HANDBOOK FOR STUDENTS WITH SPECIFIC ACCESS REQUIREMENTS

Information for Students with a Disability and/or Specific Access Requirements
Alternative Formats

If you require this publication in an alternative format, please contact the Student Advice Centre to discuss your requirements. Please ensure that you include your full postal address and a telephone number or e-mail address.

Accessibility of Senate and Stewart House

Public offices in Senate and Stewart House are wheelchair accessible. If you are visiting the University and may require assistance, please contact the Student Advice Centre in advance of your visit.

Student Advice Centre
University of London
Stewart House
32, Russell Square
London WC1B 5DN
Telephone: + 44 (0) 20 7862 8360

Online enquiry form:  http://enquiries.londoninternational.ac.uk
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1. About This Publication

This publication is relevant to you if:

• you have a disability and/or learning difficulty
• you have special examination requirements
• you may require study materials in an alternative format or have other requirements to aid your study provision
• you are currently in prison
• you have a legally imposed travel restriction

This publication should be read in conjunction with the prospectus for the qualification of interest. If you are a current student this information likewise applies to you. If you have any questions, please contact us using the details on page 13.

This booklet and our prospectuses, along with further information about the International Programmes, are available from our website: www.londoninternational.ac.uk

2. Introduction

The International Programmes allows students to study towards a University of London qualification from virtually anywhere in the world. Our comprehensive study materials are designed to enable students to study privately at home. Assessment is primarily through unseen written examinations; some programmes may include coursework or a dissertation or project.

These are conducted at over 550 locations worldwide. Upon successful completion of your studies, you will be awarded an internationally recognised University of London qualification.

The International Programmes welcomes applications from those with specific access requirements. Our aim is to develop a proactive approach to ensure that services are accessible for all, that we respect individual choice and that we create an inclusive environment which recognises the diversity of individuals within a flexible and supportive educational framework (please see the Inclusive Practice Policy).

We would like to support all our students and we want to make sure that necessary arrangements can be made so they can successfully complete their studies.

In order to be able to support you and meet your needs we would encourage you to let us know of any specific access requirements you may have.
3. Admission to the International Programmes

If you decide to apply to the University of London International Programmes you can be confident that your application will be considered on the same academic grounds as those from other candidates.

After the disclosure of your disability or other specific access requirements we will contact you to discuss any specific support requirements you may have, and the ways in which these can be met.

Any discussions about your requirements are, of course, quite separate from the academic selection process. We strongly recommend that you declare your disability and/or any specific access requirements on your application form so we can discuss any requirements you may have, and arrange appropriate support for your studies.

Your application form and all documents related to your eligibility and qualifications are processed by the Admissions Office. Your Specific Access Requirements Form and all supporting documents including medical evidence are processed by the Inclusive Practice Manager. These are two different processes and are conducted independently by different offices.

If you are eligible, we would like to be able to let you know what special arrangements we can make at the same time we send you an offer. For this reason it is very important that you provide all evidence related to your specific access requirements at the same time that you submit your application form.

4. Telling Us About Your Specific Access Requirements

You have the opportunity to disclose a disability and/or any specific access requirements on the Specific Access Requirements Form which is part of the Application form. You may wish to apply for:

- special examination arrangements (e.g. examination papers in large print or in Braille, additional exam time); and/or
- your study materials to be provided in an alternative format.

You need to submit supporting evidence of your requirements at this time e.g. medical evidence. We strongly encourage you to provide this information in your application form to help us to facilitate your learning experience.

We will do our best to work with you to assist you with taking your examinations in an accessible place and providing your materials in an accessible format. Where we are unable to accommodate your individual request, every reasonable effort will be made to offer you a suitable alternative.

You can disclose your disability or any specific access requirements you may have at any time during your student life cycle. However, if you don’t tell us about any specific access requirements you may have early enough then we can not guarantee that arrangements will be made. To put special arrangements in place can take time.
In order for the University to consider your request for special arrangements, you will have to submit supporting evidence together with your request. You need to provide the following:

1. Medical evidence regarding your condition (preferably with their explanation as to how your condition is affecting you).
2. Any other supporting documents.

If you have a learning difficulty, e.g. dyslexia, you need to provide an Educational Psychologist’s report.

Please note that any evidence you provide must be on headed paper with the professional’s contact details.

The information provided on the Specific Access Requirements Disclosure Form and any medical evidence you provided does not affect our decision for admission. Instead, the information provided will be retained by the Inclusive Practice Manager, in accordance with the principles set out in the 1998 Data Protection Act. This information will be treated with sensitivity and in confidence. Only essential and/or relevant information will be divulged to the staff responsible for ensuring that any agreed reasonable adjustments and special arrangements are made. Further information on how we process data about students’ specific access requirements is provided on the Specific Access Requirements Form. Please also see the document “How We Process Data About Students’ Specific Access Requirements”: www.londoninternational.ac.uk/sar

5. Applications from People Currently in Prison

We welcome applications from those in prison. Please note that if you are released or are moved to another prison while you are studying, you should check that you will be able to take examinations. Before you submit your application, you should speak to the Head of Learning and Skills, your Education Co-ordinator or the equivalent post-holder. You should check whether they will allow you to study and whether they can make arrangements for you to sit examinations in prison on the scheduled dates.

A number of our study materials are available online. You should check with your prison authorities if you can have regular internet access. If not, you are advised to check if a friend or relative can go online and print out the materials for you.

If they offer these facilities you can then submit the completed application form. You should also complete the Specific Access Requirements Disclosure Form and answer the relevant questions i.e. for arrangements to be made for you to sit the examinations in the prison in which you are being held.

Before a decision can be made on your application, we will need to receive all necessary documentary evidence. You may ask someone to submit them on your behalf. If this is not possible, please enclose a letter of explanation with your application form. The Admissions Office will then advise you on what to do next.
Once your application has been submitted, you will need to ask the prison authorities to contact our Inclusive Practice Manager, confirming that:

- they are willing to let you study for the programme of choice
- they are willing to make arrangements for you to sit the examination in prison

For further information Please see the document “Information For People Currently In Prison”: [www.londoninternational.ac.uk/sar](http://www.londoninternational.ac.uk/sar)

Please note that if you are moved to another prison while you are studying, you will need to take the following actions:

- Let us know that you have changed your contact address
- Arrange for a second letter to be sent, confirming that you can continue with your studies and examinations

In the event of your being released prior to your studies being complete, you should also consider whether there is an accessible examination centre near your home. It is incumbent on students to enter for their examinations. For information please visit: [www.londoninternational.ac.uk/community-support-resources/current-students/examinations](http://www.londoninternational.ac.uk/community-support-resources/current-students/examinations)

**6. Applicants/Students Who Have Other Legally Imposed Travel Restrictions**

We welcome applications from applicants who may currently have legally imposed travel restrictions. If your travel restriction may impact on your ability to attend an examination centre, please answer the relevant question and complete the section about special examination requirements on your Specific Access Requirements Disclosure form.

Applications must be submitted to the Admissions Office in accordance with the ‘Applications and Registration’ section of the prospectus.

Information about how to apply is also available on our website: [www.londoninternational.ac.uk](http://www.londoninternational.ac.uk)

**7. Consideration of Your Specific Access Requirements**

If you have completed a Specific Access Requirements Form the Inclusive Practice Manager will contact you regarding your special arrangements. It is at this point that you will have to submit any supporting documents if you haven’t already done it. Only when we have all the necessary documents we will be able to consider your request for special arrangements.

It would be helpful to provide all relevant documents to your specific access requirements with your application so we are able to let you know what special arrangements can be made with your offer.

Applications for special examination arrangements are considered by the Inclusive Practice Arrangements Panel or the Inclusive Practice Manager.
The Panel will take account of an applicant’s particular circumstances using the medical and other professional evidence provided, and the required academic outcomes. You will be informed of the University’s decision and any special arrangements approved in writing.

The admissions process is completely separate from the special arrangements process.

If your application is successful you will receive an offer letter. The offer letter invites you to register. At the same time you will receive an email providing information on how to register online.

If the University has approved any special examination arrangements for you, you are strongly advised to contact your examination centre immediately to tell them about your requirements and ask whether they can accommodate your examinations. You should act quickly and do this before you return the registration form and fee to the University of London.

Any special examination arrangements granted by the University will be made only if the Examination Centre can make those accommodations.

A list of examination centres can be found on our website: www.londoninternational.ac.uk/community-support-resources/current-students/examinations/examination-centres

8. Studying With Us

8.1 Study Materials

All students will receive study materials that will enable them to complete their studies. These materials may be in hard copy or soft copy format and typically include:

- the Student Handbook
- subject guides
- past examination papers and examiners’ reports (for most undergraduate courses these are available only online)
- textbooks (for some qualifications).

A number of qualifications will require students to:

- purchase textbooks
- use the Online Library and consult various databases
- use a CD Rom
- submit assignments and/or complete a project report.

Study materials are provided in standard format. Some materials may be provided in electronic format. If you think that we could help you by sending materials in an alternative format, you should discuss your requirements with the Student Advice Centre in the first instance. You should also answer the relevant question on the
Specific Access Requirements Disclosure form. We will do our best to work with you to meet your particular needs.

Please note that access to the Virtual Learning Environment (VLE) is required for all courses.

8.2 Do you offer tutorial support?

Most qualifications require you to study independently towards your examinations. Some of our online qualifications offer you limited access to academics through the Virtual Learning Environment. Regular internet access and access to the VLE is required for all courses.

Students taking some of our undergraduate diplomas will be required to attend a recognised teaching institution.

For all other qualifications, the International Programmes does not provide face-to-face tuition for its students. You may however be able to obtain private tuition from other sources.

More information is available on our website at: www.londoninternational.ac.uk/teaching-institutions/information-students

If you are considering enrolling at an institution, you should ask that institution directly how it can support you. We advise you to ask them about their policy for disabled students and to discuss any requirements you may have.

If you decide to register with an institution, please be aware that it is a personal, private arrangement between you and the institution. For this reason, we urge you to ensure you are content that they can accommodate any specific access requirements you may have.

The International Programmes has an Institutions Policy Framework. Under this framework, institutions can be recognised by the International Programmes. In order for an institution to be recognised, a number of criteria have to be met including support for students with disabilities.

A directory and details of recognised institutions by the University of London that provide tuition and support to students of the University of London International Programmes can be found at: www.londoninternational.ac.uk/teaching-institutions/information-students
9. Taking Examinations

There are various ways in which the University assesses your studies, but all students will be required to take examinations as these form the majority of your assessment.

Examinations take place at centres around the world. We have always found our centres to be more than willing to make whatever arrangements are necessary.

If you require special examination arrangements, you should answer the relevant question on the Specific Access Requirements Disclosure Form which is provided together with your course application form. If you haven’t told us at that stage you can write to the Inclusive Practice Manager as soon as possible and no later than the 1st February for May – June exams and 1st August for the Autumn exams. The Specific Access Requirements Disclosure Form can be found at: www.londoninternational.ac.uk/sar

In order to apply for any special examination arrangements you should provide medical evidence. All medical evidence should be on headed paper and include the doctor’s contact details.

Your request will be considered by the University and you will be informed in writing of any special examination arrangements approved.

The University will inform your Examination Centre of your arrangements. However, you are strongly advised to contact your examination centre to let them know of any special arrangements you may have and to ensure that such arrangements can be accommodated.

You should inform your Examination Centre about your special examination arrangements every time you submit an exam entry. Any special examination arrangements granted by the University will be made only if the Examination Centre can make those accommodations.

A list of examination centres can be found on our website: www.londoninternational.ac.uk/community-support-resources/current-students/examinations/examination-centres

For further information about special examination arrangements please see the Special Examination Arrangements Policy.

If you would like to discuss any special examination requirements please contact the Inclusive Practice Manager: special.arrangements@london.ac.uk
10. Our Students’ Experiences

Here are some of the things our students have experienced and said about their studies with us:

• Kalyanie Balasooriya, LLB Graduate
  “I am a working mother with a vision problem in my right eye. I pursued the LLB, Scheme A, and gained a second-class honours degree! Thanks to well designed subject guides, comprehensive websites and other relevant materials, I successfully faced the challenge. If anybody wants to select a university for higher studies I would be happy to recommend the University of London – with full confidence.”

• Merilyn Choo, BSc Economics and Finance
  “I am very happy with the University of London International Programmes. All the essential study materials and instructions are provided so that a student can access it as an external student. As a student with a disability, the arrangements made during the taking of the examinations were very beneficial too. I feel totally at ease knowing that there is a team devoted to making sure that appropriate arrangements are put in place for our examinations.”

• Anonymous, MSc Health Systems Management
  “During the course period, I was diagnosed with a malignancy and required surgery, chemotherapy and radiotherapy. During the months of treatment continuing with the course helped me to focus on an issue other than my health status. The course organizers were very understanding and allowed an extension of the study period and made special arrangements during the examination to accommodate side effects of the therapy.”

Would you like to provide feedback?
If you would like to offer feedback on your experiences with the International Programmes, we would like to hear from you.
E-mail: special.arrangements@london.ac.uk
11. Financial Support for UK Disabled Students

Disabled Student’s Allowances (DSA) are grants to help meet the extra course costs students can face as a direct result of a disability, ongoing health condition, mental health condition or specific learning difficulty. They help disabled people to study in higher education.

You may be eligible to apply for a DSA if you are a UK resident with a physical or sensory disability, a mental health condition, a specific learning difficulty or medical condition.

DSA can help to pay for:

- specialist equipment you need for studying - for example, computer software
- non-medical helpers, such as a note-taker or reader
- extra travel costs you have to pay because of your disability
- other costs – for example, tapes or Braille paper.

You can get more information about DSAs from the booklet, ‘Bridging the Gap: A Guide to Disabled Students' Allowances in Higher Education’. You can download the booklet from: www.direct.gov.uk/dsas

For further information about DSA and application forms please visit: www.direct.gov.uk/dsas
12. Contacting the International Programmes

The University is open from Monday to Friday, 9am – 5.30 pm. Our full address is:

International Programmes, University of London
Stewart House
32 Russell Square
London WC1B 5DN

If you wish to write to us, please put the name of the department you wish to contact (as provided below) at the beginning of the address.

Email / telephone us:

Questions from prospective and registered students:
Student Advice Centre
Online enquiry form
http://enquiries.londoninternational.ac.uk
Telephone: + 44 (0) 20 7862 8360

For questions about study materials in alternative formats and special examination arrangements:
Inclusive Practice Manager
E-mail: special.arrangements@london.ac.uk
Telephone: + 44 (0) 20 7664 4824

For questions about examination entry and/or results:
Economics, Management, Finance and the Social Science (EMFSS)
E-mail: emfssexams@london.ac.uk
Telephone: + 44 (0) 20 7862 8311
Fax: + 44 (0) 20 7862 8349

LLB Examinations
E-mail: llbexams@london.ac.uk
Telephone: + 44 (0) 20 7862 8342
Fax: + 44 (0) 20 7862 8341

Humanities and Postgraduate Examinations
E-mail: pgug.exams@london.ac.uk
Telephone: + 44 (0) 20 7862 8350
13. Directory – Useful Contacts and Resources

We hope the information provided within this section will be a useful resource. If you know of any organisations or charities that may be able to provide advice, guidance and/or support, please do let us know: special.arrangements@london.ac.uk

Action on Hearing Loss
Telephone: (UK only) 0808 808 0123
Textphone: 0808 808 9000
Web: www.actiononhearingloss.org.uk

Dyslexia Action
Telephone + 44 (0) 1784 222 300
Web: www.dyslexiaaction.org.uk

British Dyslexia Association
Telephone: (UK only) 0845 251 9002
Email: helpline@bdadyslexia.org.uk
Web: www.bdadyslexia.org.uk

Disability support in higher education:
Directgov - Disabled People
Web: www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation

Disabled Students’ Allowances
Web: www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG_10034898

Disability Rights UK
Web: www.disabilityrightsuk.org

Equality and Human Rights Commission
Telephone: (UK only) 0845 604 6610
Textphone: (UK only) 0845 604 6620
Web: www.equalityhumanrights.com

Mencap – Learning disabilities
Email: information@mencap.org.uk
Web: www.mencap.org.uk

MIND: National Association for Mental Health
Web: www.mind.org.uk

National Autistic Society
Web: www.autism.org.uk

Prisoners Education Trust (UK only)
Address: Wandle House, Riverside Drive, Mitchum, Surrey CR4 4BU
Telephone: 020 8648 7760
Email: info@prisonerseducation.org.uk
Web: www.prisonerseducation.org.uk

Prospects: Careers information for students with disabilities
Web: www.prospects.ac.uk

Royal National Institute of the Blind
Telephone: (UK only) 0303 123 9999
Email: helpline@rnib.org.uk
Web: www.rnib.org.uk

Scope: A cerebral palsy charity
Telephone: (UK only) 0808 800 3333
Email: response@scope.org.uk
Web: www.scope.org.uk

SKILL: National Bureau for Students with Disabilities
Web: www.skill.org.uk

Student Finance England
Telephone: (UK only) 0845 300 50 90
Web: www.studentfinance.direct.gov.uk
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