**Our Ref: 006/25**

As of 1 October 2012, Edinburgh’s Telford College, Jewel & Esk College and Stevenson College merged to create a single college called Edinburgh College.

We refer to your request for information dated 05 March 2025. The College has considered your request as a request for information under section 1 of the Freedom of Information (Scotland) Act 2002 (“FOISA”).

**006/25 (1):** Do you track requests for inclusive communication support in your listed authority? This could include (but is not limited to) requests for communication support for meetings (online or in person) and for static resources, e.g. large print, telephone calls, email/digital correspondence, Easy Read, Braille, Moon, Guide-Communicator support, BSL or Deafblind Manual interpretation or translation, Electronic Note Takers, audio descriptions, captions.

The College does not track requests for inclusive communication support.

Under our duty to provide advice and assistance, we can confirm that the main request Student Experience receive for inclusive communication support is for a BSL interpreter. The College has supported eight students with a BSL interpreter between 2020-2024. All requests for BSL Interpreter support during this time were fulfilled.

**006/25 (2):** How many requests for inclusive communication support were made to you in 2020, 2021, 2022, 2023, and 2024? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.

Please refer to **006/25 (1)**

**006/25 (3):** How many of those requests for inclusive communication support made to you in 2020, 2021, 2022, 2023, and 2024 were fulfilled? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.

Please refer to **006/25 (1)**

**006/25 (4):** What types of inclusive communication support request were made to you in 2020, 2021, 2022, 2023, and 2024? This could include (but is not limited to) requests for large print, telephone calls, email/digital correspondence, Easy Read, Braille, Moon, Guide-Communicator support, BSL or Deafblind Manual interpretation or translation, Electronic Note Takers, audio descriptions, captions. Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.

Please refer to **006/25 (1)**

**006/25 (5):** How many complaints did you receive about a lack of inclusive communication in 2020, 2021, 2022, 2023, and 2024? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.

Thank you for confirming in your email dated 19 March 2025 you are content to reduce the scope of your request for questions **006/25 (5) and 006/25 (6)** to ‘categories: customer care and course related’ and ‘sub-category: diversity and equality’.

We can confirm that there were no complaints about inclusive communications recorded within these categories and sub-category between 2020-2024.

**006/25 (6):** How many complaints about inclusive communication made in 2020, 2021, 2022, 2023, and 2024 have been resolved? Data in either a year-by-year breakdown, or as a single figure across 2020-2024 would be helpful; whichever is easiest.

Please refer to **006/25 (5)**

**006/25 (7):** Do you offer your staff training on inclusive communication?

The College is offering a sight loss awareness workshop to all staff in April 2025. This is the first time this training has been offered to staff.

**006/25 (8):** If you provide staff with training on inclusive communication, is this training open to all staff or to selected groups?

Please refer to **006/25 (7)**

**006/25 (9):** What percentage of your staff accessed inclusive communication training in 2020, 2021, 2022, 2023, and 2024? Data in either a year-by-year breakdown, or as a single figure would be helpful; whichever is easiest.

N/A

Edinburgh College is subject to the provisions of the Freedom of Information (Scotland) Act (FOISA) 2002. If you are dissatisfied with this response, you may ask the college to review this decision. To do this, please contact the Vice Principal, Corporate Development at the postal address below or e-mail the Vice Principal, Corporate Development at [governance@edinburghcollege.ac.uk](mailto:governance@edinburghcollege.ac.uk) describing your original request and explaining your grounds for dissatisfaction. (Please include in your review request, your name and address (email or postal) for correspondence).

You have 40 working days from receipt of this letter to submit a review request to:

Vice Principal, Corporate Development

4th Floor

Edinburgh College (Milton Road Campus)

24 Milton Road East

Edinburgh

EH15 2PP

When the review process has been completed and if you are still dissatisfied, you may ask the Scottish Information Commissioner to intervene.

You can make an appeal to the Commissioner by email or post.

To appeal by email, send your application form or email to mail to: [**enquiries@foi.scot**](mailto:enquiries@foi.scot)

To appeal by post, send your application form or letter to:

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

KY16 9DS

Full details on how to make an appeal to the Commissioner are available from their website: [Appeal to the Commissioner | Scottish Information Commissioner (foi.scot)](https://www.foi.scot/appeal)

You must appeal to the Commissioner within six months of receiving the review decision.

You also have the right to appeal to the Court of Session on a point of law following a decision of the Commissioner.

Kind regards

FOI Team