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1. Disability Statement

University of West London is committed to ensuring that disabled people are provided with equal access to their chosen course of study and facilities at the University.

The University recognises the social model of disability, whereby the individual is understood to be disadvantaged not by their disability, but by social barriers, such as the physical environment, methods of communication and prejudicial attitudes. The University is committed to working towards removing these barriers, and developing a fully inclusive learning and teaching environment for all students.

The University aims to anticipate the requirements of disabled students by integrating disability issues into our curriculum design and planning processes and we will seek to make reasonable adjustments where possible.

We provide advice and information for disabled students, and aims to enable disabled students to reach their full potential at University.

2. Legal framework

The Equality Act 2010 came into force on the 01 October 2010. The Act was brought in to integrate, simplify, clarify and further strengthen former discrimination legislation. It is important to note that the vast majority of the Disability Discrimination Act 1995 has simply been transferred over into the new Act.

Whether or not someone has a disability?

Whether or not someone has a disability has remained the same. Someone has a disability if he / she has a physical or mental impairment which has a substantial and long-term adverse effect on his/ her ability to carry out normal day-to-day activities.

Substantial means that it has more than a minor or trivial effect on his / her ability to do normal day to day activities. Long term means that the effect of the impairment has lasted, or is likely to last 12 months. There are special rules for people who have recurring or fluctuating conditions who can also qualify.

Persons who are registered blind, have a severe disfigurement, MS, HIV or cancer will automatically qualify for protection under the Act. They do not have to satisfy the test outlined above.

How does the Act protect disabled persons?

The Act protects students from:

Direct Discrimination - Treating a person worse than someone else because he / she has (or had) a disability / is perceived to have a disability or is associated with someone who has a disability

Indirect Discrimination- Using a policy or practice which impacts worse on a particular group and which cannot be objectively justified

Discrimination Arising from disability - Treating a disabled person unfavourably because of something connected with his/ her disability when this cannot be objectively justified

Harassment- Unwanted conduct which relates to a person's disability and has the purpose or effect of violating someone's dignity or is hostile, degrading or humiliating

Victimisation - Treating someone unfavourably because they have taken action under the Equality Act or have supported somebody who is doing so

For your reference, direct discrimination, indirect discrimination, harassment and victimisation also extends to discrimination on grounds of Age, Gender reassignment, Pregnancy and maternity, Race, Religion or belief, sex and sexual orientation.

The Equality Duty

The Act introduces an equality duty, which will come into force on the 06 April 2011. It is very similar to the existing disability equality duty under the Disability Discrimination Act 1995. It means that the University needs to promote equality of opportunity between disabled persons and other persons and to take steps to eliminate discrimination and harassment against disabled persons.

If you would like to find out more information about the Equality Act, you can do so on the Equality and Human Rights website: www.equalityhumanrights.com

3. Welcome

The purpose of this handbook is to answer any questions you might have about the disability support available to students at University of West London.

University of West London is committed to ensuring that disabled people are provided with equal access to their chosen course of study and facilities at the University.

The University recognises the social model of disability, whereby the individual is understood to be disadvantaged not by their disability, but by social barriers, such as the physical environment, methods of communication and prejudicial attitudes. The University is committed to working towards removing these barriers, and developing a fully inclusive learning and teaching environment for all students.

Disability support is located in the One Stop Shop at St Marys Road Site in Ealing and provides advice and information to all disabled students. We provide a free and confidential service to all students and applicants.

We work with students with a wide range of disabilities, including but by no means restricted to:

- Specific Learning Difficulties (such as dyslexia, dyspraxia, ADHD)
- Mental Health Difficulties (such as depression, bi-polar disorder)
- Long term medical conditions (such as HIV, cancer, multiple sclerosis)
- Unseen disabilities (such as diabetes, asthma, epilepsy)
- Sensory impairments (such as visual impairment, hearing impairment)
- Mobility or physical impairments (such as paralysis, arthritis)

4. Contacting Disability Support

Students can contact Disability Support in the following ways:

- By telephone (020 8231 2739)
- By email (disability.support@uwl.ac.uk)
- By letter (Disability Support, One Stop Shop, University Of West London, St. Mary's Road, Ealing, London, W5 5RF)
- In person at the One Stop Shop, St Mary's Road, Ealing site, library building.

Contact made by a third party on behalf of the student

Where a third party contacts Disability Support on behalf of the student, the third party is given Disability Support contact details and asked to pass these details to the student. The student may then choose to make contact with Disability Support if they choose to.

If we receive documentation from a third party relating to a student that is not registered with us, the student's contact details are identified on UnitE, and we contact the student. The student is informed that the documentation has arrived, and asked if they require any advice, guidance or support from Disability Support. An appointment with a Disability Advisor can be booked on request.

Drop-In Sessions / Appointments

To see the Disability Adviser you may wish to book an appointment or you can come to a drop-in session.

Drop-In Session: The Drop-In session is available to deal with brief queries, without booking, for up to 15 minutes with your disability adviser.

The Drop-In is held at the One Stop Shop at the St Mary's Road campus on Thursdays between 9.30am-11.30am and is on a first come first served basis. If you are not able to make these times then please check the University of West London website www.uwl.ac.uk for any changes or updates or other options.

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 45 minutes, depending on your query. Appointments are available at the St Mary's Road Site or at Paragon on certain days on request.

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

5. Confidentiality

We operate a confidential service within Student Services, which means that *information* about a *student* and/or their disability is not passed on to *third parties* without student consent.

For the purposes of this policy, definitions of terms used are as follows:

Information: Any data Disability Support has on record, including the fact that a student is registered with us.

Third Parties: Anybody other than members of Disability Support or supervisors thereof.

Student: All prospective and current students

We encourage you to contact us as early as possible. If it is the first time you have contacted us, you will need to register and will be asked to complete disclosure and confidentiality consent form, the form can be amended by the student at any time.

We reserve the right to break the disclosure and confidentiality consent form in circumstances where the student is reasonably believed to be a risk either to themselves or others. Any decision to break the Confidentiality Policy would be made by the student's Disability Advisor and their line manager.

The student has the right to limit their disclosure to Disability Support, and supervisors thereof, only. In these cases, the student's Disability Advisor will inform the student that this will limit the reasonable adjustments that can be put in place. The student is advised that should they choose to limit their level of

disclosure, a failure by the University to make reasonable adjustments is unlikely to be grounds for any subsequent mitigation.

Under the Data Protection Act (1998) disability is considered to be 'personal, sensitive information'. We therefore provide a confidential service to students, which means that information about a student and/or their disability is not passed on to third parties without their consent. This form is a record of who you have or have not given your consent for the Disability Support to discuss your case with and, where appropriate, share relevant information.

In order to provide you with advice and support, the team must keep notes about contacts with you and any other people relevant to your case.

Any information held by Disability Support will be kept for a period of six years, after your last point of contact with the team, as required by the Data Protection Act (1998). After this date, the information held by Disability Support will be appropriately disposed of.

This means that we will not pass on any personal information about you, your disability, or any support you may require without your consent.

6. Specialist Services for Students

The University has Disability Support, which provide a number of services to students. These include:

- Advice and information on disability support and reasonable adjustments at University of West London
- Advice and information on additional funding which disabled students may be eligible to apply for (such as Disabled Students Allowance (DSA))
- Advice and Information on arranging a diagnostic assessment for a Specific Learning Difficulty with an Educational Psychologist
- Tailored Individual Support Plans (ISPs)
- Liaising with the Exam Office and Faculties to implement recommended exam provisions
- Liaising with Faculty staff
- Assistance in arranging Non-Medical Helpers (such as note-takers, communication support workers, mentors)
- Assistance with mitigation (please note, we do not represent students at Appeal Boards; for this service, please contact the Students' Union)

7. Evidence of Disability

Evidence of a student's disability must be confirmed in writing by an appropriately qualified professional. Examples include:

- GP letter
- Consultant letter
- Dental Surgeon Letter
- Psychiatric/psychologist letter
- Specialist/SPLD teacher assessment (must follow SpLD working Group 2005-DfES guidelines)

All evidence must be contemporaneous and relevant to the period for which they are applying for adjustments.

It is the responsibility of the student to provide Disability Support with evidence of their disability.

Obtaining Evidence of a Disability

Where a student does not have evidence of a disability, we can provide advice and guidance on how to obtain it.

We can assist students in arranging an assessment with an Educational Psychologist, where the student believes they may have a Specific Learning Difficulty. This assistance may include advising the student on additional funding which may be available to contribute towards the cost of a diagnostic assessment.

Where a student requires written evidence of disability from a medical practitioner, we can provide the student with a letter to present to their practitioner, explaining why the University requires evidence of disability. We will not cover the cost of any letters issued for a student by a medical practitioner.

We can provide guidance and advice to students without evidence of their disability.

However, we will not make any recommendations for support, and the University will not implement any reasonable adjustments, until the student provides evidence of their disability.

We recognise the definition of disability as identified by the Equality Act 2010. The following guidance is taken from the Equality and Human Rights Commission website:

The Equality Act 2010 Act states that a disabled person is someone with “a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.”

Definitions of terms used are as follows:

Physical impairment: a condition affecting the body, perhaps through sight or hearing loss, a mobility difficulty or a health condition.

Mental Impairment: a condition affecting 'mental functioning', for example a learning disability or mental health conditions such as manic depression.

Substantial: more than 'minor' or 'trivial'

Long term: the effect of the impairment has lasted, or is likely to last, 12 months or more from the onset, or for the rest of the person's life

The Equality Act 2010 states that one or more of the following must be affected in a substantial and adverse way: - mobility - manual dexterity - physical co-ordination - continence - ability to lift, carry or otherwise move everyday objects - speech, hearing or eyesight - memory or ability to concentrate, learn or understand - perception of the risk of physical danger.

Temporary Illnesses or Injuries

Support for students who are pregnant, or have a temporary illness or injury, will be agreed and provided by their Faculty. Students are advised in the first instance to contact their personal tutor to discuss their circumstances

8. Reasonable adjustment

Under the Equality Act, the University also has an obligation to make adjustments for disabled students once it becomes aware or should be aware that they have a disability.

A “reasonable adjustment” is a change that the University can make to the way in which a course is delivered, or the way in which we carry out assessments to remove a disadvantage caused by a disability.

Reasonable adjustments should be tailored to the needs of an individual student but here are some examples of the most commonly implemented reasonable adjustments:

Individual Support Plan (ISP)

Upon receipt of evidence of disability, we provide each registered student with an Individual Support Plan (ISP). This is a confidential document that details the learning and teaching support provisions required by the student, and is intended to assist students in communicating their requirements to their tutors and programme leaders.

The support provisions listed on the ISP are identified in accordance with:

- 1) recommendations made by an Educational Psychologist, or other medical professional
- 2) requests for reasonable adjustments from the student concerned
- 3) We also provide tailored Placement ISP for students studying in a placement environment

SpLD Assignment Cover Sheets

Upon receipt of medical evidence confirming a diagnosis of a SpLD, we provide students with cover sheets to attach to their assignments when they submit them. The cover sheets offer recommendations to assessors on how to assess the piece of work in order to mitigate the effects of a student's disability. Currently we e-mail the anonymous cover sheets to tutors where electronic submission is required. We are working with the faculties and other departments to replace the cover letters with an alternative reasonable adjustment for students with a Specific Learning difficulty (SpLD); we aim to have this in place as soon as possible.

Extensions

Students may request an extension for coursework assignments on the grounds of their disability, as a reasonable adjustment.

On receipt of appropriate evidence of disability, we may recommend that a student is allowed an extension to a coursework deadline, to mitigate the effects of their disability in line with the Equality Act 2010. This recommendation will be included on the student's ISP. We do not authorise extensions for a student; permission for a coursework deadline extension, and the length of the extension, is at the discretion of the Faculty.

Where a student has a Specific Learning Difficulty, we do not recommend blanket extensions for all assignments. We recognise that where possible students should adhere to given deadlines, in the interests of their academic progress. However, as students with Specific Learning Difficulties may be placed at a disadvantage for reasons due to their disability if asked to submit multiple

assignments in a short space of time, our policy is to recommend that Faculties provide students with Specific Learning Difficulty with staggered deadlines. Where this is not possible, we recognise that it is likely to be a reasonable adjustment to allow deadline extensions to assignments to minimise the impact of a student's Specific Learning Difficulty. This recommendation will be included on a student's ISP as necessary.

Examinations / Assessments

The purpose of exam provisions is to make reasonable adjustments to the assessment format to reduce any disadvantage a disabled student faces due to their disability. The ISP will identify what reasonable adjustments need to be put in place for the individual disabled person.

We inform the Examination department of what reasonable adjustments are to be put in place. The department needs to be informed 6 weeks before the exam in order to guarantee that support can be provided.

The faculties are responsible for organising in class assessment /exams

9. Mitigation

In accordance with University of West London Regulations, a student can submit evidence of circumstances that have may have affected their performance as part of the Universities Students' Mitigation Policy. Section 2 of the policy, page 23 of the Students' Handbook Supplement 11/12 says,

'Mitigating circumstances may be defined as the taking into account of any circumstances that were not within the foresight and control of the student and which the university believes might adversely affect the academic performance of a student.'

Where we can factually verify, according to the record in the file, a student's account of how their situation, in relation to their disability, may have had an adverse impact upon on their performance, they will provide written confirmation accordingly, upon request from a student. The Disability Adviser will state the mitigating circumstances in the case, and date the letter.

The Disability Adviser will make clear in the letter which actions they would recommend according to the possible mitigation results.

The Disability Adviser will state the student's disability in the letter only where requested to do so by the student.

Given that the submission of evidence of mitigating circumstances is the responsibility of the student, the completed letter will be given to the student to submit with their own mitigation form and not sent on the student's behalf.

The student is responsible for completing their mitigation form, and any accompanying letter they wish to attach. Students requiring assistance with completing any accompanying letter are to be advised to contact the Student Union.

NB: Students who are registered with Disability support may be issued with an Individual Support Plan (ISP) outlining their support. Being registered with Disability Support or having an ISP does not give an automatic right to mitigation in the students favour. Each mitigation application must be considered on its own merit.

10. Loan Equipment

The University has a number of laptops with specialised software/ digital tape recorders which can be loaned to disabled students. Disabled Students are also given priority on lockers which are available on campus.

11. IT

Currently University of West London has an assistive technology area at: Ealing Site Learning Resource Centre (St Mary's Road)

This resource includes computers that incorporate large-screen computers, scanners and specialist software packages. The adaptive software can be found on computers in the library. The adaptable software that the University of West London has includes: Mind Genius, Inspirations, TextHELP!, TextBridge, Kurzweil 3000, ViaVoice for Macs and Dragon Naturally Speaking and JAWS. The University uses commercially-produced software called Blackboard to deliver course materials online. This Virtual Learning Environment is branded as

"West London Online". It is available for use with courses at any of the University's sites, and can be accessed from anywhere with an Internet connection, at <http://online.uwl.ac.uk>

Although available to all students, it may be more valuable to a disabled student as the format of the saved material can be altered. For example, a dyslexic student would benefit as he / she would be able to use coloured backgrounds and a particular font. A blind student can benefit from this if he/ she has JAWS (specialised software) as the words can be read.

Staff are strongly encouraged to ensure that course material is made available on Blackboard.

12. Funding for Students

Disabled Student Allowance (DSA)

DSAs are government grants designed to contribute towards any additional costs a student may incur whilst studying due to their disability, long term medical condition, specific learning difficulty or mental health difficulty. They are not means tested, and you do not generally have to pay them back.

What can DSA help pay for?

DSAs are split into four different allowances:

- **Specialist Equipment Allowance:** To fund any specialist equipment or software recommended for you.

- **Non-Medical Helpers Allowance:** To fund support workers you may require such as specialist study skills tutors, communication support workers, mentors.
- **General Allowance:** This can be used to fund general study related costs, such as photocopying/printing allowance, book allowance.
- **Travel Allowance:** This can be used to contribute towards any additional study related travel costs. For example, you may use a taxi to travel between your home and the campus, rather than public transport and DSA may cover the difference.

An overview of the DSA process

If you are eligible for DSA:

- You should apply as early as possible.
- You will need to complete the appropriate DSA application form.
- You will need to return your completed DSA application form, evidence of your disability and any other relevant documents requested to the appropriate funding authority (such as Student Finance England or NHS Bursaries).
- Your funding authority will then consider your application. (SFE approx 10 working days)
- If your application is successful, your funding authority will send you a letter advising you to arrange a Needs Assessment at an Assessment Centre.
- When you attend your Needs Assessment you will need to take with you the letter from your funding authority and evidence of your disability.
- Your Needs Assessor will send a copy of your Needs Assessment report to you, your funding authority and, where you have given your consent, to your university.

- Your funding authority will then consider the recommendations in your Needs Assessment report.
- Your funding authority will send you a letter (an award letter) advising you what funding has been agreed and how to arrange your support.

Who is eligible for DSA?

You and the course you choose to study must be eligible in order for you to receive DSA. Please visit the relevant website (depending on your circumstances) for more information on DSA, eligibility and the appropriate application forms.

For students living in:

England: www.direct.gov.uk/studentfinance

Wales: www.studentfinancewales.co.uk

Northern Ireland: www.studentfinancenir.co.uk

Scotland: www.saas.gov.uk

For students receiving an NHS Bursary:

www.nhsbsa.nhs.uk/students

If you are not eligible to apply for DSA, please make an appointment to see a Disability Adviser to discuss the possible alternative support available to you.

How long could the DSA process take?

You are encouraged to apply as early as possible to avoid any delays. It has been known to take some considerable time from students submitting their DSA application to receiving their recommended support.

NHS Students need to complete a DSA form that they can get online at [nhsbsa.nhs.uk/ Student Home/ Application Forms/ Other Forms](https://nhsbsa.nhs.uk/StudentHome/ApplicationForms/OtherForms) and need to send completed forms to:

NHS Student Bursaries

Hesketh House

200-220 Broadway

Fleetwood

FY7 8SS

If you are not sure whether or not you are eligible for a DSA, or where to apply, please visit nhsbsa.nhs.uk/Students.aspx

[What evidence of my disability do I need to provide?](#)

You must provide evidence of your disability, long term medical condition, specific learning difficulty or mental health difficulty with your DSA application.

Evidence of your disability could be a letter from your GP, consultant, psychologist or another suitably qualified professional.

However, if you have a specific learning difficulty such as Dyslexia:

- You must provide a full educational psychologist's report which meets the SpLD Working Group 2005 DfES guidelines.
- You must have been over the age of 16 when the assessment was done. Please note a statement of Special Educational Needs or an Access Arrangements report will not be sufficient.
- You must provide your report in English.

You will be responsible for any cost involved in obtaining evidence of your disability.

Students enrolled on a course at University of West London may be eligible to apply for funding to help towards the cost of obtaining evidence of their disability (such as an Educational Psychologist's assessment). Please contact Disability Support for more information.

[Access to Learning Fund \(ALF\)](#)

The Access to Learning Fund (ALF) is a discretionary fund which can provide additional support for HE students who are experiencing financial hardship. Disabled students are recognised as a priority group for support. Students may apply for funds towards the cost of a diagnostic assessment, or where they have high cost disability support requirements and require additional financial support should their DSAs be exhausted.

To apply for ALF, you must be a **home** student, registered on a course in one of the following categories:

- Undergraduates (full time, part time) including distance learners
- Postgraduates (full time, part time) including distance learners
- NHS Student Bursary holders
- Seconded NHS students
- Students on flexible PGCE courses

Disability Contingency Fund

The Disability Contingency Fund (DCF) is a cash-limited, discretionary University fund designed to contribute towards any additional costs a student may incur as a result of their disability. Eligibility is limited to those students who have no recourse to statutory funding.

Disability Support will submit an application for DCF funds on behalf of the student, following an appointment where the students support requirements are discussed. Students are required to provide evidence of their disability prior to an application being submitted. Disability Support can assist students in arranging any NMH support that may be funded through DCF.

13. Physical Accessibility

The University has parking available at all campuses and its accommodation block. Charges for parking maybe waived for disabled students who are given a parking permit.

Most of the buildings at the University are accessible. Facilities are seeking further improvements.

14. Counselling

The University has a counselling service. The service is private and confidential and free to all students. The team offers counselling on issues, such as depression, stress, exam stress, alcohol, drug problems and bullying and harassment.

15 . Accommodation

The University has accommodation available for students at Paragon. This consists of 810 student rooms and 27 larger self contained studios. Disabled students are given priority. There is full access for wheel chair users to all parts of both the academic block and the student accommodation. There is use of a free University of West London accessible shuttle bus to get to Ealing. Disabled Students can also benefit from parking at the accommodation.

16. Advice

The Student Advice Team provides students with information and advice on practical issues such as: sources of funding, money management, international student issues, including immigration advice, state benefits, and housing rights.

17. Chaplaincy

The Chaplaincy is available to students at the University with any religious background or none. The Chaplaincy is a focus for fellowship and exploration of spiritual, ethical and religious issues.

Frequently Asked Questions

When can I see my disability adviser?

The team aim 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.

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 45 minutes, depending on your query. Appointments are available at the St Mary's Road Campus, Ealing or at Paragon on certain days on request.

If you cannot attend an appointment in person, Disability Support also offers telephone or email appointments. 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. Disability Support 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.

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 2011-2012 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?

The Team 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 2 working days in advance. Requests for cover sheets required on the same day cannot be guaranteed.

It is your responsibility to attach cover sheets to the front of your assignments/coursework. Please note Assessors will not accept photocopies of cover sheets.

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 6 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 School Office.

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.

Useful Contacts

University of West London - Student Services:


One Stop Shop (funding, accommodation, general enquiries)

 +44 (0) 20 8231 2573

 onestopshop@uwl.ac.uk


(For all accommodation enquires please also contact One Stop Shop)

Student Advice (specialised)

 +44 (0) 20 8231 2508


 student.advice@uwl.ac.uk

Counselling Service

 0845 036 2727


 counsellor@uwl.ac.uk

Chaplaincy

 +44 (0) 20 8231 2573

 Chaplaincy@uwl.ac.uk

Disability Support

 +44 (0) 20 8231 2739


 disability.support@uwl.ac.uk

University of West London - Information Services

Learning/Course Advice Centre


 0800 036 8888


Careers and Employment Service

 +44 (0) 20 8231 2582


 careers@uwl.ac.uk

Library Services

 +44 (0) 20 8231 2248 (St Mary's Road Library)

 +44 (0) 20 8209 4047 (Paragon House Library)

Student Union

 +44 (0) 20 8231 2276 (Representation service)

Useful Websites

General Websites:

Equality and Human Rights Commission
www.equalityhumanrights.com

Directgov – Education and Learning
www.direct.gov.uk

Skill-National Bureau for students with disabilities
www.skill.org.uk/index.aspx

Specific Learning Difficulties

British Dyslexia Association
www.bdadyslexia.org.uk

PATOSS (Professional Association of Teachers of Students with Specific Learning Difficulties)
www.patoss-dyslexia.org.uk

Dyspraxia Foundation
www.dyspraxiafoundation.org.uk

Dyscalculia.org – Math Learning Disability Resource
www.dyscalculia.org

Mental Health Difficulties:

MIND (National Association for Mental Health)
www.mind.org.uk

Mental Health Foundation
www.mentalhealth.org.uk

Autism/Asperger Syndrome:

National Autistic Society
www.nas.org.uk

Asperger Foundation
www.aspergerfoundation.org.uk

M.E./Chronic Fatigue Syndrome:

The ME Association
www.meassociation.org.uk

Action for M.E.
www.afme.org.uk/

Physical/Mobility Impairments:

SCOPE (national charity whose focus is people with cerebral palsy)
www.scope.org.uk

Spinal Injuries Association
www.spinal.co.uk

Stroke Association
www.stroke.org.uk

Muscular Dystrophy Campaign
www.muscular-dystrophy.org

Multiple Sclerosis Society
www.mssociety.org.uk

Arthritis Foundation
www.arthritis.org

Limbless Association
www.limbless-association.org

Unseen Disabilities:

Asthma UK
www.asthma.org.uk

Epilepsy Action
www.epilepsy.org.uk

Diabetes UK
www.diabetes.org.uk

British Heart Foundation
www.bhf.org.uk

Headway (The Brain Injury Association)
www.headway.org.uk

National AIDS Trust
www.nat.org.uk

Positively Women (support for women living with HIV by women living with HIV)
www.positivelywomen.org.uk

Cancer Research UK
www.cancerresearchuk.org

Sensory Impairments:

RNIB (Royal National Institute for the Blind)
www.rnib.org.uk

www.actionhearingloss.org.uk/
(Formerly known as RNID (Royal National Institute for the Deaf))

SENSE (for deafblind people)
www.sense.org.uk

BSA (British Stammering Association)
www.stammering.org

