
DISABILITY AND SpLD SUPPORT SERVICE STATEMENT



Our mission is to encourage an inclusive environment that enables our students to develop their skills, knowledge and strategies to manage their own learning and to achieve their full potential through:

- providing advice and co-ordinating support in relation to disabilities and specific learning differences, and
- promoting independent study and contributing to the inclusivity debate within the University.

Who are we?

- Learning Support Managers provide advice and co-ordinate support for disabled students.
- Dyslexia Advisers (HE)/Learning Support Co-ordinators (FE) provide advice and co-ordinate support for students with dyslexia or other specific learning difficulties.

Support roles include:

- Learning Mentors provide assistance with planning, organising and coping with a course of study.
- Learning Support Assistants provide in-studio assistance such as note taking and physical support with carrying and moving equipment.
- Dyslexia Tutors work with students to develop effective study skills.
- Communications support workers and Teachers of the Deaf.

What do we do?

- Offer pre-entry advice before you start on your course.
- Provide an initial assessment of your disability/specific learning difficulty support needs.
- Arrange diagnostic tests and formal needs assessments and provide advice on external funding sources for disability support such as Disabled Students Allowance.
- Provide support to students with short-term disabilities.
- Provide information, resources and advice about disabilities and specific learning difficulties to academic staff.
- Co-ordinate one to one support in the studio, for specialist study skills or mentoring including the opportunity to review this support on a regular basis or provide advice on alternative sources of support external to UCA

What can we do for you on your behalf/our commitment?

If you are accessing support, you will be issued with a **Learning Support Agreement** which details your entitlements and support. This document is specific to you and is intended to provide

the information you will need to manage your own learning.

If you have one to one support you will also be issued with a **Working Practices Agreement** which outlines what the support entails and how it works. It also provides the opportunity to go through the boundaries of support, i.e. what the support staff can do, what they cannot do and what you should do if you are not happy with the support or have any concerns.

You will be expected to take responsibility for your own studies and any support. You will need to utilise the resources of your academic course and your agreed learning support effectively. Reviews of your learning support will be available during the year at any point; however you should raise any questions or concerns about your support with the Learning Support Manager or Dyslexia Adviser at the earliest possible opportunity.

What we cannot do/your commitment?

Learning Support Managers and Dyslexia Advisers are responsible for on-course support only. We can offer some referral information about personal care support but we cannot offer advice or make arrangements for this type of care.

Our support is not a substitute for the teaching of your course's academic team or self-managed study. Our support is to help you to access the learning opportunities at UCA. We assist you in developing skills and strategies specific to your individual needs so that you are able to work to your full potential.

You will be responsible for engaging with the Learning Support Manager/Dyslexia Adviser in order to facilitate and maintain all of your support needs.

How confidential is the service?

Please refer to the Library and Student Services Confidentiality Statement.

Complaints Process

If you have any concerns about the service, we encourage you to speak to the Learning Support Manager. If you would like to make a formal complaint, please refer to [UCA's complaints procedure](#).

How to contact us?

- Go to **myUCA > Student Support** for campus contact details
 - Email disability@ucreative.ac.uk

- Visit the Campus Gateway in the Library who can book you an appointment