

Accessing Support for Dyslexia, Dyspraxia and other Specific Learning Difficulties (SpLDs) at the University of Oxford



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To receive this guide in an alternative format please telephone
+44 (0)1865 280459 or email disability@admin.ox.ac.uk.

This guide is produced by

The University Disability Advisory Service

The Disability Advisory Service (DAS) is part of the Student Welfare and Support Services. DAS provides advice and guidance to University students and staff, including information on:

- Effects of specific disabilities and medical conditions on study
- Access and adaptations to University buildings
- Applying for disability-related funding
- Assistive Equipment and Information Technology
- Curriculum accessibility and alternative study strategies
- How to apply for special examination arrangements
- Support services within the University and external links

The Disability Advisory Service is also able to assist with organising disability-related study support. We are not able to manage housing or personal care needs, although we can offer advice. Information is available on the Disability Advisory Service website:

www.ox.ac.uk/students/shw/das

Post and visitors (by appointment only) to: Disability Advisory Service, 3 Worcester Street, Oxford, OX1 2BX (map and streetview available from: <http://tinyurl.com/DASphotoandmap>)

Level / Lift access throughout. Hearing Support System in meeting room. Automatic doors at main entrance and throughout.

Tel: +44 (0)1865 280459 Fax: +44 (0)1865 289830.

Email: disability@admin.ox.ac.uk

We are unable to offer a drop-in service. Please contact the office in advance to make an appointment if you need to speak to a Disability Adviser in person. Core hours are Monday to Friday (10am – noon and 2pm- 4pm).

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Introduction

At the University of Oxford we are committed to providing equality of opportunity for students with specific learning difficulties. There are over 600 students with dyslexia or other Specific Learning Difficulties currently studying here, and this is the largest group of students with a disability.

It's really important to have appropriate support in place at as early a stage of your course as possible. The systems for supporting students at University are different from those that you may have experienced at school or college. Study support is developed around your individual requirements, which means that you have a say in what equipment or learning support will be most helpful to you, but you also have responsibility for thinking about, and letting us know, what you will need.

This can be difficult — it is not always easy to know what life at a University will be like before you get there. Some students who have coped well at school find that they need additional support at Oxford.

You also need to apply for funds to pay for your equipment and study skills support, and you should start this process as soon as possible (there are details about how to do this later in this guide). This funding is not means tested and is available to all. The University expects students to take advantage of all the available study support including making use of DSA funding.

We hope that the information contained in this guide will help you to think through what you might need, and help you through the process of applying for funding. If you need further advice, please contact the Disability Advisory Service staff (contact details are provided on the inside of the front cover).

The Organisation of Support at the University of Oxford

Your COLLEGE has prime responsibility for:

- your teaching (in liaison with your department)
- your welfare
- access to college facilities including accommodation and dietary needs
- requesting special examination arrangements

Your DEPARTMENT has prime responsibility for:

- ensuring that you are able to participate in lectures, seminars, practical classes, fieldtrips

YOU have responsibility for:

- explaining your needs
- applying for funding
- using your support appropriately
- your academic work
- communicating any changes in your circumstances

The University DISABILITY ADVISORY SERVICE has prime responsibility for:

- giving you information about the systems for meeting disability support needs in Oxford, and giving relevant information about you to your college and department
- guiding you through your application for Disabled Students' Allowance or other disability-related funding
- referring you to an appropriate study skills tutor and dealing with the administration
- ensuring you have text in an appropriate format (in liaison with library services)
- recruiting and paying study-related support workers

1. The Organisation and Co-ordination of your Support

There are some general University resources for dyslexic, dyspraxic and other SpLD students, which are described in section 7 'University resources and support services' at the end of this guide. However, in order to receive direct additional support (such as equipment, software, specialist study skills tutorials and special examination arrangements) you will need to provide evidence of your dyslexia or other Specific Learning Difficulty (SpLD).

In order to satisfy the University Proctors' requirements, any Existing diagnostic report must meet the following criteria:

- Your assessment must have been conducted by a qualified psychologist or a specialist teacher with a valid practising certificate.
- Your assessment must have been conducted after you reached age sixteen and within three years (for undergraduates) or five years (for postgraduates) of the date that you are due to start your course at Oxford.
- Your assessment should have been conducted on an individual basis – not as part of a group assessment – and have used adult tests, not tests designed for use with children.

The University's criteria for diagnostic assessments may be downloaded from the DAS website: www.ox.ac.uk/students/shw/das/needs.

If your report meets the University's criteria, it will be reviewed by the University's SpLD Adviser or a member of the panel of educational psychologists who conduct new assessments on the University's behalf. If your report can be summarised, the psychologist will write a summary sheet which will be accepted as evidence for the purposes of applying for special examination arrangements.

In some cases you may be asked to go for a new assessment, which the University will fund. If you are not sure whether your report will be accepted by the University, please send a copy to the University Disability Advisory Service staff who will be happy to advise.

2. What to do if you need to get a new diagnostic report

If you do not have a diagnostic report, or need to get a new one, we advise you to arrange this as soon as possible. Oxford terms are short and intensive, and it can be difficult to fit in an appointment in term-time. Most psychologists have waiting lists.

To support an application for special examination arrangements at Oxford, the report must meet the University's criteria for diagnostic assessments (see p.7). The criteria is available on the DAS website: www.ox.ac.uk/students/shw/das/needs.

Appointments can often be arranged in Oxford by member of the panel of experienced educational psychologists who are familiar with the particular demands of studying at Oxford.

The cost of the assessment will be between £300 and £450. The University's SpLD Fund can meet the cost of the psychologist's report. In order to obtain this funding you must:

- Have your assessment with a member of the University's panel of psychologists (list available from the DAS).
- Fill in an application form for the SpLD Fund and return it to the Disability Advisory Service. The application form and notes for guidance are provided with this guide as a separate document.
- If you have your assessment before you matriculate, we cannot pay the psychologist direct or give you the money before you start your course, but we can reimburse you by cheque when you take up your place at Oxford. Please send a receipt for the cost of the assessment to the Disability Advisory Service.
- If you book your assessment after you matriculate, you should send a completed SpLD Fund application form to the Disability Advisory Service. We will then send you a letter to take with you to your appointment confirming that the psychologist can invoice the Disability Advisory Service direct.

If you or your tutors think that you may be dyslexic or if you have a family history but you have no previous diagnosis, the first step is to talk to the Disability Advisory Service.

3. Applying for funding to cover costs of equipment and other support

Most additional learning support costs in higher education (such as the provision of specialist equipment, notetaking, extra photocopying, and specialist SpLD study support) for **UK students** are met through the Disabled Students' Allowance which is a non-means tested grant agreed and paid by your funding body (e.g. Student Finance England/Wales, the Students Awards Agency for Scotland, or the Irish Education and Library Boards) or postgraduate research council.

Non-UK students: If you are an EU or International student, you should contact your own government to find out whether they provide funding to support the study needs or personal care needs of disabled students who are studying abroad. See section 3.2 for more information about the support provision for non-UK students at the University.

3.1 Disabled Students' Allowance (DSA)

To be eligible for a DSA you need to demonstrate that you:

- Have an offer of a place from, or are attending University.
- Have proved yourself to have an SpLD by providing appropriate up-to-date evidence (for example, if you are dyslexic or dyspraxic you will need a psychologist's report, but dyspraxic students may be able to use a report from a doctor or occupational therapist).
- Meet the residence requirement, which means that you must have been living in the United Kingdom, the Channel Islands or the Isle of Man for the three years immediately before the start of your course.

How to start the process

If you apply for a financial assessment from your funding body you will be given the opportunity to declare your disability and should be sent information regarding the DSA. If you do not receive this information, you can start the application process by sending proof of your disability or specific learning difficulty stating that you wish to apply for DSA.

Full details about DSAs and how to apply are available from:

<http://tiny.cc/k89r8>

The University Disability Advisory Service can assist you with your application, as can your college. You can apply for DSA any time during your academic career. However, for a good chance of having support in place when you start your course, you are advised to apply straight away as the assessment process can take time.

Assessment of your study needs

DSA is designed to pay for the equipment and support that you need during your course. Your funding body will determine what kind of equipment and support you will need, and how much these will cost, by commissioning an independent assessment of your study-related needs.

The study needs assessment is not the same as a psychologist's assessment.

Once your funding body has accepted your eligibility for DSA, they will ask you to attend a study needs assessment at an assessment centre.

A list of assessment centres is available from the National Network of Assessment Centres at www.nnac.org. There is an approved assessment centre in Oxford, for further information or to arrange an appointment, please contact the Disability Advisory Service Assessment Centre Administrator on (01865) 280013.

What does a study needs assessment involve?

The study needs assessor will have read your diagnosis, will show you a range of computer equipment and specialist software, and will discuss with you the ways in which you study most effectively and any difficulties that you have. The assessment will take about two hours, and form the basis for a list of recommended support.

The assessor will send you a first draft of their report, so that you can check that it is an accurate reflection of what you said. If you are happy with the draft, the assessment centre will send a copy to you, your funding body and (with your permission) also to the University Disability Advisory Service.

Your funding body should agree to pay for what has been recommended in the needs assessment to help you to study, and the **Disability Advisory Service** can help you to arrange the recommended support once they have a copy of the report.

What is covered by the Disabled Students' Allowance?

Specialist Equipment: the equipment that you need to minimize the impact of your SpLD on your studies (such as a computer, scanner, digital recorder, software for mind-mapping, or screen reading). DSA does not cover the cost of equipment for daily living needs.

Non-Medical Helper Support: people to work with you (for example, dyslexia study skills tutors or notetakers). Extra teaching in your subject area cannot be paid for through this allowance.

General Allowance: for other disability-related spending not covered by the specific allowances, including computer consumables, training on software, photocopying, books and other small items. It can also be used to top up the other two allowances.

Travel: if you incur additional travel costs to attend your course because of your disability (including costs of travel to your study needs assessment), your DSA may be able to help with them. Only costs over and above those incurred by non-disabled students will be covered.

Level of funding (figures relate to 2011/12 academic year)

Undergraduates:

Specialist equipment: up to £5,161 for the whole of your course (full and part-time students).

Non-medical helpers: up to £20,520 a year for full-time students and £15,390 a year for part-time study (depending on the course intensity).

General: up to £1,724 a year for full-time students, and £1,293 a year for part-time study (depending on the intensity of the course).

Travel: reasonable extra costs.

Graduates:

SFE funded DSA consists of one allowance to cover specialist equipment, non-medical helpers, general expenses and travel. The current figure is up to £10,260 per year (whether full-time or part-time). DSA funded by research councils may exceed this amount.

Up to date figures can be obtained from the Directgov website:

www.direct.gov.uk.

3.2 Funding for Non-UK students

The University is currently piloting a scheme which funds non-UK disabled students using the contribution allocation as follows (up to a level of £10,000 per student) towards disability-related study support costs:

Overseas undergraduates: 50% college / 50% department

EU undergraduates: 35% college / 65% department

Overseas postgraduates: 15% college / 85% department

This breakdown would be used where there is no funding available from the student's funding body, sponsor, research council or other source. Clarendon scholars and other recipients of awards with a disability study support element would not be eligible as their needs would be met from these sources.

In order to assess the study support requirements of non-UK students an assessment of need will be undertaken which broadly reflects the assessment of study need that UK students attend. The resulting assessment report will guide the University in the reasonable adjustments and support required and will provide an estimate of study support costs that Colleges and departments would meet. Please contact the DAS to arrange this assessment by emailing disability@admin.ox.ac.uk or calling on +44 (0)1865 280459.

3.3 Other sources of funding

Access to Learning Fund

The Access to Learning Fund is for UK students who need extra help to meet their living or course costs. The Fund can be used to meet course-related costs, such as travel, field trips and books and equipment, or general living costs, such as childcare, rent and utility bills, but not course tuition fees.

Disabled students are a priority group in the allocation of the funds. Grants are discretionary and the amount given depends on your individual circumstances. If you think you might qualify for help you should apply to the Student Funding Services team: student.funding@admin.ox.ac.uk.

University Hardship Funds

The University itself has a limited amount of money available to help students in financial difficulties. This is administered by the Committee on Student Hardship, and is intended to provide help to those in unforeseen difficulties. If you think you might be eligible, you should discuss it with your college and ask them for an application form. If you are not sure who to approach, the University Student Funding Officer (based in the Student Funding and International Office) will be able to tell you (student.funding@admin.ox.ac.uk).

University Specific Learning Difficulties (SpLD) Fund

This Fund is administered by the Disability Advisory Service (DAS) and is mainly used to cover the cost of obtaining a new or updated assessment of dyslexia from an approved psychologist. If other sources of funding have been exhausted, this fund can also be used to fund specialist study skills tuition. Information and advice on applying is available from the DAS.

College Funds

Some colleges have specific bursaries or other funds to assist students in financial difficulties. For information on funds available in your college you should contact a member of staff in the bursary/treasury, the college secretary or the welfare tutor. College funds are unlikely to cover your full disability-related needs, and may only be available to you when other sources of funding have been exhausted.

University Trust Funds

The University also has a number of trust funds which provide support for specific categories of students in hardship. A list of scholarships, bursaries and trust funds available each year is published as a supplement to the Oxford University Gazette, which is available online at: www.ox.ac.uk/gazette (email student.funding@admin.ox.ac.uk).

External Trust Funds

There are a number of general trust funds to which disabled students can apply to meet their additional study and personal care costs. A list is available online via SKILL: www.skill.org.uk/uploads/trusts.doc (Skill has sadly now closed and therefore this document may not be updated).

4. Arranging your support

Once your study needs have been determined and you have funding to cover the costs, you need to arrange your support. The Disability Advisory Service can advise on how each of the recommendations can be implemented (in liaison with your Department / College Disability Contact).

Equipment

Students with dyslexia or other specific learning difficulties are often recommended use of a computer to help take notes, organise and produce written work. This is likely to be a desktop computer, unless there are specific reasons relating to your course that would make a laptop more suitable. You can discuss the laptop / desktop choice with the study needs assessor.

Your study needs assessment will provide quotations for the equipment recommended. You may feel that these are expensive, but SFE or other funding bodies will only buy equipment from a list of recommended suppliers who have committed to a high level of maintenance and repair service to disabled and SpLD users. Remember, your equipment has to last for your whole course, so your funding body needs to know that you will receive prompt help if things go wrong.

Some DSA funders will allow you to pay to upgrade the computer that you have been recommended, but do not assume that you will be allowed to do this. Although the computer will be yours to keep, your DSA funder has paid for it, and has the final decision about what they will fund.

Some DSA funders will place equipment orders themselves; others will ask you to order it yourself and request the supplier to invoice them. In this case you may prefer to ask the Disability Advisory Service to order the equipment on your behalf.

Computing facilities in your college

All undergraduates are issued with an e-mail address when they arrive in Oxford. This is the standard method for contacting tutors and advisers.

If you do not have your equipment in place at the start of term, you will need to use college facilities. Each college has computer facilities for its own students, including internet and Ethernet connections in most rooms

and communal access to the web and e-mail. Colleges are unlikely to have much adapted equipment for SpLD students because they normally expect you to have your own DSA-funded equipment.

However, most colleges are willing to make adaptations if required so it is worth discussing your situation with college personnel (key contacts are listed later in this guide). Each college has an IT support officer who can assist with technical computer enquiries, but is unlikely to have wide knowledge about specialist equipment for those with disabilities. For this information you should contact the Disability Advisory Service, who will either answer your query or refer you to an appropriate source of advice.

University computing facilities

The University Computing Service (OUCS) complements college and department IT provision, offering a range of facilities for the whole University.

The Help Centre has eight Apple Macintosh computers and forty PCs running common software applications such as Microsoft Office. All have access to the Internet. A number of PCs have hardware and software to support disabled and dyslexic users. The Help Centre has five scanners all running optical character recognition software that scans text. A 21 inch monitor and a 15 inch flat screen monitor are available. The centre also has JAWS (screen reader), Magic (screen magnification), Text-help (word prediction, homophone checker and document reader) and Kurzweill 1000 (scanning, text-recognition and screen reading).

Equipment Loan

Your college or department may be able to lend you a computer if you do not have equipment in place by the time you start your course. Ask your disability contact (details at the end of this guide).

Specialist Study Skills Support

The University uses a network of freelance tutors to provide specialist SpLD study skills support. The referral route is via the Disability Advisory Service. You will need to have funding in place to pay for the cost of the support. If you are not eligible for DSA, or are in the process of applying for it, the Disability Advisory Service will fund two sessions with a support tutor and will help you look for other sources of funding if you need continuing support.

Scotopic Sensitivity Testing (coloured overlays)

Some students with particular types of visual processing difficulty are recommended scotopic sensitivity testing to see if they find the use of tinted overlays or glasses helpful. The Dyslexia Research Trust runs a clinic providing this service via the University Physiology department once a week in term. There is a charge, although you may be able to use the University's SpLD Fund to cover the costs (see page 13).

The Clinic is run by The Dyslexia Research Trust, University Laboratory of Physiology, Parks Road, Oxford, OX1 3PT.

Website: www.dyslexic.org.uk

Appointments can be made by telephoning +44 (0)1865 272116

Your course

Some students encounter problems because they do not realise in advance what their course will entail. Do you know how many lectures and tutorials you will need to attend, how many essays, practicals or problem sheets you will need to complete, how your course is assessed, and how much reading is required in your subject?

If you are unsure about what you will be expected to do on a day-to-day basis, check what information is available from your department website and contact the Disability Advisory Service to discuss any concerns.

Most departments have teaching materials (lecture notes or synopses, past examination papers) available on their websites, which you may be able to access before you start your course.

Access to teaching materials

If you need teaching materials (such as reading lists, practical worksheets, lecture handouts etc) in advance or in an alternative format in order to be able to access it, your student support document discussion should clarify who will produce this for you.

There are University systems in place to source and convert reading materials, such as books and articles, in to accessible formats. If you are going to need course material converted, you need to contact the Disability Advisory Service to make initial arrangements. Although this will be covered in a Student Support meeting, it is important to give as much notice as possible of your requirements (ideally at least three months) as conversion of texts can take some time.

5. Applying for special examination arrangements

Applications for special examination arrangements are made by your College to the University Proctors. The University Disability Advisory Service staff can advise students on possible examination adjustments, but they do not have a formal role in the application process.

To apply for special examination arrangements you must give a copy of your diagnostic assessment together with a 'summary sheet' to your college office at the earliest opportunity. If you have not yet had a diagnostic assessment follow the instructions about how to obtain one given in section 2 (p.8) of this guide.

The Summary Sheet system

If you have been assessed by one of the University-approved psychologists they will produce a summary sheet recommending the arrangements you will need for exams. This will be sent direct to your college office. You are entitled to see a copy of the summary sheet and most colleges will automatically send you a copy.

- If your diagnostic assessment was conducted by someone other than a University-approved psychologist:
- The Disability Advisory Service will review your report or send it to one of the University-approved psychologists to be summarised.
- If your assessment meets the University's criteria, a University-approved psychologist will produce a summary sheet based on your psychological test scores and other information in the report.
- The summary sheet will be sent direct to your College Office who will normally also send you a copy.

The summary sheet gives general information about the potential effects of specific learning difficulties in an examination situation and the sheet is attached to your examination scripts and submitted work. Examiners are instructed to mark the paper as it stands, but the effects of dyslexia may be taken into account when the Board of Examiners meet to discuss your marks. However, in making allowance for specific learning difficulties, examiners will expect students with special examination arrangements to have made full use of support available via the Disabled Students' Allowance (or equivalent) throughout the duration of the course.

Types of special examination arrangement

Extra time

The standard allowance of extra time for students with specific learning difficulties at Oxford is 25% (15 minutes per hour). Only in the most severe cases will dyslexic or dyspraxic students be recommended more than this, and this will need to be fully justified by an appropriately qualified educational psychologist or specialist teacher with a valid current practising certificate. In some cases no extra time will be recommended if it is not deemed appropriate or necessary.

Delayed start / One exam per day

If you have been allocated extra time and you have two exams timetabled for one day, you may be allowed to delay the start of the second (e.g. by 30 minutes) to allow for a rest break in the middle of the day. If appropriate, and with an Assessor's recommendation, it may be possible to timetable examinations at the rate of one per day.

Use of a word processor

If you have particular difficulties with writing, it may be recommended that you word process your exam scripts. A test of typing speed will be conducted as part of, or in addition to, your diagnostic assessment. Where a recommendation has also been made for extra time, a standard allowance of 15 minutes extra per hour (25%) is normally provided. The University has a word-processing suite in the Examination Schools.

Assistive software

There is provision made for students to use assistive software such as Jaws, Dragon and Text-help in the word processing suite.

Using an amanuensis

Exceptionally, if you have writing difficulties which would not be helped by a word processor, it may be recommended that you dictate your examination answers to an amanuensis, who will write for you.

Adjustments to the method of assessment and variation in duration of course

In exceptional circumstances it may be possible for the Education Committee to substitute a different assessment method for that provided in the University's Examination Regulations, for example, to substitute a take-home exercise for a timed examination paper.

It should be noted that the University will only contemplate this in very exceptional circumstance, and that in determining the form of any substitute exercise the need to maintain the academic coherence of the course and comparability with other candidates must be major considerations. Applications must be made by your College to the Education Committee, which will consult with your faculty or department and the Chairman of Examiners. It will take time to get this kind of arrangement agreed and you must start the process early if you think you may require such an adjustment.

Further information about examination arrangements can be found on the Disability Advisory Service website:

www.ox.ac.uk/students/shw/das/exams.

For more detailed information about the types of arrangement that may be considered, see 'Adjustments in Course and Examination Arrangements for Students with Disabilities: Notes of Guidance', produced by the Junior Proctor and available at:

<http://tinyurl.com/6ldpw65>.

6. Who can help if you have difficulties

Oxford is a collegiate university, and it can be confusing to know who to approach to make arrangements and answer queries.

Your college is ultimately responsible for your teaching and welfare (including living accommodation) while you are an undergraduate. Once your support arrangements are in place, your personal tutor, college disability contact, college office staff and Senior Tutor should be able to deal with any issues that arise during your time at University, and the University Disability Advisory Service staff are available to give advice if needed.

The department is ultimately responsible for your teaching and support if you are a graduate, but you will still have a considerable amount of welfare support available to you in College.

The role of the University Disability Advisory Service

The Disability Advisory Service (DAS) is a part of the Student Welfare and Support Services. DAS provides information and guidance so that disability-related study needs can be met in Colleges and Halls, and University Departments and Faculties. Factsheets on dyslexia, dyspraxia, and ADHD are available from the DAS website: www.ox.ac.uk/students/shw/das/factsheets.

Along with keeping your college and department updated regarding your study support needs we will guide you through your application for Disabled Students Allowance, or other disability-related funding. We work through a network of 'Disability Contacts' – staff who have a special remit for disability as part of their college or departmental role.

Details of which Disability Adviser is linked to each College and the names of the Disability Contacts at the Colleges and Departments are available on the DAS website.

Your College

The small nature of the college community means that a high level of support is available to all students. General information about the different colleges can be found in the University prospectus which is available online at: www.admissions.ox.ac.uk/prospectus.

Key contacts in your college

Personal Tutor: Each student has a personal tutor within college who they can go to if they have difficulties. This may be the same person as your academic tutor.

Disability Contact: Each college has at least one disability contact — a member of staff with a special remit for disability as part of their college role. Details of which Disability Adviser is linked to each College and the names of the College Disability Contact are available on the DAS website: www.ox.ac.uk/students/shw/das.

College Secretary / Academic Administrator: College Secretaries or Academic Administrators are often the contact point in college for applying for special examination arrangements and making other practical support arrangements. Your college office may help if you have difficulties filling in forms.

Welfare Adviser: Some colleges have a welfare tutor; in others, the chaplain may be a key welfare contact.

Junior Common Room or Middle Common Room Welfare Officer: Every college has a Junior Common Room (JCR) and Middle Common Room (MCR) welfare officer. These are elected students who will be able to give advice on welfare issues and help you to find the appropriate person in College to deal with your queries. Many colleges also have student peer supporters. These are students trained by the University Counselling Service to provide support through listening, helping others to feel comfortable with social, academic and personal relationships and enabling them to make decisions without giving direct advice. The names of college peer supporters will be publicised through your college JCR or can be obtained from the University Counselling Service (contact details at the end of this guide).

Your Department

If you are a graduate student you may want to discuss any difficulties with your Academic Supervisor. If you have further problems, you should raise them with the Course Director, Director of Graduate Studies, or Disability Contact. The name and contact details for the Department Disability Contacts are available on the DAS website: www.ox.ac.uk/students/shw/das.

7. University resources and support services

There are a number of University services providing different forms of support for disabled students.

7.1 Careers Service

56 Banbury Road, Oxford, OX2 6PA
Telephone: +44 (0)1865 274646
Website: www.careers.ox.ac.uk

The Careers Service is open to all students of the University during their years at Oxford and beyond graduation. They provide a 24/7 service to students via their website (see above), which is packed full of information and advice, whatever stage of thinking about a career you may be at. We encourage you to visit the Careers Service early in your Oxford life, as there are so many options facing you, and to make use of the facilities, comprehensive careers information, find out about events specific to your needs and interests and have individual confidential discussions with a Careers Adviser. The latter may be of particular interest when considering the issues of whether to disclose your disability to a potential employer for work experience or permanent employment.

Several employers organise specific events and schemes to attract and recruit those with a disability. The Careers Service runs a mentoring programme for those with a disability, called “Interact”. This is aimed at penultimate year, finalists and postgraduate students. If you are interested in this, you would be matched with a mentor in an employment area of your choice.

If you disclose your disability, it may be easier to offer advice and resources to suit your particular needs. The Careers Service can arrange to put Careers information into different formats; we have software on our PCs specifically to assist those with a visual impairment, and adjustable heights for work surfaces. Hearing induction loops are currently being fitted into our seminar rooms and the information room. For wheelchair users there is a lift from the side entrance. Anne Dutton, a Careers Adviser, has particular experience in advising students with disabilities. If you prefer to seek guidance from the banking, science or legal Careers Advisers, for example, feel free to approach them. Anne acts as a consultant to these Careers Advisers on issues regarding disability and employment.

Should you have difficulty in reaching the Careers Service, then you can use e-mail: anne.dutton@cas.ox.ac.uk, although it is not always possible to give careers advice by that medium.

Whatever the nature of your disability, the Careers Service encourages you to take full advantage of its facilities from an early stage.

7.2 Bodleian Library

Bodleian Library, Broad Street, Oxford OX1 3BG

Telephone: +44 (0)1865 277180

Email: admissions@bodley.ox.ac.uk

Website: www.bodley.ox.ac.uk

The Bodleian Library produces detailed notes for readers with disabilities, which are available at: www.bodleian.ox.ac.uk/bodley/services/disability.

Key areas of provision include wide access to the Library catalogue via the web. The library also now routinely purchases large screen monitors to allow easier access to the library catalogue and Oxford Libraries Information Platform (OXLIP). These are available in most Bodleian reading rooms.

Physical access to many reading rooms can be facilitated, and readers can make automatic stack requests via the SOLO (library catalogue) system, which means that disabled readers can order books to be sent to an accessible reading room. There is a photocopying service which allows disabled readers to order photocopying at the same price as the 'self-service' rate. The Disabled Students' Allowance can include a photocopying allowance, and the Disability Advisory Service can recruit support workers to do photocopying for disabled students in appropriate cases. There is a rolling programme of work underway to install induction loops at all library counters. A range of equipment is available for use by disabled readers, including CCTVs and other magnification aids. Individual reading cubicles are available for those who need to work with personal readers.

You may need to discuss separate arrangements for the different University libraries you will use, and this is something that should be raised at your Student Support Document meeting so that the relevant arrangements can be made.

ARACU (Accessible Resources Acquisition and Creation Unit)

One Osney Building, Osney Mead, Oxford OX2 0EW

Telephone: +44(0)1865 283862

Email: aracu@ouls.ox.ac.uk

This centre provides support to students, primarily those with visual impairments, but also those with specific learning difficulties or mobility impairments, who need text in an alternative format. The staff obtain audio texts from the Royal National Institute of Blind People (RNIB) and American Resources for the Blind and Dyslexic, and record on the premises with the help of a team of volunteer readers.

The centre is working to make texts available in audio-digital, "daisy" format and in electronic and large print formats according to specific demand. Personal readers can be provided with sufficient notice.

There is an administration charge for the service which can be covered by Disabled Students' Allowance. Students must be referred via the Disability Advisory Service in order to cover these costs. Students should be aware that text conversion is time-consuming and resource-intensive. If you think that you will need this type of support, please contact the Disability Advisory Service as soon as possible (even if you do not have your reading lists) so that we can make arrangements for your support via this service.

7.3 Land Agent's and University Accommodation Office

Ewert House, Ewert Place, Summertown, Oxford OX2 7DD

Telephone: +44 (0)1865 280803

Email: accommodation.office@admin.ox.ac.uk

Website: www.admin.ox.ac.uk/accommodation

The University Accommodation Office lets and manages rooms, flats and houses on sites owned by the University in and around Oxford City Centre which are available for students working for a second degree. They can assist in arranging accommodation for graduate students and their partners, whether or not the partner is also a student. They make no distinction between mixed and same sex couples.

If you want to go on the waiting list you will need to complete an application form. You can find one within the information "Graduate Housing for single people" or "Graduate Housing for Couples and

Families" on the website of the Land Agent's and Accommodation Office (see above).

Students are advised to apply as soon as possible for the best chance of receiving an offer of accommodation. You must, however, have accepted a place on a full-time course at the University to go onto the waiting list. Some people are on the waiting list for more than a year before they receive an offer, especially if they need accommodation during the summer/autumn for the start of the next academic year.

7.4 Oxford University Computing Services (OUCS)

13 Banbury Road, Oxford, OX2 6NN
Telephone: +44 (0)1865 283438
Email: enable@oucs.ox.ac.uk
Website: www.oucs.ox.ac.uk

OUCS acts as a complement to college and department IT provisions, offering a wide range of facilities for the whole University.

The Help Centre has eight Apple Macintosh computers and forty PCs running common software applications such as Microsoft Office. All have access to the Internet. A number of PCs have hardware and software to support disabled and dyslexic users. The Help Centre has five scanners, all running optical character recognition software that scans text. A 21 inch monitor and a 15 inch flat screen monitor are available.

A range of other equipment is available on request for use in the Help Centre and lecture rooms, including height adjustable desks, back and arm supporting adjustable chairs, a variety of mice and trackballs, and other ergonomic equipment such as document holders, footrests, hand and wrist-rests.

The following assistive software is available for use at the Help Centre: Jaws (screen reader), Magic (screen magnification), Text-help (word prediction, homophone checker and document reader) and Kurzweil 1000 (scanning, text-recognition and screen reading).

OUCS offers a range of training courses covering both introductory and specialised use of computers, common systems and packages (although not specifically related to assistive software or equipment). Course documents can be supplied in alternative formats, but these must be requested in advance. The timetable, full details about each course, and online course booking, are available at www.oucs.ox.ac.uk/itlp.

Courses may also be studied in the Help Centre in your own time. The Help Centre provides an open learning environment for University members wishing to acquire computing skills. A range of learning facilities is available, such as computer-based tutorials and application programs. The Help Centre also provides scanners and card-operated laser printers. The Help Centre is open from Monday to Friday between 8.30 am and 8.30 pm. Further information about the centre is available on the web at: www.oucs.ox.ac.uk/helpcentre.

7.5 Oxford University Student Union (OUSU)

2 Worcester Street, Oxford OX1 2BX

Telephone: +44 (0)1865 288450

Email: enquiries@ousu.org

Website: www.ousu.org

Oxford University Student Union is the means through which students are represented in the University. OUSU representatives, including the Vice-President (Welfare and Equality) and the Vice-President (Graduates), have seats on University committees which directly affect students. Policy is formed at OUSU Council, which any Oxford student can attend. OUSU also campaigns on issues that concern students. Campaigns include a Students with Disabilities Group.

OUSU supports the MCR Officers. Many OUSU campaigns are targeted at particular officers, for instance the Health and Welfare Committee provides a discussion forum and facilitates for training College Welfare Officers. OUSU campaigns are open to all students and you are welcome to come along and get involved.

OUSU also provides a number of services, including the Student Advice Service (see further information below).

OUSU provides publications written from a student perspective. Titles include the 'Oxford Handbook' (a guide to the city and university), 'The Guide for Students with Disabilities', 'The Living Out Guide' and 'The Oxford Survival Guide' (a general introduction to welfare services in Oxford). These publications will help you to get the most out of your time in Oxford, and are available from OUSU or your college common room. All OUSU publications are available in alternative formats on request.

OUSU Student Advice Service

Telephone: +44 (0)1865 288450

Email: advice@ousu.org

Website: www.ousu.org/advice

The OUSU Student Advice Service is a confidential listening and advice service that aims to provide a space for students to talk over their worries in confidence, and to offer advice on resolving a range of issues that students might encounter during their time at Oxford. Members of the service can provide you with both practical advice, for example, about leasing a house or changing course, as well as with support for personal issues. The advisers are all experienced in dealing with students and can help you work through your problem in a supportive environment.

OUSU sabbatical officers (the Vice-Presidents for Welfare and Equality, Women, Graduates, and Access & Academic Affairs) are also available for students to talk to in confidence.

7.6 Student Counselling Service

3 Worcester Street, Oxford, OX1 2BX

Telephone: +44 (0)1865 270300

Email: reception@counserv.ox.ac.uk

Website: www.ox.ac.uk/students/shw/counselling

The University has a professionally staffed, confidential Student Counselling Service for assistance with personal, emotional, social and academic problems. The Service is available free to all matriculated undergraduate and graduate members of the University.

There are times when it may be right to seek help away from the familiar daily environment, and the Student Counselling Service was set up to meet just such a need. The Service has a team of professionally trained and widely experienced female and male counsellors, psychotherapists, psychologists and a psychiatrist, who are accustomed to helping people from many different backgrounds and cultures with a wide range of personal issues.

The Student Counselling Service is not designed to be an emergency service. Anyone who feels in a state of "crisis" should contact a doctor. College doctors can be contacted outside surgery hours as they have on-call arrangements.

The Student Counselling Service aims to see students for an initial assessment within five working days of the student making contact, and then to offer regular counselling at an early date. Waiting times for a first appointment can be longer than five working days at busy periods, such as the beginning of the Michaelmas and Hilary terms, but every effort is made to avoid a delay which involves two weekends.

The Student Counselling Service is available throughout the year except for periods at Christmas and Easter, although reception hours are usually reduced outside of term time. The service is open on weekdays from 9.15am to 5.15pm. Occasionally, later appointments can be arranged. Appointments can be made by visiting, telephoning or emailing the office at the contact details given above.

7.7 International Student Advisory Service

Examination Schools, High Street, OX1 4BG
Telephone: +44 (0)1865 270105
Email: International.Office@admin.ox.ac.uk
Website: www.admin.ox.ac.uk/io

The International Office is responsible for international student-related general enquiries and visa and immigration enquiries.

7.8 Student Fees and Funding Services

University Offices, Wellington Square Oxford OX1 2JD
Telephone: +44 (0)1865 280487
Email: Student.Funding@admin.ox.ac.uk
Website: www.ox.ac.uk/feesandfunding

For all enquiries regarding bursaries, scholarships and US / Canadian student loans.

8. Useful Contact Information

There is a range of resources available to students within the University, locally, as well as nationally.

8.1 University Resources

University Disability Advisory Service (DAS)

3 Worcester Street, Oxford, OX1 2BX
Telephone: +44 (0)1865 280459
Fax: +44 (0)1865 (2)89830
Email: disability@admin.ox.ac.uk
Website: www.ox.ac.uk/students/shw/das

University Disability Contacts

Every college and department has a dedicated 'Disability Contact' and further details are available on the DAS web pages:

Colleges: www.ox.ac.uk/students/shw/das/contacts/college

Departments: www.ox.ac.uk/students/shw/das/contacts/department

Childcare Services

The University's Childcare Services Team is based within the Equality and Diversity Unit and works collaboratively with the Disability Advisory Service and OUSU to support staff and student parents. The University is proud to be able to offer a comprehensive range of childcare services at affordable prices.

For further advice students can visit the Childcare Services website or contact the Childcare Officer:

Telephone: +44 (0)01865 289841

Email: childcare@admin.ox.ac.uk

Website: www.ox.ac.uk/students/shw/childcare

Dyslexia Research Trust

[Scotopic Sensitivity Testing] University Laboratory of Physiology
Parks Road Oxford OX1 3PT

Telephone: +44 (0)1865 552303

Email: info@dyslexic.org.uk

Website: www.dyslexic.org.uk

Appointments: +44 (0)118 585950 or 966 7531

Accessible Resources Acquisition and Creations Unit (ARACU)

One Osney Building, Osney Mead, Oxford OX2 0EW

Telephone: +44(0)1865 283862

Email: aracu@ouls.ox.ac.uk

Oxford University Student Union Vice-President (Welfare)

Telephone: +44 (0)1865 288450

E-mail: welfare@ousu.org

International Student Advisory Service

Examination Schools, High Street, OX1 4BG

Telephone: +44 (0)1865 270105

Email: International.Office@admin.ox.ac.uk

Website: www.admin.ox.ac.uk/io

Student Fees and Funding Services

University Offices, Wellington Square Oxford OX1 2JD

Telephone: +44 (0)1865 280487

Email: Student.Funding@admin.ox.ac.uk

Website: www.ox.ac.uk/feesandfunding

8.2 Local Resources

Oxford Student Mental Health Network

A partnership between Oxford Brookes University, the University of Oxford, Oxford and Cherwell Valley College, Oxford City Primary Care Trust and Oxfordshire Mental Healthcare NHS Trust.

Email: osmhn@brookes.ac.uk

Website: www.osmhn.org.uk

Oxford Sensory Impairment Services

Provides advice, support, information and assessments for visually impaired people.

Social Services Dept, The Charter, Abingdon, Oxon. OX14 3LT

Telephone: +44 (0)1865 549395 (textphone and videophone also available).

Oxford Association for the Blind

9 Newton Place, Magdalen Road, Oxford OX4 1RE

Telephone: +44 (0)1865 725595

Email: vision@oxeyes.org.uk

Website: www.oxeyes.org.uk

Oxfordshire Dyslexia Association

Can provide names of specialist teachers and advice to students in Further and Higher Education.

Drop-in centre: Sat 9.30-11.30am, Oxford Community School, Glanville Road (off Cowley Road).

Helpline: +44 (0)1235 528405

Telephone: +44 (0)1865 428234

Website: www.oxdys.org.uk

Oxford City Council Access Officer

Oxford City Council, Ramsay House, 10 St Ebbe's Street, OX1 1PT

Telephone: +44 (0)1865 252531

Email: lhooper@oxford.gov.uk

8.3 National Resources

Equality and Human Rights Commission (EHRC)

Freepost RRLL-GHUX-CTRX

Arndale House, Arndale Centre, Manchester, M4 3EQ

Mon, Tue, Thu, Fri 9:00 am-5:00 pm; Wed 9:00 am-8:00 pm (last call taken at 7:45pm)

Tel: 0845 604 6610

Textphone: 0845 604 6620

Website: www.equalityhumanrights.com

National Network of Assessment Centres (NNAC)

A useful source of information about how and where to get your course-related needs assessed. The NNAC has a licensed assessment centre in most regions which undertakes assessments and may also provide you with information about the technological and human support available to you. www.nnac.org

Royal National Institute of the Blind (RNIB)

There is a student adviser at the RNIB who can give advice on various issues, including organising support, aided equipment, and liaising with tutors.

105 Judd Street, London, WC1H 9NE

Telephone: +44 (0)20 7388 1266

Fax: +44 (0)20 7388 2034

Royal National Institute for Deaf People (RNID)

The RNID is a membership charity that provides information and raises awareness of deafness, campaigns on government policy and provides training courses and communication services. It conducts research and produces its own line of equipment for sale.

Telephone: 0808 808 0123 (UK freephone).

Textphone: 0808 808 9000 (UK freephone)

Email: informationline@rnid.org.uk

Website: www.rnid.org.uk