEKERS

7.1. Accessibility of social services:

- the university takes measures to inform higher education students who are recipients of social services and their parents / other legal representatives about the social service, the procedure for applying for its provision and the procedure and conditions for its provision. The information is posted on its website, on special stands in the university premises, in particular in a place accessible to persons with disabilities and in compliance with the requirements of DBN B.2.2-40:2018 "Inclusiveness of Buildings and Structures".

7.2. Autonomy, independence, and observance of the best interests of the recipient of social services:

- the tutor applies an individual approach (taking into account the physical and mental state of the social service recipient) and respects the race, nationality, culture, religion, age, gender and other personal characteristics of the social service recipient that were, are and may be real or assumed.

7.3. Provision of social services based on gender:

- the social service is provided taking into account the individual needs of the higher education seeker and the gender of the tutor (in agreement with the parents / other legal representatives of the child).

7.4. Respect for the dignity, protection and safety of social service recipients:

- The tutor executes his/her activities with respect for the dignity of the higher education seekers, recipient of social services, and does not allow inhumane and discriminatory actions against him/her;
- the higher education seeker as a recipient of social services and his/her parents / other legal representatives are provided with information on the possibility of appealing against unprofessional actions of the tutor.

7.5. Confidentiality of information:

- the tutor ensures the confidentiality of information and data related to the higher education seeker as a recipient of social services (results of individual needs assessment, individual plans, personal files, social service agreements, social card, etc.), and unhindered access of parents / other legal representatives of the recipient of social services to information related to the receipt of social services;
- the tutor enters information and data into the personal file of the higher education seeker as a recipient of social services and stores it in safe conditions, updates and uses it in accordance with the law;

- the tutor takes measures to protect personal data and confidential information about higher education seekers as recipients of social services and/or their parents / other legal representatives in accordance with the requirements of the Laws of Ukraine "On Information" and "On Personal Data Protection";
- a higher education seeker as a recipient of a social service and his/her parents / other legal representatives are obligatorily familiarized with the requirements for compliance with the principle of confidentiality of information;
- the university informs the tutor about the non-disclosure of confidential information received by him/her.

7.6. Other principles of social services provision are defined in part one of Article 3 of the Law of Ukraine "On Social Services".

8. CONTENT OF SOCIAL SERVICES FOR HIGHER EDUCATION SEEKERS (INCLUDING DISTANCE LEARNING)

8.1. The main actions and measures that make up the content of the social service are provided for in Annex 3 of the State Standard of Social Service for Support during Inclusive Education, approved by the Order of the Ministry of Social Policy of Ukraine No. 718 of December 23, 2021, and include:

- distance communication and support through distance learning web resources (distance learning platforms, video conferencing, social networks, etc.) to provide advice on the use of these web resources, schedules of the educational process, timetables, video courses, individual tasks and research, etc.
- assistance in self-service on the university premises;
- support in communication and communication with other higher education seekers, scientific-pedagogical staff and other persons;
- organization of meals and assistance in eating on the university premises;
- organization of transportation and assistance in moving around the university;
- online and offline health monitoring;
- assistance during sessions in sections, clubs, cultural, educational, sports and recreational, scientific and research associations at higher education institutions.

8.2. The content of the social service and its scope for each recipient of the social service are determined individually depending on the results of the individual needs assessment and are specified in the individual plan.

9. USE OF RESOURCES IN THE ORGANIZATION OF SOCIAL SERVICES FOR HIGHER EDUCATION SEEKERS

9.1. The university provides the necessary number of tutors in accordance with the needs of higher education seekers as recipients of social services.

9.2. A tutor provides direct social service delivery.

9.3. The tutor must have the knowledge and skills, meet the qualification requirements set out in the "Handbook of qualification characteristics of professions of workers. Issue 80 "Social Services"", approved by the Order of the Ministry of Social Policy of Ukraine No. 518 dated March 29, 2017, and must undergo mandatory training on the provision of social services organized by regional or city centers of social services with the involvement of representatives of public associations, international, charitable and other non-governmental organizations with experience in providing social services.

9.4. The university takes measures to improve the qualifications of tutors of higher education seekers, to provide them with formal and informal professional training, and to conduct certification.

9.5. A tutor must undergo mandatory preventive medical examinations in accordance with the law.

10. UNIVERSITY PREMISES AND EQUIPMENT TO ENSURE COMMUNICATION AND SUPPORT FOR SEEKERS WITH DISABILITIES

10.1. Buildings, structures, and premises of the university where the recipient of social services is studying must meet the accessibility requirements defined by state building codes and standards, the principles of universal design and/or reasonable accommodation.

10.2. The tutor may provide the Rector of the University or a person authorized to perform his/her duties with proposals in writing to meet the needs of the recipient of the social service, the compliance of the university with the principles of universal design and reasonable accommodation.

11. INFORMATION AND METHODOLOGICAL SUPPORT FOR THE ORGANIZATION AND PROVISION OF SOCIAL SERVICES TO HIGHER EDUCATION SEEKERS

11.1. The University organizes information and methodical support for its activities, in particular, provides tutors with regulatory acts, methodical and other materials in the field of social services.

11.2. The University takes measures to share its experience with other social service providers.

12.EVALUATION OF THE EFFECTIVENESS OF SOCIAL SERVICE PROVISION TO HIGHER EDUCATION SEEKERS

12.1. The effectiveness of social service provision is determined by external and internal quality assessment of the social service.

12.2. The university administration conducts a survey of social service recipients or one of the parents / other legal representatives of the social service recipient, research and teaching staff, IRC specialists involved in the team of psychological and pedagogical support working with the social service recipient in order to obtain feedback on the organization, completeness and quality of social service provision.

12.3. The results of the surveys are discussed during the analysis of the activities of the university and the tutor and are taken into account in further work to improve the efficiency and quality of social service provision.

13.MONITORING AND EVALUATION OF ACTIVITIES TO PROVIDE SOCIAL SERVICES TO HIGHER EDUCATION SEEKERS

13.1. The activities of the social service provider are subject to monitoring, internal and external evaluation for compliance of the social service provided by it with the legislation of Ukraine, including the requirements of this State Standard.

13.2. The results of monitoring, internal and external evaluation are used to eliminate identified shortcomings and take measures to improve the performance of the social service provider.

13.3. The monitoring uses statistical, administrative and operational data on the provision of social services.

13.4. During the internal and external evaluation, indicators of the quality of social service provision are used (Annex 4 of the State Standard of Social Service Support during Inclusive Education, approved by the Order of the Ministry of Social Policy of Ukraine No. 718 of December 23, 2021).

13.5. Internal evaluation is conducted by the university at least once a year.

13.6. External evaluation of social service providers is conducted by central and local executive authorities, local self-government bodies, and other authorized bodies in accordance with the law.

13.7. The University takes measures to:

- informing higher education students as recipients of social services and their parents / other legal representatives about the external evaluation of the activities of social service providers (university and tutors);

- ensuring unimpeded access of higher education seekers as recipients of social services and their parents / other legal representatives to the body conducting external evaluation.

13.8. The evaluation procedure involves the tutor, the higher education seeker as a recipient of the social service and his/her parents/other legal representatives, university employees and, if necessary, other family members of the social service recipient.

13.9. The results of monitoring and evaluation of the quality of social service provision are published and distributed among higher education seekers as recipients of social services, their parents.

14.FINANCIAL AND ECONOMIC JUSTIFICATION OF THE COST OF SOCIAL SERVICES FOR HIGHER EDUCATION SEEKERS

14.1. The cost of a social service is calculated taking into account the cost of the service, administrative expenses and value added tax.

14.2. The cost of a social service provided at the expense of the state (local) budgets is formed taking into account the financial capacity of the budgets of the respective levels.

15.ANTI-CORRUPTION WARNINGS

15.1. Participants of the educational process fully comply with the basic principles of corruption prevention, ensure regular assessment of corruption risks in their activities, and take appropriate measures to prevent and resolve conflicts of interest and corrupt practices that may arise in the performance of their duties.

15.2. Participants of the educational process in the distance form of higher education are obliged to comply with the requirements of the Law of Ukraine "On Prevention of Corruption".

15.3. Participants of the educational process in the distance form of higher education are strictly prohibited from directly or indirectly using their official powers or opportunities related to them to receive an unlawful benefit or accepting such a benefit or accepting a promise/offer of such a benefit for themselves or other persons or make promises/offers or an unlawful benefit to a person, specified in the first part of Article 3 of the Law of Ukraine "On Prevention of Corruption", or at their request to other individuals or legal entities with the aim of inducing this person to unlawfully use the official powers granted to them or related opportunities.

15.4. For the commission of corruption or corruption-related offenses, participants of the educational process are subject to criminal, administrative, civil and disciplinary liability in accordance with the procedure established by law.

16.FINAL PROVISIONS

16.1. The standard of communication and support for persons with disabilities is approved by the Academic Council of the University and enacted by order of the Rector of the University or a person authorized to perform his/her duties.

16.2. Changes and / or additions to the Standard are considered and approved by the University Academic Council and enter into force by the order of the rector of the University or a person authorized to perform his/her duties.