Access, Support and Facilities for Disabled Students at UAL

This information is for:
- Prospective and current UAL students who are applying for Disabled Students' Allowances (DSA)
- DSA Study Needs Assessors

It is intended to help students and their DSA Study Needs Assessors to make informed decisions about what DSA funded support to recommend. It is particularly important in the context of University of the Arts London, since UAL is a large, specialist art and design institution, in which teaching is delivered in non-traditional ways.

Students are strongly encouraged to take a copy of this briefing along to their DSA Study Needs Assessment appointment. Students and Study Needs Assessors should contact the University Disability Service if they require any additional information.

Contact the Disability Service:
Email: disability@arts.ac.uk
Telephone: 020 7514 6156 (10am-4pm, Mon-Fri)

Access to disability-related advice and support

The University Disability Service provides advice and coordinates support for disabled and dyslexic students across all of the University's constituent Colleges. http://www.arts.ac.uk/colleges/

Students have a named Disability Adviser (assigned according to which course the student is studying) who co-ordinates their support throughout their studies.

Specialist One-to-One Study Skills Support

The UAL Disability Service is a DFE-registered provider of Specialist One-to-One Study Skills Support (specific learning differences and autistic spectrum conditions). Support tutorials take place in confidential spaces on University premises. They can also take place online.

Other Non-Medical Help

The University co-ordinates other forms of Non-Medical Help, including:

- Specialist Mentors
- Practical Support Assistants
- Study Assistants
- Manual Note takers
- Electronic Note takers

The University provides confidential space on its premises for:
- Specialist Mentoring provided by Randstad
- Language Support Tutorials provided by City Lit

The University cannot usually provide confidential space for one-to-one NMH support that is delivered by other external NMH providers. To discuss specific requirements please contact the Disability Service.

Student Advice and Funding | Counselling, Health Advice and Chaplaincy | Disability Service

Reasonable adjustments typically provided to UAL students

With their Disability Adviser, the student agrees an Individual Support Agreement (ISA), which is then communicated to key staff who need to know about the student's access needs. ISAs can cover a range of adjustments, in relation to:

- Access to course materials
- Recording taught sessions
- Adjustments required in-class or for specific contexts (e.g. workshops, group work, placements)
- Assessment adjustments (referred to as 'Adjusted Assessment')
- Library requirements, e.g. extended borrowing time
- Health and safety/physical access requirements

Disability Advisers may also help students to communicate their needs in respect of access to accommodation or parking etc.

Access to IT and assistive technology

The University delivers courses on Mac-based and PC platforms.

Open Access IT suites (with Mac and PC platforms) are located at each College site, often within libraries. The Learning Zones at Central Saint Martin's College of Arts and Design (CSM) and London College of Communication (LCC) have large suites. Some courses also provide access to computing facilities for students on their course.

For information on library and Learning Zone suites and opening hours, search 'library opening hours' at arts.ac.uk

Free Wi-Fi is available at all University sites.

The University has site-licenses for TextHelp Read and Write, Claroread, MindView and Inspiration. These are installed on the University-networked Mac and PCs ready for use. Inspiration is not compatible with the Catalina operating system on the Macs, so will only be available on the PCs in future. These applications are usually unavailable remotely and students cannot save their user preferences automatically in between sessions. There is built in dictation, text to speech, and grammar support in Office 365. This is available to students at home as well as in the university.

Access to course information

All students are provided with a course handbook, in a format that is accessible to them. The handbook includes the following information:
- Course structure and outline curriculum
- Learning and teaching methods, learning outcomes and assessment strategy
- Reading lists

Students can access their timetables online. The University aims to publish timetables for core teaching in August each year/six weeks prior to the start of term.

It is not always possible to timetable all taught sessions well in advance. Students with specific access needs relating to timetabling are offered Individual Support Agreements (ISAs). ISAs communicate students' requirements to the course team.

Teaching materials are made available to students in a range of formats, where possible. Hard copy materials are provided in clear font on non-glare paper.

UAL's virtual learning environment is Moodle. The Disability Service strongly encourages all course teams to make teaching materials available via Moodle for students. Often this happens after sessions have been taught.

Recording taught sessions

Students are permitted to make notes in a way that is appropriate to their learning preferences e.g. on keyboard, or by recording. It is not permitted to share or distribute recordings to any other persons or organisations.

There may be exceptions, where recording of an individual, audience or event is not permitted. In these cases disabled students would be informed in advance and alternative arrangement would be made.

The University is piloting the use of lecture capture. This is not currently widely available. Lecture capture or voice recording may not be suitable for many of the teaching environments (workshops and studios) that UAL teaching takes place in. Some environments can be noisy and it may therefore be necessary to consider additional note-taker support, rather than relying on recordings.

Practical demonstrations are supported by provision of other resources e.g. written/pictorial instruction sheets, video demonstrations.

Adjusted Assessment

The University's 'Adjusted Assessment' policy articulates the range of assessment adjustments which are available to meet disabled students' needs. This includes (but is not limited to):

- Submitting work in an alternative format (e.g. an audio submission)
- Using specialist equipment, software or a support worker (e.g. communicator)
- Alternative assessment methods (e.g. viva voce instead of dissertation)
- Additional time for certain (not necessarily all) coursework assignments
- Examination arrangements (e.g. additional time, use of a scribe/reader)

To find out more search for 'Adjusted Assessment' at arts.ac.uk

To access Adjusted Assessment, students must provide evidence that they are disabled and discuss their needs with their Disability Adviser. Adjusted Assessment arrangements must be negotiated in advance of deadlines – at least two weeks for additional time to be provided, and longer for more complex arrangements.

General information about assessment practices

Assessment of students' learning can take a range of forms e.g. written assignments, portfolios, reflective reviews, presentations, group work and 'live' projects'. Examinations are rare.   Detailed information about each course's assessment methods is included in their course handbook. Please contact the Disability Service for detailed information about course-specific assessment methods.

Learning outcomes are carefully designed and scrutinised to ensure that they are clear and easy to understand and that they are achievable and accessible.

Students are not penalised for spelling, punctuation or grammatical errors in writing, or lack of fluency in verbal presentations, unless this is part of the learning outcome being assessed.

The University has a no extensions policy for coursework. Exceptions can be made for students with disability-related needs (under 'Adjusted Assessment') or students with valid extenuating circumstances.

To find out more search for 'assessment' at arts.ac.uk

Library access and support

There is a library at each College (although not at every College site) and Learning Zones are located at CSM and LCC. For more information about locations and opening times, search 'library opening hours' at arts.ac.uk

Library Services provide a range of facilities and services to facilitate disabled students' access, e.g:

- Extended library loans
- Personalised inductions
- Book-fetching
- Postal loans
- Access to assistive software/specialist equipment e.g. magnifiers, scanners
- Publications in alternative formats
- Sensus Access for the conversion of inaccessible documents to accessible formats.
- Named contact for disability access at each College library

To find out more about support offered to disabled students, please search for 'library services for disabled students' at arts.ac.uk

For all new acquisitions, the Library purchases eBooks wherever possible. Currently, most books on course reading lists are available in hard copy only. The University has one fastbook scanner and a scanning service is available for disabled students who require access to texts electronically. It is strongly advised that any student who requires electronic access to texts makes contact with the University Disability Service as early as possible to discuss their requirements.

Physical access

The University has six colleges and some colleges have several sites. Some sites include heritage or listed buildings and have little or no step-free access.

Students who require step-free access, or need minimal walking distances, are advised to contact the Disability Service as early as possible to discuss their needs.

Full access and route guides to all our sites are available on the AccessAble website: https://www.accessable.co.uk/university-of-the-arts-london-ual/

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Parking

Some College sites have some parking facilities, many do not. Any student who may require a parking space is advised to contact the Disability Service to discuss their requirements.

Travel

UAL works alongside GLH Taxis to provide assistance to those students who are unable to access sites using public transport. Taxi funding is occasionally put in place for DSA-eligible students before their final DSA support package is agreed. Many UAL students need to travel to more than one college site for teaching and library based research.

Accommodation

Any student who holds an offer of a place on a course may apply for University Halls of Residence. Demand for rooms is high. Applications from disabled students are prioritised, provided that students disclose their needs when they apply.

To find out more please search for 'accommodation' at arts.ac.uk

To find out more about UAL accommodation access for disabled students, please search for 'information for applicants' at arts.ac.uk

Other services available to UAL Students

Developing study skills

Academic Support is available to all students. Academic Support tutors lead workshops and other activities (some stand-alone, some embedded within courses). These sessions are intended to help students develop skills and confidence in studying. Students can also access one-to-one tutorials. These typically last 20-30 minutes and are booked on a first come-first served basis.

To find out more, please search for 'Academic Support for students' at arts.ac.uk

Language support

The Language Centre offers English language support to non-native speakers of English.

To find out more, please search for 'Language Centre' at arts.ac.uk

Disability Service
Inclusive, individual, empowering

disability@arts.ac.uk 020 7514 6156
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Illustration by Augusta Akerman, UAL Graduate

Please contact us if you need this information in a different format.