The University of Liverpool actively welcomes applications from disabled people and we constantly seek to ensure a supportive, empowering and accessible environment for all our potential and current disabled students.

This guide has two key purposes. The first is to provide helpful information about what students thinking of coming to Liverpool can expect in terms of facilities and services, and the second is to act as a reference document for our staff and for those disabled students who are already here.

We welcome feedback from students and staff to enable us to evaluate and improve our approach. If you have any comments about any of our services or this document, we would be pleased to hear them. We hope you will make use of this booklet and of our disability support services.

Disability Advice and Guidance
Disability Advice and Guidance

Our team provides support and advice to students with a wide range of impairments. For the remainder of this booklet, we will refer only to ‘disabled students’ but please be aware that this is intended to include, but is not limited to:

- Visual impairment
- Hearing impairment
- Mobility impairment
- Medical conditions which may be long term or progressive (eg epilepsy, chronic fatigue syndrome)
- Mental health difficulties
- Autistic spectrum disorder (ASD) eg Asperger’s Syndrome
- Specific Learning Difficulties (eg dyslexia, dyspraxia, dyscalculia).

Contact the Disability Advice and Guidance team for:

- Confidential one-to-one appointments
- Daily advisory drop in service
- Assistance with obtaining funding to support disability-related study needs, eg Disabled Students’ Allowances
- Identification of individual reasonable adjustments
- Guidance on booking study needs assessments and accessing Educational Psychologists
- Loan of specialist equipment and software
- Creation of student support documents
- Liaison with academic and other University departments to communicate and implement reasonable adjustments

- Referrals to external partners
- Access to Independent Specialist Support Tutors
- Provision of study assistants eg note takers, mentors, library assistants
- Organisation/facilitation of the Disabled Students’ Network forum.

Either by telephone, in person, via email or by visiting our web page:

T: +44 (0)151 794 5863
E: disteam@liverpool.ac.uk
www.liverpool.ac.uk/studentsupport/disability

Address: Ground Floor, Student Services Centre (building number 502 on the campus map).

The Centre is open Monday-Friday 9am-5pm.
Admissions

Information for prospective students

We are pleased that you are considering applying or have chosen to study at the University of Liverpool. Liverpool is a great place to live, work and study and we hope you will enjoy the social aspect of the city whilst studying here!

If you have a disability, you will hopefully have indicated this on your UCAS/Application form.

To arrange the most appropriate and suitable support for you, we need to know details of your circumstances and support requirements as soon as possible.

If you declare a disability on your application form and accept an offer of a place to study at the University, either as your firm or insurance choice, our team will contact you by email, to introduce the team and request more information from you.

We will request that you provide us with as much information as possible to help us to work with you, and appropriate colleagues, to arrange your support prior to your arrival. We require supporting documentation regarding your disability, before support can be arranged.

The type of evidence that we require will depend on your individual circumstances, but may for example be a doctor’s or specialist’s letter or Educational Psychologist Report. You can find guidance on the supporting documentation you will need to provide on our website at www.liverpool.ac.uk/disability/support

If you have chosen not to identify a disability on your UCAS/Application form, please be aware that you can talk to your academic department/school or our team, at any point during your course. However, we would strongly advise you to contact us as early as possible so that support can be put in place from day one at the University.

Exchanges to the University of Liverpool

If you are planning to apply to study at the University of Liverpool for a year or a semester, through an exchange programme, you can download a leaflet about how support can be arranged for you from our website at www.liverpool.ac.uk/studentsupport/disability/admissions/exchanges

Open Day visits

If you are planning to attend an Open Day or interview at the University of Liverpool and would like to make an appointment to speak to a member of the Disability Advice and Guidance team while you are here, please do not hesitate to contact us.
The University is committed to supporting students and will work with you to identify and implement individual reasonable adjustments. Our aim is to reduce any disadvantage you may experience as a result of your disability and support you in your independence.

There are a variety of different forms of support available, which may include:
- Programme-centred support
- Exam support
- Library support
- Campus accessibility
- Specialist equipment
- Non-Medical Helper support

**Programme-centred support**

**Disability and Dyslexia Contacts (DDCs)**

There is a nominated Disability and Dyslexia Contact (DDC) within each School or Department. These contacts work closely with Disability Advice and Guidance to support the implementation of recommended anticipatory and individual reasonable adjustments, within the academic environment.

Examples of individual reasonable adjustments implemented within the learning and teaching and research environments include, for example:
- Providing lecture slides in advance
- Providing a directed reading list
- Supporting students to record lectures
- Magnification within practical tasks
- Access to a personal assistant on field courses eg to carry equipment
- Regular breaks during practical sessions
- Timetabling to ground floor only
- Presentations delivered to small groups
- Access to additional laboratory time
- Personal emergency and egress plans
- Low level access to lecture theatres
- Specific exam arrangements, eg question papers in alternative format, extra time, typing facilities, rest breaks etc
- Individual support arrangements when studying/undertaking research abroad.

If you have any questions regarding your recommended study-related support or need any advice, your DDC will be able to help you or advise you, in conjunction with Disability Advice and Guidance. You can find a list of DDCs on our website at [www.liverpool.ac.uk/student support/disability/support/ddc](http://www.liverpool.ac.uk/student support/disability/support/ddc).

**Examination arrangements**

Disabled students may be entitled to specific support arrangements within exams. It is important that you contact Disability Advice and Guidance as early as possible to make arrangements to provide supporting documentation and discuss this support.

Types of support can include, for example:
- Extra time in exams
- A reader
- A scribe
- Use of a PC/other equipment
- Rest breaks
- Separate room
- Use of ergonomic furniture
- Permission to bring food and drink into exams.

**Library services**

If you are a disabled student or have a support need or medical condition, Library staff aim to ensure that you are able to make full use of the Library facilities.
In order to take full advantage of all the Library’s resources and services, it is important to make yourself known to the Library staff and/or Disability Advice and Guidance as soon as possible after starting your course.

We work closely with our Library contacts to ensure that your needs are communicated, highlighted and supported. The Library can help students in a number of ways, some of which are listed below.

**One-to-one orientation**
One-to-one orientation of the Library environment and services can be arranged, if recommended, for disabled students.

**Borrowing material**
If you find it difficult to use the online catalogue, or obtain books from the shelves, arrangements can be made for a member of Library staff to search for the items and bring them to the issue desk for you or your study assistant to collect. It is helpful to provide at least a day’s notice if you require material to be collected. Disabled students can also arrange to borrow short-term loan items for a longer period if this support has been recommended.

**Photocopying Service; Book and Copy Delivery Service**
A photocopying request service is available for readers who don’t wish to do the copying themselves. The Library will do your photocopying and you can collect it from the Service Desk. A Book and Copy Delivery Service is also available.

Library staff will retrieve the items you require and send the book(s) or copy of the journal article to you. You can ask about either of these services at the Service Desk in either of the main libraries.

**Deaf alert system**
There is a system available within the University libraries (Sydney Jones and Harold Cohen), to alert deaf students whenever the fire alarm is activated within the library. Students should approach the Information Support Desk within the library for information about how to access this service.

**Library contacts**
Lesley Butler
(Harold Cohen Library)
T: +44 (0)151 794 5414
E: l.m.butler@liverpool.ac.uk

Laura Dunn
(Sydney Jones Library)
T: +44 (0)151 794 5413
E: l.Dunn@liverpool.ac.uk

http://libguides.liverpool.ac.uk/library

**Campus accessibility**
The University is involved in a continuous programme of modernisation and adaptation and this includes access issues in line with disability legislation. However, due to the age of the University, there are still some buildings in the University that may be difficult to access. The University is committed to making reasonable adjustments and Disability Advice and Guidance work closely with the University’s Facilities Management Department to provide accessible environments.

If you have any concerns about accessibility, please contact Disability Advice and Guidance as soon as possible and we may be able to arrange for you to tour the areas of the campus which will be relevant to you, with Disability Advice and Guidance and Facilities Management staff, to identify any adaptations to be made.

Examples of specific adaptations undertaken following campus tours include:
- Marking up new designated parking bays
- Automation of existing entrance door
- Formation of new accessible WC
- Alterations to internal doors to create accessible route
- Adaptations to student accommodation in the university Halls of Residence
- Installation of infrared hearing loop in lecture theatre.
Accommodation

If you are a disabled student with a support need, which will affect the kind of accommodation you need, you can apply for a priority room when making your online application for University accommodation. Details of how to make an application for a priority room, as well as contact details for the Accommodation Team, are available on their website at [www.liverpool.ac.uk/accommodation/support/priority/](http://www.liverpool.ac.uk/accommodation/support/priority/)

Parking

Blue Badge holders are able to park in designated disabled bays located throughout all University car parks. Disabled students requiring information on University parking should contact:

Vehicle Parking Administrator

T: +44 (0)151 794 1363
E: Vehicleparking@liv.ac.uk

Specialist equipment

The University has some specialist equipment, which is available to loan to students. This equipment includes, for example:

- **Laptops**
  - Laptops may be recommended specifically for students, who may, for example, need to access a computer and specialist software within a lecture or seminar, on a field trip or when undertaking research in different locations etc.

Digital voice recorders

Digital voice recorders may be recommended to students whose disability makes it difficult for them to take notes.

Specialist accessibility software

Software includes:
- Literacy support software, for those who find reading, writing and using language difficult
- Speech to text software, which enables students to dictate text or numbers into other software applications
- Planning and organisation software. This is particularly useful to those who recognise their learning style as predominantly visual.

Ergonomic equipment

Lumbar supports, wrist supports, ergonomic chairs, height adjustable tables, wireless ergonomic keyboards, etc.

Other aids

Amplified stethoscope, portable converser, portable magnifier, keyboard with high visibility keys.

Non-Medical Helpers

Disability Advice and Guidance, in conjunction with Non-Medical Helper providers, strive to provide an efficient and effective service at the University of Liverpool. The system operates on several levels:
- To provide a first point of contact for disabled students who require study-related support
- To provide a referral system whereby study assistants and students can be suitably matched according to their specific needs
- To act as an intermediary between students and providers
- To provide opportunities for on-site access to Non-Medical Helper providers.

Below are some of the ways in which Non-Medical Helpers can help:

- **Note-taker**
  - Taking accurate, unbiased and comprehensive notes in lectures, tutorials, seminars and other taught sessions for disabled students who are unable to make written notes
  - Providing these notes directly to the student within agreed timescales.

- **Library Assistant**
  - Providing support in the library to retrieve books, use computer terminals, practical tasks and/or do photocopying and scanning.

- **Study Assistant**
  - Assisting disabled students in time management, the organisation of their studies and the setting and achieving of short term goals, building confidence and aiding motivation
  - Communication on behalf of the student
Assisting students who have difficulties accessing print material due to a disability, for example by:
- reading either directly to the student and/or onto recording media
- providing typed transcription of audio or video recordings
- obtaining relevant documents in the Library, from departments, tutors, etc
- helping to convert print materials into an appropriate format (Braille, enlarged print, machine-readable format)
- scanning and performing OCR of printed material
- editing documents prepared by the student or editing scanned electronic material.

Specialist One-to-One Study Skills Support
- Providing specialist assistance to students with visual, mobility or manual dexterity difficulties when using classroom or laboratory equipment eg, computer labs/scientific – physics, chemistry etc.

Specialist Mentor
- Providing students with help to address the barriers to learning created by a particular impairment, eg mental-health conditions, or autistic spectrum disorders. This could include a range of issues, for example, coping with anxiety and stressful situations, how to deal with concentration difficulties, time management, prioritising workload and creating a suitable work-life balance.

Mobility Trainer
- Providing a professional assessment of campus locations and then carrying out a time-limited programme of training. This training is particularly applicable for blind or visually impaired students who will need to learn with their coach safe routes around the campus, either making use of a long cane or with a guide dog.
**Funding**

**Extra financial help for disabled students**
Disabled students may be entitled to claim extra financial help in addition to standard student finance packages while studying eg state benefits, University hardship funds and Disabled Students’ Allowances (DSA).

**Disabled Students’ Allowance (DSA)**
This non means-tested allowance is intended to contribute to the additional study costs resulting from disability over and above reasonable adjustments.

DSA can help fund:
- Specialist equipment eg computers, assistive software, printers, scanners, fridges
- Non-Medical Helpers eg specialist dyslexia tuition, sign language interpreters, specialist mentoring, mobility support, assistive technology training etc
- Extra travel costs.

**How to apply**
Students from the UK should apply for DSA from the same funding body or Research Council they apply to for their main student funding, loans and bursaries, using the links below.

Students from England can find information about a range of financial support available for disabled students, including DSA from the DirectGov website [www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/index.htm](http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/index.htm)

Student Finance Northern Ireland [www.studentfinanceni.co.uk](http://www.studentfinanceni.co.uk)

Student Finance Wales [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk)

Student Awards Agency for Scotland [www.saas.gov.uk/](http://www.saas.gov.uk/)

NHS funded students [www.nhsbsa.nhs.uk/Students/Documents/Students/DSA1_v4.2_Application_and_Guidance_for_Disabled_Students_Allowance.pdf](http://www.nhsbsa.nhs.uk/Students/Documents/Students/DSA1_v4.2_Application_and_Guidance_for_Disabled_Students_Allowance.pdf)

**International/EU students**
You should initially contact your home government for information about accessing appropriate funding. Your sponsors may also be able to provide you with an additional grant to cover any extra expenses you have because of your disability. For example, people on the EU Socrates / Erasmus exchange programme can apply for grants, which are higher than normal study grants, to offset additional costs incurred by specific difficulties.

If you are not eligible for any external funding, the University will work with you to assess your needs and implement appropriate reasonable adjustments to support you in your studies eg loan of specialist equipment and software, development of a support document to aid communication to appropriate members of staff, regular adviser reviews etc.

**Providing supporting documentation**
All applications for DSA require documentary evidence to be included, which helps determine whether or not a student is eligible for this award. Examples of supporting documentation include, a post-16 Adult Educational Psychologists’ report, GP letter, Audiologists assessment etc.

Access the “Guidelines for GP’s and health and social care professionals when writing medical evidence for students wishing to apply for DSA” from our website [www.liverpool.ac.uk/studentsupport/disability/admissions](http://www.liverpool.ac.uk/studentsupport/disability/admissions)

**Arranging a Needs Assessment**
Once your DSA application has been approved, your funding body will contact you to confirm your eligibility and ask you to undertake an assessment of need, to determine what support you require.
You can arrange a Needs Assessment at any approved assessment centre. To find one near your home see www.dsa-qag.org.uk

Please note, you do not have to wait for your place at University to be confirmed before booking an appointment for your assessment.

What is a Needs Assessment?
Needs Assessments are fairly informal meetings, lasting about two hours.

You will discuss the effects of your disability or specific learning difficulty with a Needs Assessor, who will advise on DSA-funded support available to help overcome the impact of the disability on your studies or research activities.

You may also have the opportunity to experiment with different kinds of assistive technology, ranging from ergonomic supports to specialist accessibility software eg note taking, screen reading, magnification, speech to text, planning and organising etc.

What happens next?
The assessor will produce a report, detailing their recommendations, and send it to you to make sure you agree with it, before sending it to your funding body for approval.

You will receive a copy of your report. If you are a registered student at the University of Liverpool, you should make an appointment with a member of the Disability Advice and Guidance team to discuss the support recommendations.

Your funding body will write to you to confirm approval for the recommended support. You can then order your equipment and any additional IT training, insurance, etc as detailed in your assessment and the instructions given in the letter from your funding body.

Please note, some funding bodies and all Research Councils require applications for DSA to be made directly by Disability Advice and Guidance. In these circumstances please contact the team directly for advice on how to apply.

Charitable organisations
If you cannot access all of the money you need to do a course from official or statutory sources, there are charities and trusts which may be able to help you to raise the funds.

You can find information about trusts that help disabled students on our website at www.liverpool.ac.uk/studentsupport/disability/funding/otherfunding/

Personal care needs – ‘assistance with daily living’
Personal assistance with daily living is the assistance that you might require even when you are not at university, for example, with domestic duties such as cooking, cleaning and shopping; personal hygiene; basic medical needs such as injections.

The University of Liverpool does not provide this type of assistance. We provide study-related support assistance only. However, Disability Advice and Guidance can work with you, external providers and Social Services (if applicable) to provide advice and information about realistic opportunities for arranging suitable local support.

Funding personal care needs
The responsibility to fund your personal care package rests with Social Services within the local authority where you are ‘ordinarily resident.’ Guidance on the identification of the ordinary residence of people in need of community care services, England (March 2010) can be found at the following website www.dh.gov.uk

If you are not eligible for local authority funding ie International/EU students, it is important that you consider how you will fund your personal care assistance at the earliest opportunity, eg privately, sponsorship, home government funding, charitable trust, and arrange this support prior to starting your studies/research.
The Student Voice

Disabled Students’ Network
The Disabled Students’ Network is an informal group, comprising of a number of disabled students, facilitated by Disability Advice and Guidance, which meets several times a year to discuss issues, evaluate services and provide direct input into policies and procedures which are relevant to the disabled students’ experience at the University of Liverpool.

It is also an opportunity to meet other disabled students within a confidential environment, to share experiences and form supportive networks.

It is important that disabled students have the opportunity to be involved in making decisions about the kind of support and facilities available within the University and have their collective views heard as part of the University’s consultation processes.

If you would be interested in becoming involved, please contact Disability Advice and Guidance for further details.

Disability Working Group
Students are represented on the University’s Disability Working Group. The Group offers an opportunity for students to raise with the University issues about academic provision and the provision of and access to facilities and support services.

It is also an opportunity for students to influence University policies.

This Group has responsibility for the overview of the University’s Policy and Procedures Regarding Reasonable Adjustments and Support for Disabled Students and feeds into the committee structure of the University.

The Diversity and Equality of Opportunity Policy and Disability Equality Policy and Action Plan can be found at www.liverpool.ac.uk/hr/diversity_equality

The Policy and Procedures Regarding Reasonable Adjustments and Support for Disabled Students can be found at www.liverpool.ac.uk/studentsupport/disability/support/
Rights and Responsibilities

Education, the law and disability

Definition of disability
The Equality Act (2010) defines a disabled person as someone who has a mental or physical impairment that has a substantial and long-term adverse effect on the person’s ability to carry out normal day-to-day activities.

For the purposes of the Act, these words have the following meanings:
- ‘substantial’ means more than minor or trivial
- ‘long term’ means that an impairment is likely to last for the rest of the person’s life, or has lasted at least 12 months or where the total period for which it lasts is likely to be at least 12 months. If the person no longer has the condition but it is likely to recur, they will be considered to be a disabled person
- ‘normal day-to-day activities’ include everyday things like eating, washing, walking and going shopping.

What is discrimination?
The Equality Act places a legal obligation on higher education institutions, making it unlawful to discriminate against disabled students.

You can find further information via our website at www.liverpool.ac.uk/studentsupport/disability/rightandresponsibilities/

Discrimination is not only treating a student less favourably than another student for a reason related to their disability without justification, but also failing to make a reasonable adjustment.

Reasonable adjustments
The duty to make reasonable adjustments requires a Higher Education institution to take positive steps to ensure that disabled students can fully participate in the education and other benefits, facilities and services provided for students. This goes beyond simply avoiding discrimination. It requires Higher Education institutions to anticipate the needs of potential disabled students for reasonable adjustments.
Who is protected?
The categories of people covered by higher education institution provisions are:

- Prospective students (in relation to admissions arrangements)
- Students at the institution (including those absent or temporarily excluded)
- Former students (if there is a continuing relationship based on them having been a student at the institution)
- Disabled people who are not students at the institution but who hold or have applied for qualifications conferred by the institution.

You can find further information, including examples of conditions which may be included within the definition of disability on our website at www.liverpool.ac.uk/studentsupport/disability/

Your responsibilities as a student are to:

- Contact Disability Advice and Guidance to arrange your support for your academic studies, including examination arrangements

- Contact Disability Advice and Guidance when you need to discuss or review your support (especially if you move to a new level or area of study within the University)
- Attend appointments, or give notice to cancel
- When appropriate, give copies of your support information to individual lecturers and tutors within your academic setting, on a need to know basis. This will assist the department in providing reasonable adjustments for you
- Apply for all disability-related funding you may be entitled to
- Respond promptly to communications from Disability Advice and Guidance to ensure support is put in place/continues.

Many students who use our services discuss sensitive personal information with us and it is important that we ensure that we keep this information confidential. Students who share information with us should be secure in the knowledge that any information they disclose to us is handled in a respectful and appropriate manner, we believe this is important in encouraging students to come and seek help and support.

The confidentiality leaflet, which is available at www.liverpool.ac.uk/studentsupport, explains how we record and store personal and confidential information. It also explains how we sometimes share information and the occasions when it may not be possible to keep all information completely confidential.

As part of our commitment to supporting students we ask all students to complete and sign a confidentiality declaration. Please take time to read this information so you are aware of the reasons why we ask you to do this. If you have any concerns about confidentiality, please speak to a member of any service.

Disclosure
Disability Advice and Guidance encourages all students to disclose a disability as early as possible, so that potential support needs can be identified and, if appropriate, enable individual reasonable adjustments to be implemented. There are opportunities to disclose on UCAS forms for undergraduates and on University application forms for postgraduates and part-time students. If you have chosen not to disclose on your application form, please be aware that you can disclose at any time during your studies by contacting Disability Advice and Guidance or any member of University staff.

If you are unsure about disclosure, please do read our confidentiality leaflet. Our advisers are also happy to meet with you and discuss the positive benefits of disclosing to the University. View our confidentiality leaflet at www.liverpool.ac.uk/studentsupport
Useful Contacts

Please use the links below to find information about a wide range of University services, which are available to support all students during their studies.

Accommodation (University)
www.liverpool.ac.uk/accommodation

Accommodation (private rented)
www.liverpool.ac.uk/accommodation/contact/liverpoolstudenthomes

Careers & Employability Services
www.liverpool.ac.uk/careers

Computing Services
www.liverpool.ac.uk/csd

Counselling Service
www.liverpool.ac.uk/counserv

Diversity and Equality
www.liverpool.ac.uk/hr/diversity_equality

Money Advice and Guidance
www.liverpool.ac.uk/studentsupport/finance

Information, Advice and Guidance
www.liverpool.ac.uk/studentsupport/adviceguidance

International
Advice and Guidance
www.liverpool.ac.uk/studentsupport/ist

Liverpool Guild of Students
www.liverpoolguild.org

Mental Health
Advisory Service
www.liverpool.ac.uk/studentsupport/mentalhealth

Occupational Health
www.liverpool.ac.uk/occupationalhealth

Student Exchanges Team
www.liverpool.ac.uk/study/international/incomingexchange/contact-us

Student Health
www.brownlowhealth.co.uk/students

Vehicle Parking
www.liverpool.ac.uk/facilities-management/services/vehicle-parking

External contacts
For links to external organisations, please see our website at www.liverpool.ac.uk/studentsupport/disability/externalsourcesofusefulinformation/