

Disability and Additional Needs

Statement of Service

Author: J Dracott

26th June 2017

UCEM is committed to promoting equal education opportunities for all students. We will make reasonable adjustments to offer all disabled students, or students with an additional need, an equal opportunity whilst studying with UCEM. The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities

This Statement of Service is designed to give you information about the services that the Disability and Wellbeing Team provides to both applicants and students. It should be read in conjunction with the UCEM Disability and Additional Needs Policy, and the QAA Code of Practice Section 3: Disabled students.

What you can expect from the Disability and Wellbeing Team

The Disability and Wellbeing Team provides confidential information advice and support to disabled applicants and students during their studies with UCEM.

Our services are provided to all current and prospective disabled students regardless of age, gender, sexual orientation, race or religion. All staff abide by the relevant legislation and codes of practice relevant to this area of work. Prospective students can view UCEM policies on the UCEM website in the 'About Us' section. Students enrolled on a course can also view UCEM policies on the VLE in the 'Student Services' section. A hard copy can be provided on request.

The Disability and Wellbeing Team aims to provide the following services:

- Clear and accurate information about support prior to, and throughout the application process



Disability and Additional Needs - Statement of Service

Continuation page

- Support where necessary with the completion of the application process
- Information, advice and support in person at UCEM, by phone or via email to help you throughout your course of study
- Provide each registered student with a personal Additional Support Plan for their duration of study
- Co-ordinate with other departments to ensure support is implemented smoothly
- Opportunities for you to feedback on our service through course questionnaires, the VLE and student representatives
- Working with Exams and Progression to ensure that appropriate exam adjustments are in place
- Signposting, where appropriate, to external resources for support and assistance

What we expect from you

- For you to notify UCEM of your disability or additional educational need, at the earliest opportunity, either at the application stage or on diagnosis
- To provide evidence of your condition with as much information as possible on the effects it will have on your studies
- To inform UCEM of any change to your circumstances relating to your disability or additional need
- To advise UCEM on support that you have found helpful in the past or think may be helpful in the future

Limitations to our service

We cannot provide additional support if we have not been notified of a disability and provided with appropriate documentation. Support arrangements can take some time to set up so it is essential that we are notified in good time. For example, we are unable to guarantee adjustments for examinations if evidence is not submitted at least 6 weeks prior to the exams taking place.

The Disability and Wellbeing Team provides information, guidance and advice on disability related issues. If your query relates to your course or is of an academic nature, you should contact your Course Administrator or Module Tutor, contact details for which can be found on the VLE or website.

Feedback

We welcome all forms of feedback, from compliments to complaints, and we are committed to using feedback in a constructive way to improve our service. Students who have access to the VLE can leave feedback using the 'Have Your Say' section under 'Student Services'. Students who cannot access the VLE can contact the Disability and Wellbeing Team and leave feedback.



Disability and Additional Needs - Statement of Service

Continuation page

All complaints are dealt with in accordance with our Complaints Policy. For further information, please visit the 'UCEM Policies' section on the UCEM website or VLE. A copy of the Complaints Policy can also be obtained from a member of staff.

Confidentiality

All disability related information disclosed to UCEM will be treated in the strictest confidence. It will only be shared with UCEM staff or representatives who need to see the information as part of their work with UCEM in order to provide you with support for your studies.

UCEM operates in line with the Data Protection Act 1998.

How to contact us

Disability and Wellbeing Team

Tel: +44 (0) 118 921 4677

Email: disabilitysupport@ucem.ac.uk

Student Advice Team

Tel: +44 118 921 4696.

Or log an enquiry through the VLE

