Disability Service - Student Stories

Here are some examples of how UAL students are being supported by the Disability Service. Each student has an individually tailored package of support and a course Disability Adviser.

**A student with Specific Learning Difficulties e.g. Dyslexia**

At school Noah was told he might be dyslexic. He rang the Disability Service and made an appointment for a screening test. This confirmed that Noah was likely to have a Specific Learning Difficulty. The next step was to go to a full assessment with an Educational Psychologist. The assessment concluded that Noah was dyslexic.

Noah then met with his Disability Adviser. He was eligible for Disabled Students' Allowances funding and his Disability Adviser helped him understand what he needed to do to get it. Noah got DSA funding for assistive technology which helped him write better essays. He also got some Specialist One-to-One Study Skills Support sessions which taught him helpful strategies for organising his work.

**A Deaf student**

Kayla is Deaf and a British Sign Language user. She emailed the Disability Service during her application to UAL to tell them she was Deaf. This meant a BSL interpreter was booked for her interview. After she was offered a place on the course, the Disability Adviser arranged a regular interpreter and a Language Support Tutor. Deaf Awareness Training was arranged for Kayla’s staff and the other students on her course so that they understood how to communicate with her effectively.

**A student with autism**

Jake has a diagnosis of Asperger's Syndrome and received extra support in secondary school. He was worried about the transition to university. During the summer break he had an appointment with a Disability Adviser, who arranged for Jake to visit his halls of residence and College so he could start to get to know his way around. She also arranged for him to meet with his designated Specialist Mentor before the start of the first term so they could get to know each other.

Meeting with his Mentor once a week meant Jake had someone to talk to about adapting to University life.

**A student with mental health issues**

Fareed was in his second year when he got in touch with the Disability Service on the advice of his tutor. He had been very depressed, not eating and not attending lectures.

His Disability Adviser supported Fareed to get a medical evidence letter from his GP and apply for Disabled Students’ Allowances. DSA funded a Specialist Mentor for him to help manage his mental health better and focus on his studies. The Disability Adviser also created an Individual Support Agreement with Fareed which asked staff to allow him some flexibility about his attendance and additional time in which to complete his assignments.
A student with a visual impairment

Chang-chang has a visual impairment. Her Disability Adviser met with her to discuss what she needed before her course started. The Disability Adviser then set up orientation sessions around her College. The Disability Adviser also organised magnification software for her laptop and liaised with the library to arrange for key texts on the course reading list to be made available electronically. The Disability Adviser also created an Individual Support Agreement with Chang-chang, which informed staff what they might need to do, such as making sure any written materials were sent to her electronically before taught lessons.

A student with a long term health condition

Mara was frequently exhausted and in pain. She was diagnosed with a long-term health condition just before she came to the UK to start her course.

Her Disability Adviser helped her set up a taxi account for her ‘bad’ days, when she could not use public transport. He arranged for Mara to borrow an ergonomic chair for her studio space and engaged a Practical Support Assistant to help her build her work for the degree show.