Statement of Service

This statement outlines the services we offer and describes how we try to meet your expectations. It also tells you what we need and expect from you.

The main aim of our Service is to provide support, information, advice and guidance for prospective and current disabled students.

# Disability advice and guidance

We offer advice, information and guidance and can be contacted by e-mail, telephone, face to face appointments.

To register for support you will have to provide evidence of your ongoing medical or mental health condition for example:

* a letter from your GP, Consultant or Psychiatrist,
* a copy of your Educational Psychologist’s Report.

Once you have provided us with your evidence you will be allocated a named Disability Adviser, who will meet you to discuss your support.

Your Disability Adviser will then produce a ‘Learner Support Profile’ (LSP). This is an electronic document that outlines any support or reasonable adjustments you may need.

Reasonable adjustments are the changes or specific support that you might need the University to arrange to make sure that you are not disadvantaged for reasons that relate to your disability or condition.

With your permission, your LSP will be sent to your Faculty / programme area and other relevant parties such as the Exams Office and Library, so that reasonable adjustments can be made.

You will be asked to give consent for the Disability Service to make contact with other staff in the University, such as teaching staff on your programme area.

Your LSP normally states what your disability or impairment is and describes how it might impact on your studies. However, information about your impairment can remain confidential and we can still organise support if it is needed.

# Screening for Specific Learning Difficulties (SpLD) such as Dyslexia

We offer all students opportunity to complete a questionnaire to see if any difficulties with learning might be associated with a SpLD such as dyslexia, dyspraxia and / or dyscalculia.

This initial screening questionnaire is offered as part of the University’s pre-enrolment process and can be found through your student page on e:Vision. You can complete this questionnaire at any stage during your studies.

Based on the results of the screening questionnaire, you may be asked to complete a computer based screening tool called QuickScan.

Should you be referred to an Educational Psychologist, they will carry out a full assessment which will determine whether you have any specific learning difficulties.

# Appointments

45 minute appointments are available to discuss your support. We aim to be able to offer appointments within 2 weeks.

Telephone or Skype appointments can be booked if you are unable to access our face-to-face appointments.

All appointments are impartial, focused on your needs and take place in the privacy of a private room.

# Drop-in – information and advice

Short 15 minute sessions with a member of our team are available every day in term time and operate on a ‘first come first served basis’ these can be booked on the day. They are ideal for quick queries.

# E-advice

If you would prefer to get answers to your disability queries by email you can email us at: [disabilitities@bradford.ac.uk](mailto:disabilitities@bradford.ac.uk) . We aim to answer your query within 3 working days.

# Record keeping

We record brief details of all appointments with you in order to track support, ensure consistent follow up and to provide statistical and other management information. All stored information complies with The University of Bradford Code of Practice for Information Access and Security.

# You can expect from us

* Welcoming and approachable staff.

A member of our Team is normally on duty at the Reception Desk to:

* Deal with your initial enquiries,
* Refer you to the ‘Drop-in’ service,
* Make an appointment for you with a Disability Adviser,
* Qualified and experienced Disability Advisers who provide impartial guidance, advice and information focused on your needs,
* The Disability Services acts independently of other University departments,
* You can feel confident about discussing any aspect of your disability in the knowledge that we will not reveal information about you to anyone else outside the service without your consent,
* [The single exception is that we would disclose to appropriate staff within the university any information which suggested that you might harm yourself or others under our duty of care and legal obligations. This would be explained to you at the time].

# What we expect from you

* To keep appointments and attend pre-booked activities such as appointments with the Educational Psychologist, or to provide reasonable notice in the case of cancellation preferably a day in advance,
* To provide us with the relevant information and evidence about your impairment ; Specific Learning Difficulty, health or mental health related issue,
* To respect the needs of others using our services,
* To take part in feedback requests to enable us to evaluate and improve the service we provide.

# Policies and national standards

We abide by the following policies and standards:

* The Data Protection Act 1998,
* Equality and Diversity Strategy.