

This leaflet is designed for students with disabilities who are currently studying at University of West London. This leaflet provides answers to some commonly asked questions and useful information which cover the following broad topics:

- Seeing your Disability Adviser
- Learning and Teaching support
- Reasonable adjustments for assessments
- Support available from Student Services
- When and how you can contact the Disability Team

When can I see my disability adviser?

Disability Support aims to ensure students see the same disability adviser throughout their time at University of West London. You can either book an appointment or attend a drop-in session to see your disability adviser.

When can I attend a Drop-In session?

The Drop-In sessions are available to deal with brief queries. You can attend a Drop-In session at St Mary's Road Campus in Ealing or Paragon in Brentford without booking, for a 15 minute appointment with your disability adviser.

The St Mary's Road Drop-In is on Thursdays between 9.30am-11.30am and is on a first come first served basis.

For students based at Paragon the Drop-In Session is every Tuesday morning between 9.30am and 12pm, also on a first come first served basis.

How do I book an appointment?

The appointment service is available to deal with more complex issues. You can book an appointment by contacting Disability Support. You will be offered the earliest possible appointment with your disability adviser. An appointment will last up to 1 hour, depending on your query. Appointments are available at the St Mary's Road site.

If you cannot attend an appointment in person, Disability Support also offers telephone. Please wherever possible give 24 hour notice if you are unable to attend your appointment.

Can I bring someone with me to a Drop-In session or appointment?

You may wish to attend an appointment or drop-in session with a family member, tutor, social worker, or advocate. The Disability Team is happy to accommodate this, although we ask that you inform us when you book your appointment, as we may need to arrange for the appointment to take place in a larger meeting room. All meeting rooms are fully accessible.

IMPORTANT: Drop-in times and appointments are subject to change. The drop in session is operated on a first come first serves basis and spaces are limited.

Learning and teaching support

What happens with my Individual Support Plan (ISP)?

If you have given your consent, your Individual Support Plan (ISP) will be sent to your programme leader/field tutor to inform teaching staff of your learning and teaching support requirements.

If you have not given your consent, you will be responsible for showing your ISP to your programme leader and tutors in order for them to be aware of your learning and teaching support requirements. In particular, any exam provisions for faculty arranged in class tests.

Please be aware that if you choose to limit disclosure, the University may be restricted in its ability to meet your support requirements. Please see the Disclosure and Confidentiality 2012-2013 leaflet for more information.

Depending on the support recommended for you, you may find the following information helpful.

Can I record taught sessions?

Students are permitted to record taught sessions in accordance with University of West London's recording policy (available upon request). Students are responsible for treating material in a professional academic manner.

How do I request an assignment or coursework extension?

Disability Support encourages students to wherever possible adhere to given deadlines, in the interests of their academic progress. You may request an extension for coursework assignments as a reasonable adjustment.

You are required to take responsibility for negotiating extensions with the named tutor/programme leader concerned in advance of the coursework/assignment deadline. You will need to complete an extension form. These are available to download from the University of West London website (uwl.ac.uk).

You may use your ISP to support your request for an extension. It is at the discretion of the faculty as to whether or not an extension is granted. The ISP is not an automatic guarantee to an extension or if granted, how long an extension should be.

How do I arrange extended library loans?

You should show your ISP to a member of library staff. They will update your record on the library system. Typically you will be entitled to an additional week on library items loaned. You will only need to show your ISP to staff once as the support will be held on the system for the duration of your course.

What do I do if I have cover sheets?

A cover sheet is designed to inform assessors to take into consideration a student's specific learning difficulties when assessing the student's work. However, this would not be the case where doing so would conflict with a module or course's competency standards.

Where cover sheets have been recommended as a reasonable adjustment for you it will be included in your ISP. The cover sheet will also advise assessors to draw your attention to areas for you to improve on.

You will need to request cover sheets from Disability Support. Please request cover sheets 1 day in advance. Electronic cover sheets are also available for assignments that need to be submitted electronically. For more information please contact Disability Support.

What do I need to know about reasonable adjustments for assessments?

A range of assessment methods are used on University of West London courses. Exam provisions are not concessions to make an exam “easier.” The purpose of exam provisions is to make reasonable adjustments to the assessment format, and so reduce any disadvantage a disabled student may face due to their disability. Each student’s circumstances are different and any exam provisions will be tailored to their circumstances and based on recommendations from suitably qualified professionals.

You will need to be registered with Disability Support and have provided appropriate medical evidence of your disability. You are encouraged to request and discuss any exam provisions or alternative assessment with your disability adviser as far in advance as possible.

Depending on the exam provisions recommended for you, Disability Support may need to liaise with your Faculty and/or external professional bodies (such as the Nursing & Midwifery Council) for approval. Exam provisions requested close to the beginning of the examination period (less than 4 weeks before examinations) cannot be guaranteed.

Please note, exam provisions will not be arranged unless appropriate evidence of your disability has been provided. Where a student has a temporary injury, for example a broken arm, requests for alternative exam arrangements must be made through your Faculty.

The Exams Unit

Disability Support will provide the University of West London Exams Unit with details of your exam provisions. The exam unit will then set up the exam provisions. When you receive your exam timetable a list of your exam provisions will be included. If you have not received a timetable two weeks before your exam is due to take place, please contact the Exams Unit

directly. If you cannot attend the exam, it is essential that you contact the Exams Unit at least 24 hours before you are due to sit the exam. This is to prevent the booking of surplus invigilators and support workers.

Faculty arranged exams/in class tests

Your Faculty is responsible for organising any exam provisions you require for taking in-class tests. Your ISP will give the Faculty details of the exam provisions you require. You should check with your tutor if your exam provisions are in place.

How can I contact Disability Support?

You may contact us between 9am to 5pm Monday to Friday in the following ways:

- By telephone, **0208 231 2739**
- By email, disability.support@uwl.ac.uk
- By letter, address to **Disability Support, One Stop Shop, University of West London, St Mary's Road, Ealing, London, W5 5RF**
- In person, at **One Stop Shop, St Mary's Road, Ealing Campus**