



Individual Support Agreements

Individual Support Agreements (ISAs) provide practical information to University staff about a disabled student's access requirements. ISAs communicate reasonable adjustments that are required to reduce or eliminate any barriers to a student's participation in academic activities.

ISAs are informed by the social model of disability, which says that individuals are disabled by environmental, attitudinal, or procedural barriers, rather than by their impairment or difference. This means that the focus of the ISA is on practical steps which can be taken to remove barriers, rather than providing medical or personal information about a student.

The ISA is sent to staff who need to know about the student's access requirements. This usually includes (but is not limited to) the Course Leader and the Programme Administration Manager.

Disability Advisers are assigned to specific programmes so that they gain an understanding of how courses within each programme are designed and delivered. This helps Disability Advisers to anticipate potential barriers to disabled students' success, and make appropriate recommendations for adjustments.

How ISAs are agreed

The Disability Adviser and student meet to discuss the student's access requirements. The student explains any obstacles they may face in their studies. Together, the student and Disability Adviser agree what adjustments need to be put in place by staff to reduce or remove these obstacles.

Example: Notetaking by hand presents a barrier to a student. Their ISA says: "Allow student to record taught sessions, including seminars, tutorials, lectures and presentations."

Example: A student needs to access Study Skills Support to develop their presentation skills. Their ISA says: "Give advance warning about presentations or reading aloud."

Example: A student needs to attend regular medical appointments. Their ISA says: "Make information available so student can catch up on missed sessions."

Adjusted Assessment

Many ISAs include information about adjusted assessment. Adjusted assessment is any adjustment which enables disabled and dyslexic students to complete their assessments and achieve their learning outcomes. This might include:

- Additional time for certain assessments.
- Delivering presentations to smaller groups or tutors only.
- Offering a viva or supported viva.
- Submitting work in an alternative format.

Inclusive practice

In some cases, students' access requirements can be met through inclusive practices which are put in place to support all students. Recommendations about inclusive practices are included on all ISAs, and Disability Advisers can provide guidance on how inclusive practice can be embedded in course delivery.

Setting up an Individual Support Agreement

Your Disability Adviser can offer a confidential appointment to discuss your disability-related access and support requirements, before or during your course. This appointment may include drafting an Individual Support Agreement.

To request an appointment, please email disability@arts.ac.uk or call 020 7514 6156.

Step 1

Providing disability evidence

In order to be set up with an Individual Support Agreement, you will need to provide disability evidence. This evidence will be kept confidential, and won't be shared with your tutors. If you don't have suitable evidence, the Disability Service can advise you on how to request it.

Step 2

Arranging an appointment with a Disability Adviser

Once you have provided disability evidence, you will be offered an appointment with the Disability Adviser for your course. Your Disability Adviser will contact you to arrange an appointment within 3 working days of receiving suitable disability evidence.

Step 3

Meeting with your Disability Adviser to discuss access requirements

You will meet your Disability Adviser to discuss your access requirements. Your Disability Adviser will ask you how things are going on your course, and work with you to identify practical solutions that could remove any barriers to study that you experience. An Individual Support Agreement may be a tool to remove these barriers.

Step 4

ISA is drafted, approved, and shared

Your Disability Adviser will draft an Individual Support Agreement based on your discussion. Once you are happy with your Individual Support Agreement, it will be shared with relevant staff on a need-to-know basis. This usually includes, but is not limited to, your Course Leader and Programme Administration Manager.

Step 5

ISAs are reviewed on request

Your ISA is valid for the duration of your course. However, you can request a review if you need one. A review may be needed if there are changes to your access requirements, or if the demands of the course change. You should contact your Disability Adviser as soon as possible if you need to review your ISA.

Search for 'Disability' at arts.ac.uk

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