

Accessing Disability Support at the University of Oxford

A Guide for Undergraduate Students



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To receive this guide in an alternative format, contact:
+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.

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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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1. Introduction

The University of Oxford are committed to providing equality of opportunity for disabled students. We know how important it is to have appropriate disability support in place at an early stage. The systems for supporting disabled students at University are different from those that you may have experienced at school or college. Study Support at the University 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 is going to be like before you get here. However, there are a lot of people who can help you through the process and this guide is a starting point to explain how things work.

We hope that it provides clear information about the type of support available at Oxford and explains how to access what you need.

Further information and guidance is available from the Disability Advisory Service staff, whose contact details are on the front inside page of this guide.

2. Giving the University information about your disability

By the time you are reading this guide, you may have already told the University that you are disabled by ticking the relevant box in the UCAS application form. All academic decisions are based solely on your academic potential and merit in relation to your chosen programme of study. Therefore, the opportunity to disclose a disability at application stage is purely to ensure that the University has the information necessary to implement appropriate 'reasonable adjustments' and arrange support where required.

It is important that we know about your individual needs as far in advance as possible. Although there are resources in place to support disabled students (which are outlined later in this guide), arranging funding for your own equipment and access to certain services can take several months.

We will do our best to ensure that you have everything in place when you start your course, but you can help by communicating with us as early as possible. Going to University is an exciting and challenging time -- you don't want to have to spend your first weeks sorting out your disability support.

2.1 Disclosure and Study Support Form

The Disability Advisory Service sends a form to all students who indicate via UCAS that they have a disability or long term health condition, asking for the information we need to arrange appropriate support.

Any information provided is regarded as 'sensitive personal data' and kept in accordance with the Data Protection Act. In order to make adjustments and support arrangements we may need to share this information with certain college and department personnel, but this is done on a need-to-know basis, and in accordance with the University's Confidentiality Policy. (The disclosure form, Data Protection policy and confidentiality policy are available on the University website.)

It is up to you what you tell your friends about your disability. However, in the past, some students with unseen disabilities (such as epilepsy, Asperger syndrome, mental health difficulties or Crohn's disease) have found it easier if their peer group are informed about specific needs by an appropriate member of college staff. Such information will never be passed on without your express permission, but it can be communicated sensitively and with appropriate disability-awareness training if you feel that this will help you.

Some people worry that disclosing their disability or impairment may leave them open to discrimination. Under the Equality Act 2010, universities are not allowed to treat disabled students 'less favourably' than non-disabled students for reasons relating to their disability without proper justification. We also have to make 'reasonable adjustments' to ensure that disabled students are not substantially disadvantaged in their studies and their access to other student services and meaningfully involve disabled people in identifying and removing barriers.

Beyond our legal obligations, the University of Oxford seeks to ensure that students experience a consistently inclusive and supportive environment to assist them in reaching their full academic potential.

3. The Organisation and Co-ordination of your Support

As Oxford is a collegiate university, 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. 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. When you first disclose a disability, however, it is very important that your needs are clearly established and you have links to appropriate services and support systems. At this early stage, your college, department and the Disability Advisory Service will work together with you to ensure that your support needs are met.

3.1 The role of the University Disability Advisory Service

The Disability Advisory Service is a part of the Student Welfare and Support Services. We provide information and guidance so that disability related study needs can be met in Colleges and Halls, and University Departments and Faculties.

Along with keeping your college and department updated regarding your study support needs we will guide you through your application for Disabled Students' Allowance (DSA), 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 name of the Disability Contacts at the Colleges and Departments, is available on the DAS website: www.ox.ac.uk/students/shw/das.

3.2 The Student Support Document

In some instances, in order to ensure that you understand your support systems, and that relevant information about your needs is passed on to the people who need to know, the Disability Advisory Service recommends that you and your college complete a Student Support Document – a written statement of the type of support that you require and the way in which it will be provided. In order to complete this document, many colleges find it helpful to arrange a case-conference type meeting with you, a representative from the department (or departments) as well as a disability adviser present. If there are things that will need to be sorted

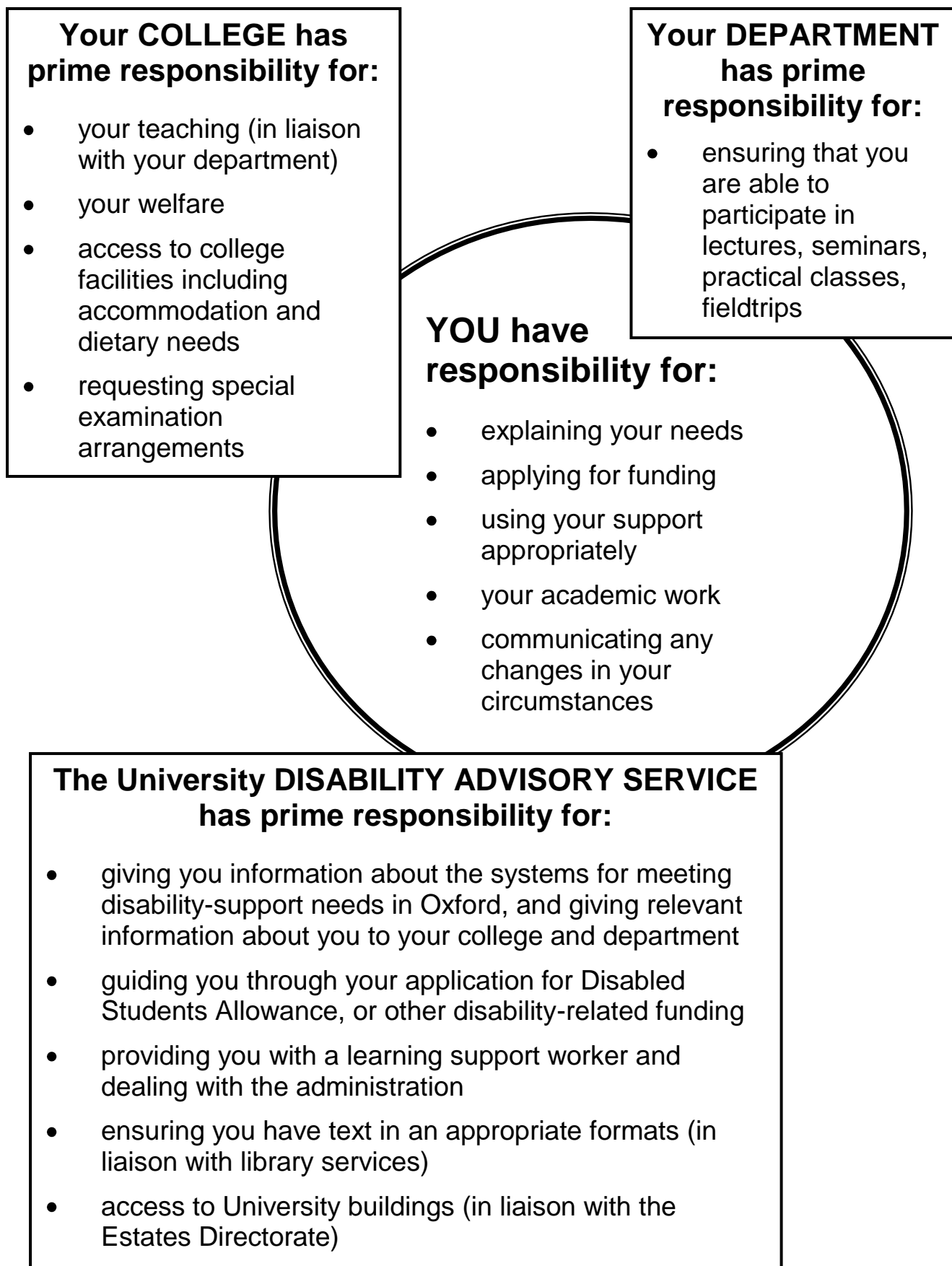
out before you arrive in Oxford, you may be asked to attend such a meeting before you start your course. If you are not based in the UK and have no plans to visit Oxford before you matriculate, it may be possible to arrange for this meeting to take place remotely via the internet (e.g. Skype) or a telephone conference.

This discussion with your college looks at all areas of university life, including lectures, tutorials, examinations, libraries and college accommodation. The aim of the meeting is to give you a chance to explain how you would like support to be arranged. It is not intended to be formal or embarrassing — those present will want to provide you with the tools to be as independent as possible and to make the most of your student experience. However, you are welcome to bring a parent, friend or supporter to assist you during the meeting.

It is helpful if you can provide some information in advance, for example, by filling in the questionnaire sent to you by the Disability Advisory Service (also available to download from our website) and enclosing other relevant supporting information (for example, an Educational Psychologist's assessment report or a GP / qualified medical practitioner's letter).

If there are potential difficulties in your access to your department or faculty, or other University buildings that you will need to use, it is particularly useful to mention these in advance so that the Disability Advisory Service can try to arrange a visit for the same day as your Student Support meeting.

3.3 Your role



3.4 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.

Each college also has its own website with information and contact details. For a list see www.admissions.ox.ac.uk/colleges, or follow the link from each college's page of the 'Access Guide'.

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 who has a special remit for disability as part of their college role. Details of which Disability Adviser is linked to each College and the name of the College Disability Contact is 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 arrangements for co-ordination of support.
- **Welfare Advisor:** Some colleges have a welfare tutor and in others, the chaplain may be a key contact on welfare matters.
- **Junior Common Room Welfare Officer:** Every College has a Junior Common Room (JCR) welfare officer, an elected student 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 students are 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).

- **College Doctor and Nurse:** Most colleges have a college doctor(s) and nurse drawn from local NHS practices, who will have regular surgeries in college and will also be able to offer help and advice.

Physical access to college

The University Access Guide provides information about physical access to the different colleges, including the type of adapted accommodation already available. It is available online at: www.admin.ox.ac.uk/access.

If you have specific access requirements or particular housing needs and you have not already discussed these with your College, it is important that you contact the College Office to let them know as soon as possible. Room allocations usually take place in mid-August and as long as your college is aware of your needs, it is usually possible to allocate a suitable room (for example one on the ground-floor, or with en-suite facilities, or large enough to fit the equipment that you are going to be bringing with you).

Contact details for the College Office will usually be on the College website. The College is responsible for making reasonable adjustments to your college accommodation and should pay for these adjustments, although for certain types of adaptation they may request some funding from your Local Authority Social Services Department (if the adaptations relate to your personal care), or Local Education Authority (if the adaptations are directly study-related). It may not always be possible to adapt a room to meet all your needs, but colleges are always willing to look at the possibilities.

If you have problems with access around college or with the room that you are allocated, you need to explain this to the relevant person in College. This will usually be the Bursar, Domestic Bursar or Accommodation Manager, but you can always ask the College Office if you are not sure. The University Disability Advisory Service are not directly involved with housing but can offer their experience gained from an overview of all the Oxford colleges.

Computing facilities

Each college house their own computer facilities for students, including internet and ethernet connections in most rooms and communal access to the web and e-mail. Since most disabled students who need adapted computer equipment are able to obtain something which is tailored to their requirements through the Disabled Students Allowance (DSA) funding system (or parallel process available at the University for non-UK students who are not eligible for DSA), colleges are unlikely to have a large amount of adapted equipment already set up in the computer room. Most colleges are willing to make adaptations. Wi-Fi networks may not be available at your College. Please seek advice from your College if you require such a facility for disability related reasons.

Each college has an IT support officer. This officer 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.

All undergraduates are issued with an e-mail address when they arrive in Oxford. This is a good method for contacting tutors and advisers, especially if you have communication or mobility difficulties.

3.5 Your department

Your academic tutor

Your college should liaise with your department regarding your needs. You will have an academic tutor in college who is also a member of your department. They can explain your needs to colleagues in the department if necessary, so it is helpful if your tutor understands your situation sufficiently to be able to pass on relevant information. Your academic tutor should be involved in the completion of your Student Support Document, which should highlight any areas where further communication with the department is needed.

Access to department buildings

The time that you spend in your Department or Faculty building will depend on the way in which your subject is taught. Some students (particularly in the sciences) have regular lectures in their department every morning. Others may have a few hours of lectures or classes each week, which might take place in other buildings around Oxford (for example, in the Examination Schools). If you have specific access needs, it is important to know which buildings you are going to need to use.

If you have disclosed a mobility difficulty (code 4) or visual impairment (code 2) on your UCAS form, the Disability Advisory Service will probably have already been looking into this for you, but may not have specific information about your individual requirements. It is important to get in touch with this information as soon as possible, as physical adjustments (where they are possible) can take time to organise.

Information about access to University Departments (including provision of hearing loops, good lighting and parking) can be found in the Access Guide at www.admin.ox.ac.uk/access. There are also direct links to the Access Guide from Departmental websites: www.ox.ac.uk/departments.

Accessing your course

The Disability Advisory Service staff have experience of advising disabled students in many different departments. If they are concerned that you may have difficulties accessing particular parts of your course (such as lectures, practicals or fieldtrips) they will contact you to discuss these. University teaching is different from what you have experienced at

school or college and you may need support that you did not previously require.

Please bear in mind that there are over 50 undergraduate courses at Oxford, so you will probably know more than the Disability Advisory Service staff about the way that you will be taught! The Disability Advisory Service will consult you (and the college / department as necessary) further and, if you are unsure about what you will be expected to do on a day-to-day basis, or how you will manage in the situations which you will encounter, you should check what course information is available from your department website and contact the Disability Advisory Service and/or the departmental Disability Contact to discuss your concerns.

Most departments have some teaching materials (such as lecture notes or synopses, past examination papers, and reading lists) available on their websites and on the University's Virtual Learning Environment (VLE) "Weblearn".

Access to teaching materials

Your department is responsible for producing teaching materials (such as reading lists, practical worksheets or lecture handouts) in a format that is accessible to you. If you need this type of information in an alternative format in order to be able to access it, your student support document discussion should clarify who in the department will produce this for you.

There are University systems in place to source and convert reading materials, such as books and articles, in accessible formats. If you are going to need course material converted, you will need to contact the Disability Advisory Service to make initial arrangements. Although this will be covered in a Student Support Document 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.

4. Applying for disability-related funding

Most additional learning support costs in higher education (such as the provision of specialist equipment, notetaking, sign-language interpretation, help getting to and from lectures, extra photocopying etc.) for **UK students** are met through the 'Disabled Students' Allowance' which is a 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.

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 4.2 for more information about the support provision for non-UK students at the University.

4.1 Disabled Students Allowance (DSA)

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

- Have an offer of a place from, or are attending University.
- Have proved yourself to be disabled using appropriate evidence, for example, a medical letter and/or an educational psychologist's report (for dyslexic students).
- 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.

If you apply for a financial assessment from your funding body (e.g. Student Finance England) 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 to download online from the Direct Gov website and 'Bridging the Gap' guide:

<http://tiny.cc/k89r8>

The University Disability Advisory Service can assist you with your application, as can your college. You can apply for DSA anytime 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 a non-means tested grant which is used to pay for the disability-related study support that you need. Your funding body will allocate you an amount to cover equipment, support work and general costs on the basis of an independent assessment of your study-related needs.

Once they have accepted your eligibility to apply for DSA, your funding body will give you permission to attend a study-needs assessment at an assessment centre. They will pay for the assessment, but you cannot arrange it until you have permission, so it is important to get the application process started as soon as possible.

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 and more information is available from the University Disability Advisory Service.

The study-needs assessor will show you a range of technology and discuss with you how you study and what difficulties you may have. They will then write a report making recommendations for study support and send that 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 report to help you to study.

What is covered by the allowance? (figures relate to 2011/12 academic year)

Specialist Equipment: the equipment that you need to assist you in your studies (such as a computer, scanner, audio-recorder, assistive software, work chair, adjustable desk). It cannot be used to buy equipment for daily living or medical needs.

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

Non-Medical Helpers: people to work with you (for example, notetakers, readers, communicators or people to assist you in the library). Dyslexia study-skills tuition can be paid for through this allowance, but extra teaching in your subject cannot.

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

General allowance: may be paid towards other disability-related spending not covered by the other two specific allowances and includes necessary computer consumables, training on software, additional photocopying expenses, books and other small items. It can also be used to 'top up' the other two allowances.

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

Travel: In addition, if you incur additional travel costs to attend your course because of your disability, your funding body may be able to help with them. Any assessment of these travel costs will not be means tested.

Amount available: covers reasonable extra costs.

The figures stated above are correct for the academic year 2011/12. Up to date figures and information can be obtained from the Direct Gov website: <http://tiny.cc/k89r8>.

4.2 Funding for Non-UK students with disabilities

The University is currently piloting a scheme which funds disability-related study support for non-UK (EU and overseas) students up to a level of £10,000 per student. A breakdown of either 50% college and 50% department contribution (overseas students) or 35% college and 65% department (EU students) is used where there is no funding available from another 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 via disability@admin.ox.ac.uk or calling on +44 (0)1865 280459.

4.3 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, because they have particular costs which are not covered by other sources of funding, or because they fall into hardship unexpectedly. 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 (see contact details above).

University Specific Learning Difficulties (SpLD) Fund

This Fund is administered by the Disability Advisory Service 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 Disability Advisory Service: www.ox.ac.uk/students/shw/das.

College Funds

Some colleges have specific bursaries or other funds to assist students in financial difficulties and students with disabilities. 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. If you have significant additional needs, it is a good idea to investigate other sources of funding.

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 for more information.

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 the National Bureau for Students with Disabilities (SKILL): www.skill.org.uk/uploads/trusts.doc.

5. Support for specific disabilities

The Disability Advisory Service has produced a number of factsheets that are intended to give some useful information about different disabilities, guidance about the impact they might have on studying and the broader student experience, some examples of the types of support that can be arranged, and details of other useful resources.

We tailor study support to individual student requirements and are happy to consider a range of solutions other than those provided. Please contact the Disability Advisory Service to discuss what is possible and how it might be provided.

The factsheets are available from the Disability Advisory Service website: www.ox.ac.uk/students/shw/das/factsheets.

6. 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 arrangements **you must contact the relevant person in your College** (usually the Senior Tutor) and provide them with appropriate evidence to write to the University Proctors on your behalf. It is essential that the request for adjustments is accompanied by medical evidence or other appropriate specialist opinion. While study-needs assessments for the Disabled Students Allowance provide helpful pointers, and may be included with any request for adjustments, they are not accepted by the Proctors. Your evidence will need to explain why you are requesting the specific adjustments. It is unlikely to be sufficient to say that you have a particular disability or condition. The Proctors are committed to making reasonable adjustments while maintaining comparability with other candidates, so they need some information about how your disability affects you in the examination situation.

It is important that your application for special examination arrangements is made at an early stage of your course. Because the University is committed to ensuring that the severity of the effects of disability is taken into account, it may not always be the case that the adjustments are the same as those made at school. The arrangements that are agreed are replicated in your College exams, giving you a chance to practice in the new situation.

6.1 Adjustments to examinations

Many kinds of special examination arrangement have been put in place in the past. Examples include the provision of extra time and rest periods, changes to scheduling of examinations, use of an amanuensis, use of special equipment, provision of enlarged papers, special seating and lighting arrangements.

6.2 Adjustments to the mode of examination and variation in duration of course

In certain circumstances it may be possible for the Education Committee to substitute a different mode of assessment for that provided in the University's Examination Regulations, for example, to substitute a take-

home exercise for a timed examination paper or to take finals over two years. It should be noted that the University will only contemplate this in very exceptional circumstances, 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 and departments to the Education Committee. It can take time to get these kinds of arrangement agreed and you must start the process early (even during your student support meeting) 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>

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 graduate students of the University during their years at Oxford and beyond graduation. We provide a 24/7 service to students via our web site (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 PC's 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 OLIS (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)

3 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 are 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 Acquisitions 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

SKILL (National Bureau for Students with Disabilities)

SKILL has an Information Service which can provide advice on issues such as applying to college, financial assistance whilst studying, disclosing disability, and looking for work.

Freephone: 0800 328 5050 (Tuesday 11.30am – 1.30pm and Thursday 1.30pm to 3.30pm)

Email: info@skill.org.uk

Website: www.skill.org.uk

Equality and Human Rights Commission (EHRC)

Freepost RRLL-GHUX-CTR

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