

## Where to find us:

The Student Access and Support Unit, Butts Centre

**Kam Nizzar**  
Specialist Support Co-ordinator:

(024) 7679 1675

**Student Services**

(024) 7679 1082

**Geraldine Ratcliffe**  
Head of Learning Support:

(024) 7679 1017

### Assessment and examination arrangements

On-course assessments will, wherever possible, take account of individual needs. Adaptations to external assessments and formal examinations will require a negotiation with the Awarding Body and may include: extra time, language modification, communication support, an amanuensis, a reader, alternative accommodation, transcriptions, adaptive technologies.

#### A range of assistive technologies and equipment:

- learning resources and specialist equipment to support your learning
- transcriptions of materials into accessible formats, including Braille, tactile, large print or audio
- adaptive furniture, including chairs and adjustable height work stations
- the majority of our accommodation is accessible and there are specialist parking facilities
- specialist toilet facilities at most sites and specialist shower room facilities at the Tile Hill site
- accessible fitness equipment in the Sports Hall
- specialist computer software and screen enhancements

### The College Charter

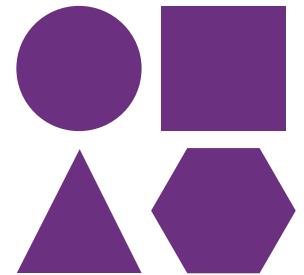
The College Charter sets out the standards of service provision within the College. The Complaints procedure, which includes an Appeals process, is made accessible to all learners through language modification, signing and communication support and enabling support for those with learning difficulties.

The following processes provide a direct link through which applicants and learners can provide us with feed-back:

- Student forums
- Suggestion boxes
- Student surveys
- Support plan reviews with the Specialist Support Co-ordinator
- The College Equality & Diversity group will review satisfaction survey responses and College complaints

Please let us know as soon as possible if you feel you will need any form of adaptation to external examination requirements. We will then negotiate with Awarding Bodies on your behalf and make all reasonable adaptations to our practices to accommodate your support requirements.

College Policies and Procedures can be viewed on the College Intranet.



## Disability Statement

Support for Students

## Support for Students

### Mission Statement

“To respond to the diverse educational needs of our learners, to raise continuously the standard of our education and training services, and to take education further into our business and social communities.”

### Responding to Diversity

We are committed to offering education within a culture which values and celebrates the differences of the people in our local, national and international communities.

Our *Equality & Diversity Policy* makes clear our commitment to ensuring that no person receives less favorable treatment on the grounds of gender, race, nationality, marital status, disability, age or belief. In working towards ensuring that we are an entirely inclusive College, we will make any reasonable adaptations to our policies, practices and accommodation in anticipation of individual support needs.



## Admission Arrangements

If you consider that you have a disability, a learning difficulty or a particular personal support need, we will make any reasonable adaptations to meet your needs.

Our admissions process allows you to identify your support needs at an early stage, so that we can put in place the support you may need. You may choose to discuss your support requirements in a confidential setting with the Specialist Support Co-ordinator. You can do this by requesting an interview on your enrolment form or by contacting the Co-ordinator directly on **(024) 7679 1675** before you complete the application process.

It is important that you let us know your support requirements as soon as possible so that we can respond. However, if at any stage of your programme of study you feel the need for support you can discuss this with the Specialist Support Co-ordinator.



## Educational Facilities and Support

We regularly review our facilities and provision of support, and welcome feedback from our students. The College Quality Unit provides Suggestion Boxes at all sites and there are opportunities through Student Forums and Surveys for you to comment on our service standards. In addition to this, the Student Access and Support Unit Co-ordinator will discuss with you your individual support plan and set dates to review your plan of support with you.

### A range of support services:

- Specialist computer facilities for the blind or visually impaired
- Communication Support services for the deaf
- Personal assistance and support for those with limited mobility
- Support for those with learning difficulties
- Specialist support for people with specific learning difficulties, e.g. dyslexia, dyscalculia, dyspraxia
- Links to specialist services both within the College and externally, including counselling and welfare services



### A broad range of staff expertise:

- The Student Access and Support Unit with comprehensive provision for the deaf or hearing impaired
- Specialist provision for the blind or visually impaired, including discrete courses and 1:1 support
- Support for people with mental health difficulties
- Personal support for people with limited mobility or medical conditions
- Extensive provision for people with learning difficulties, including profound and complex disabilities
- Note-takers and educational support workers

