



UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

Disability and Additional Needs

Statement of Service

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1. UCEM's commitment

UCEM is committed to promoting equal education opportunities for all students. We will make reasonable adjustments to offer all students with disabilities or additional needs, an equal opportunity whilst studying with UCEM. The Equality Act 2010 defines a person to be disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on their 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 Disability and Additional Needs chapter of the UCEM Code of Practice, and the UCEM Disability and Additional Needs Procedure.

2. What can you expect from the Disability and Wellbeing Team?

The Disability and Wellbeing Team provides confidential information, advice, and support to applicants and students with disabilities throughout their studies with UCEM.

Our services are provided to all current and prospective 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 and Procedures on the UCEM website in the "Code of Practice" section. Students enrolled on a course can also view UCEM Policies on the Student Hub area of the VLE in the "Student Policies" section.

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

- Clear and accurate information about support prior to, and throughout the application process,
- Support where necessary with the completion of the application process,
- Information, advice, and support by phone, via email, or through Student Central to help you throughout your course of study,
- Provide a personal additional support plan to each student who has registered with the team and provided diagnostic evidence,
- Coordinate with other departments to ensure support is implemented smoothly,
- Opportunities for students to feedback on our services through questionnaires, the VLE and student representatives,
- Opportunities to engage with awareness events throughout the year,
- Working with the Academic Registry and Assessment Teams to ensure appropriate adjustments are in place,
- Signposting, where appropriate, to external resources for support and assistance.

4. What we expect from you:

- For you to notify UCEM of your disability or additional 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 in 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.

5. 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, advice and guidance on disability related issues. If your query relates to your course or is of an academic nature you should contact your Student Engagement Team or the Academic Facilitator, contact details for which can be found on the Module pages of the VLE.

6. Feedback

We welcome all forms of feedback, from compliments to complaints, and we are committed you using feedback in a constructive way to improve our service. Feedback can be provided to the team through Student Central or by contacting the Disability and Wellbeing Team directly through email – disabilitysupport@ucem.ac.uk. Students who have an ASP in place will be invited to complete an annual survey to feedback on the service they have received.

All complaints are dealt with in accordance with the UCEM Student Complaints Procedure, which can be found in the Code of Practice section of the UCEM website, or Student Policies section of the VLE.

7. 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.

If there is genuine concern for the safety of a student, or that they may be a danger to others UCEM staff will share information with the Designated Safeguarding Lead. Information will be handled discreetly but not confidentially in accordance with the Safeguarding and Prevent chapter of the UCEM Code of Practice.

UCEM operates in line with the Data Protection Act of 2018 and the General Data Protection Regulations (GDPR).

8. How to contact us

Disability and Wellbeing Team

Tel: +44 (0) 118 921 4696

Email: disabilitysupport@ucem.ac.uk

Student Engagement Team

Tel: +44 (0) 118 921 4696

Or log an enquiry through the VLE