

Email: [counsellinganddisability@hw.ac.uk](mailto:counsellinganddisability@hw.ac.uk)

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The Disability Service is here to provide students with advice and guidance and assess support needs.

It can take some time to arrange support. The sooner we know about a student's disability the sooner we can begin to organise any support they may need. Students are advised to contact [counsellinganddisability@hw.ac.uk](mailto:counsellinganddisability@hw.ac.uk) preferably before they start their studies or as soon as possible after arrival.



Students are advised to let the University know about their disability in their UCAS/University application.

These details are then processed by The Disability Service who will email offer holders to gather more information about their disability-related support needs and to collect evidence of their disability.

Who is involved?

- Student
- The Disability Service

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### Assessment

Student has an appointment with a Disability Advisor to discuss their disability and support available.

Once The Disability Service receives a student's information, the student will be invited to have an online or in person meeting with a Disability Advisor to discuss their experience of studying and the support available at the University.

In this appointment the Disability Advisor will assess the student's study-related support needs, and agree a support plan for their studies e.g., extra time in exams and class tests.

The agreed provisions will be communicated to the relevant members of staff via the Student Record System, to which only authorised personnel have access. With the student's permission, and if required, information about the nature of their disability may be detailed on their provisions report, called a Learning Profile. Note that the details of the student's condition may not be disclosed but details will be provided of the adjustments to be put in place and/or points of which staff should be aware.

Who is involved?

- Student
- Disability Advisor
- Programme Director

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### Study Related Support

Students may receive study-related support such as note-taking, Mentoring, Study Skills Support and Assistive Technology (AT).

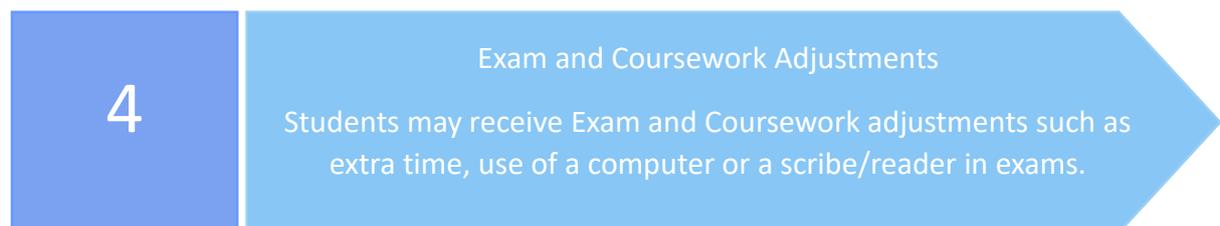
Students may be recommended study-related support such as note-taking, study skills, Assistive Technology (AT), and mental health mentor support.

Students will have their first appointment set up for them by the Disability Service and then they will arrange with the study-related support staff directly.

Students must regularly check their Heriot-Watt emails to ensure they are receiving details about their support sessions.

Who is involved?

- Student
- Disability Advisor
- Support providers



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Exam and Coursework Adjustments

Students may receive Exam and Coursework adjustments such as extra time, use of a computer or a scribe/reader in exams.

The Exams Team or the Academic Schools will ensure that any support provisions are arranged when required. It is important for students to keep checking their emails and keep in touch with teaching staff.

Who is involved?

- Exams Team (arrange exam support e.g., computers, readers, scribes, different exam settings)
- Lecturers/ Admin Support (arrange coursework/class test support)
- Disability Advisors

Students may receive support for teaching such as captioned lectures or permission to record lectures.

For students studying on campus, who require accessible teaching and assessment venues and specialist study-related equipment, this will be arranged to ensure they can effectively engage with their studies. This can take time to set-up; students are advised to let The Disability Service know about their requirements as soon as possible.

Who is involved?

- Student
- Disability Advisors
- Programme Director

Provisions remain in place throughout a student's time at the University. If adaptations are required, if things are not quite working or students need further support, they are encouraged to contact the Disability Service to discuss updating. The Disability Service will also send periodical messages to check in and see how things are going.

### **Your Responsibilities as a Student**

- Send evidence of disability/condition to the Disability Service in a timely manner, preferably before commencing studies.
- Respond to meeting request with an Advisor.
- Attend meeting, be honest about your support needs in this meeting.
- Attend any further meetings with Disability Advisor.
- Regularly check and respond to emails especially ones from your academic school, lecturers, or support staff.
- If your support requirements change or if you have any problems concerning your studies or support, please contact us as soon as possible at [counsellinganddisability@hw.ac.uk](mailto:counsellinganddisability@hw.ac.uk). The sooner we know about any issues, the quicker we can try to resolve these.

## **Disability Service Responsibilities**

- Student will be allocated a Disability Advisor who will meet with student to discuss and assess support needs for their studies. This advisor will become their point of contact for support throughout their studies.
- Liaise with academic schools and exam teams to ensure adjustments and support is in place.
- Regular check-ins with student especially in the first year of studies.
- Will arrange study-related support if required.
- Can liaise with academic schools, lecturers, personal tutors, effective learning advisor and other support services within the University on behalf of the student.
- Can signpost to external services

## **If you are a Parent/Carer Who has Concerns about a Student registered with our Service**

- We welcome parents/carers to contact us should they have any concerns about a student.
- If the student has signed a consent form to share details, we can discuss details about support, we will not divulge details about academic progress or results.
- If there is no consent to share, we will take concerns and follow up with the student.