

CARDIFF  
UNIVERSITY

PRIFYSGOL  
CAERDYDD

Disability  
and Dyslexia

Anabledd  
a Dyslecsia

# Disability Support Guide

Produced by the Disability and Dyslexia Team,  
Student Support and Wellbeing.



**Your Student Life,  
Supported.**

Eich Bywyd Fel Myfyriwr,  
Gyda Chefnogaeth.



Hello from the University's Disability and Dyslexia team.

This guide provides an overview of the facilities, adjustments and support available at Cardiff University for disabled students, we urge you to make contact with us as early as possible.

We appreciate that all students have their own specific needs and the Disability and Dyslexia team is available to work with you to support your needs. For the purpose of this guide the terms disabled and disability are used to refer to students who have sensory and physical impairments, mental health conditions, long-term health conditions, dyslexia, other specific learning difficulties or who are on the autism spectrum.

First things first, we'd like to thank the following students for their help in creating this guide:

- Dylan - Postgraduate, School of History Archaeology and Religion
- Benjamin - Undergraduate, Cardiff Business School
- Charlotte - Undergraduate, School of Biosciences.

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### **Alternative Formats**

If you'd prefer this guide in braille, large print or audio tape please don't hesitate to ask, Email: [disability@cardiff.ac.uk](mailto:disability@cardiff.ac.uk)  
Tel: 029 2251 8888 or call in and see us at the Student Support Centre, 50 Park Place, Cathays or Cardigan House, Heath.

Keep this guide safe  
for future reference and  
useful contact details!

## How the Disability and Dyslexia team can support you

We provide specialist advice to prospective and current students. We work with students and staff across the University to coordinate support and provide specialist services that best meet your needs.

We can provide:

- Confidential advice, guidance and information tailored to you.
- Assistance with identifying your support needs and the reasonable adjustments you require.
- Advice on your eligibility and application for the Disabled Students' Allowance (DSA).
- Access to Needs Assessments for the DSA to determine your personal study support and technology requirements.
- Liaison with your Academic School and other departments to advise and implement reasonable adjustments for you.
- Support Workers to assist you e.g. orientation, note takers, and library assistance.
- Study skills support to help you with your studies.
- Mentoring services if you have mental health difficulties or are on the autism spectrum.

Further information is provided throughout this guide and you are welcome to contact us:  
Student Support Centre, 50 Park Place, Cathays and Cardigan House, Heath,  
Tel: 029 2251 8888 Email: [disability@cardiff.ac.uk](mailto:disability@cardiff.ac.uk)

## Help us to help you

Here are 5 things we recommend you do to ensure that we can work together to provide the necessary support and adjustments you require.

### 1. Tell us about your disability as soon as possible

As soon as you have made us aware of your disability and have given us your permission to share information, we can begin to put a support package in place for you.

### 2. Provide evidence

You need to provide evidence of your disability to access all of the support available to you. If for any reason you are unsure about your disability, evidence, or you have any questions please contact us and we will advise you.

### 3. Check your university email

We will contact you via your university email address [@cardiff.ac.uk](mailto:@cardiff.ac.uk). Please ensure you check this regularly and respond to us, so that you can receive the support you require.

### 4. Attend your appointments

You will be invited to meet with staff to discuss your specific circumstances and requirements. As well as a great opportunity to get to know you, your attendance at these appointments will ensure that you access the support available and that reasonable adjustments are made where appropriate.

### 5. Stay in touch

If we ask you to do something to help us set up adjustments or support, please take action as soon as possible. Similarly, if adjustments are not in place or meeting your needs and/or your contact details, disability, or anything else changes please let us know.

## Tell us about your disability

The sooner we know about your disability the sooner we can begin to assist you.

### 1. Tell us on your UCAS form, university application or contact the Disability and Dyslexia Service directly

The admissions process is the earliest opportunity to do this, but if you don't/didn't include details of your disability, you can do so at any time, simply contact us - the Disability and Dyslexia Service.

If you are applying to a programme with a professional 'fitness to practice' requirement it is particularly important that you tell the University about your disability as soon as possible.

### 2. Talk to us

If you told us about your disability when you applied and you have been made an offer, we will contact you to find out more about your support needs. This is an opportunity for you to speak to us, arrange a visit or begin to have your support organised.

### 3. Agreeing the way forward

Once we have discussed your needs we can advise you on accessing support and agree the next steps.

### If you choose not to tell us about your disability

Some students choose not to tell us about their disability, but find that they need advice and assistance once their studies are underway. If you find yourself in this situation, please do not hesitate to contact us and we will assist you as quickly as possible, although please be aware that late notice of your disability may delay support.

## Provide evidence of your disability

The University is committed to developing an inclusive learning environment and making anticipatory adjustments where possible. However, many of our students require individual adjustments so it is essential that we are aware of your needs.

In order for us to do this you need to:

- Register with the Disability and Dyslexia Service
- Provide us with appropriate, up to date evidence that we will hold on behalf of the University.

If you have a **specific learning difficulty** you need to:

- Provide us with diagnostic evidence to confirm that you have a specific learning difficulty. Please be aware that your School or College reports used to award exam provision, may not be diagnostic, so further diagnostic evidence may be required.

For any other **disability** you need to:

- Provide us with medical evidence such as a GP or Consultant's letter, which clearly states there is a long-term impact. Please be aware that appointment letters or photographs are not sufficient evidence.



Some of our students may be entitled to a Disabled Students' Allowance, which helps cover the cost of their disability support. This is in addition to the standard student finance package you receive and is subject to various terms and conditions:

### **Disabled Students' Allowance (DSA)**

This is a non-means tested allowance designed to pay for any additional study related costs that arise as a result of your disability. Please be aware that these allowances are only available to UK students via your Funding Body.

DSA can potentially help you with funding towards:

- Specialist Equipment, e.g. software, hardware & ergonomic equipment
- Non-Medical Helpers, e.g. specialist study skills support & mentoring
- General additional disability related expenses
- Extra travel costs.

### **How to apply for DSA**

You need to make your application for DSA via your Funding Body. Please be aware that the application process can be different for undergraduate and postgraduate students and if you are studying on a course funded via the NHS.

Please check your funding body's website for details on how to apply:

[Student Finance Wales](#)

[Student Finance England](#)

[Student Finance Northern Ireland](#)

[Student Awards Agency Scotland](#)

[NHS Awards Wales](#)

[NHS Business Services Authority \(England\)](#)

[Research Councils UK](#)

### **Providing evidence with your DSA application**

To apply for DSA your evidence must confirm that you have a [disability as defined by the Equality Act \(2010\)](#).

The Act states that a person has a disability if they have a physical or mental impairment, which has a long term and substantial adverse effect on their ability to carry out normal day to day activities. Examples of supporting evidence include a GP or specialist's letter, a diagnostic report undertaken when you were aged 16 or over by a suitably qualified assessor e.g. Educational Psychologist or a professional with a current practising certificate.

### **DSA Needs Assessment**

If your application is approved, your funding body will ask you to undertake a needs assessment to find out what DSA funded support you require. You can arrange a needs assessment with us here at [Cardiff University](#), contact us by Email: [dsaadmin@cardiff.ac.uk](mailto:dsaadmin@cardiff.ac.uk) or Tel: 02920879127. Alternatively, you can choose another ([Approved](#)) [Assessment Centre](#).

### **International and EU students**

You should contact your home government for information about accessing funding. Your sponsors may provide an additional grant to cover any extra expenses you have because of your disability. Please note, we will work with you to assess your needs and implement appropriate reasonable adjustments to support you in your studies.

### **Personal care and assistance**

Some of our students require personal care and assistance to help with daily living, such as assistance with cooking, shopping, bathing and dressing. This support is not provided by the University, however we will work with you to provide advice and information on arranging support with external providers and Social Services.

Social Services will be responsible for funding your personal care package. If you are an EU or international student it is important that you consider how you will fund your personal care assistance, e.g. privately, sponsor or charitable trust, and that you arrange this support before you begin living and studying in Cardiff.

### Academic schools

Academic schools have identified members of staff as **Disability Contacts** to act as a point of reference for student queries related to their programmes of study and academic support. The Disability and Dyslexia team work closely with the Disability Contacts in making recommendations for reasonable adjustments to be implemented across the school.

The type of **individual reasonable adjustments** we have arranged for our students include:

- Provision of lecture slides/handouts in advance
- Course materials provided in an alternative format e.g. enlarged or on coloured paper
- Permission to record lectures
- Timetabling to ensure accessibility across the campus
- Presentations made to smaller groups
- Support arrangements for practical/laboratory sessions, and field trips.

### Exam arrangements

Some of our students have required **specific examination arrangements**, such as:

- Extra time
- Rest breaks
- Readers or scribes
- Exam papers provided in an alternative format, e.g. enlarged font or on coloured paper
- Use of a computer or ergonomic equipment.

Should you find that you require this type of provision, please contact the Disability and Dyslexia Service to discuss this in more detail and provide the necessary documents to support your request. This may include, a doctor's letter or a diagnostic assessment report.

### Libraries

Libraries have designated **Disability Contacts** available to discuss what services are available in your subject library. Libraries provide a positive environment for you to study in and the services and support you need to fulfil your potential.

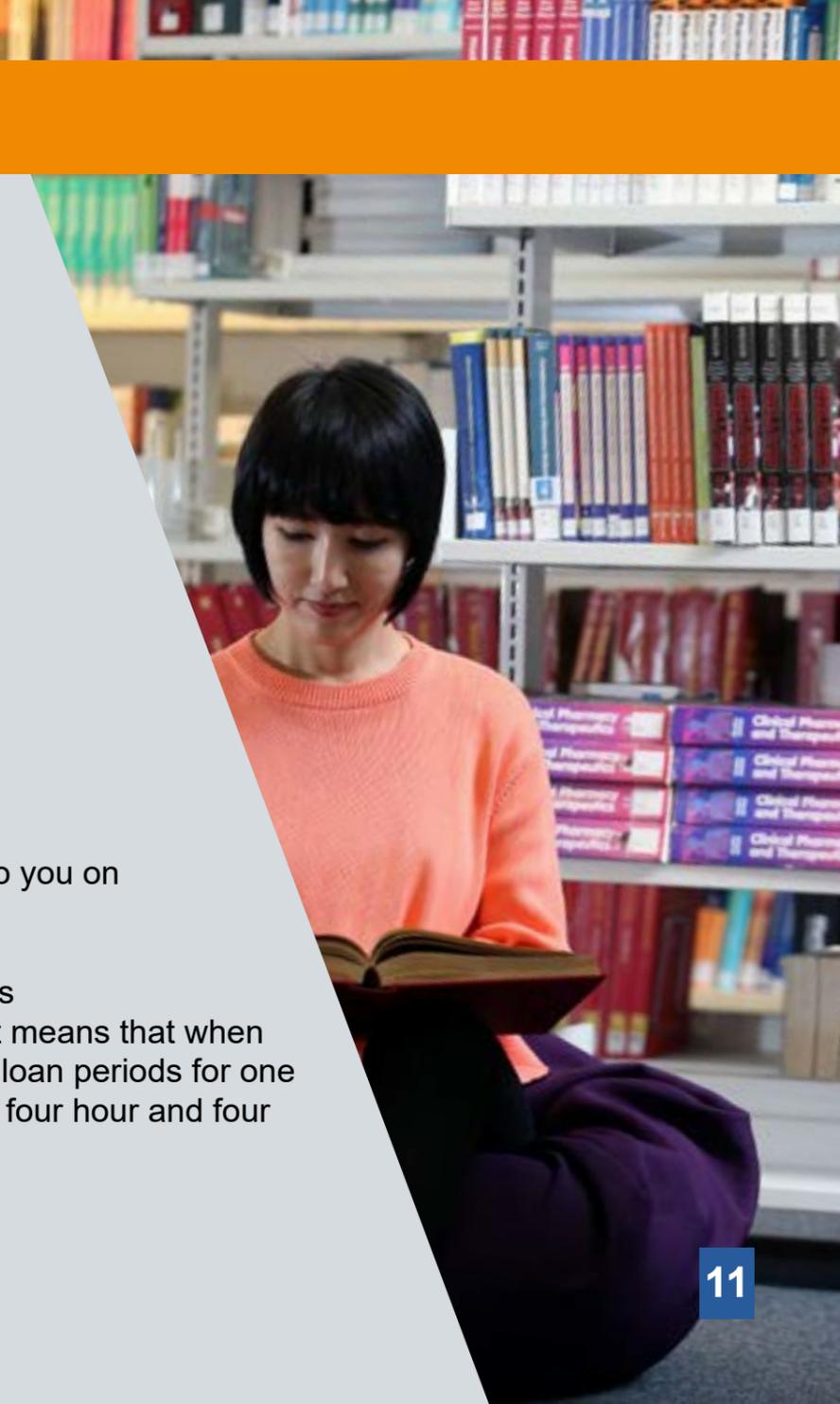
Staff are available to assist you in finding and fetching books, searching the library catalogue, arranging home delivery of materials and obtaining alternative formats of information.

Some libraries provide **additional assistive equipment**, such as:

- Alternative keyboards and mice
- Video magnifiers
- Height adjustable desks.

There are also a number of **assistive software programmes** available to you on campus networked computers.

Some students are also entitled to the **extended library loans service** as a recommended reasonable adjustment. If this is recommended for you it means that when your library books are issued and renewed they automatically double the loan periods for one day, three day, one week and two week loan items. Please be aware that four hour and four week loan items are not doubled.





### Support Worker Service

If you are recommended a Support Worker as a reasonable adjustment or in your DSA Needs Assessment, we can provide this service for you.

Your Support Worker can work with you and assist you in a range of activities, such as:

- Note taking in lectures
- Orientation or mobility support around campus
- Assistance in laboratory or practical classes.

### Study Skills Tuition

You may have a **Study Skills Tutor** recommended as a reasonable adjustment or in your DSA Needs Assessment. We have a team of tutors qualified to provide study skills support for you should you have a specific learning difficulty (SpLD), such as dyslexia and dyspraxia, or medical condition or disability.

The support our Study Skills Tutors offer includes:

- Organisational and time management skills
- Note taking and memory techniques
- Research skills
- Academic writing
- Spelling and grammar
- Revision strategies
- Presentation skills
- Independent learning.

### Mentoring Service

You may have a **Mentor** recommended if you have a mental health difficulty. Our Mentors work with you to manage your daily requirements of study and when attending university, such as developing student-led strategies, monitoring progress and management of mental health difficulties.

If you are on the autism spectrum we can liaise with outreach mentors to come onto campus and work with you to develop a range of strategies, such as social, communication and independent living skills, as well as organisation, planning and problem solving skills.

Please be aware that if you have had any of these specialist support services recommended and authorised by external sources of funding, such as the DSA, then your Funding Body will cover the cost of this support for you.

## Make the most of living and studying at Cardiff University

Here we have noted details of additional services and support you may find helpful:

### [Cardiff University Open Days and Visits](#)

Attend open days and you'll gain first-hand experience of the University and what it's like to study and live here. Academic Schools also run Post Offer Days, please check their websites for further details.

### [University Residences Accessible Accommodation](#)

We have a variety of accommodation available to students, such as rooms with level access showers, flashing alarms and automatic doors. We also have a limited number of rooms that have been specifically adapted for wheelchair users, so if you do have access needs please let us know as soon as possible.

### [Living in Cardiff](#)

The Cardiff City Centre 'Accessibility at a Glance' Guide provides information on Cardiff as an accessible city.

### [Car Parking](#)

There are a number of parking bays around the campus, that are available free to blue badge holders. If your disability impacts on your mobility then our Car Parking team will consider requests to park if you have a Blue Badge or if your GP/Consultant is willing to support your application for a permit - please follow the link above to apply.

### [Student Support and Wellbeing](#)

Our colleagues in Advice and Money, Careers and Employability, Counselling, Health and Wellbeing and International Student Support provide a comprehensive range of services and events to support you throughout your University life.

### [Academic Study Skills Classes](#)

Academic Skills classes are available to undergraduate students across all year groups and disciplines, providing a positive environment for students to share good ideas, compare different approaches and take a proactive role in their learning.

### [Chaplaincy, Faith and Religion](#)

The Chaplaincies provide a place for friendship, hospitality, reflection, prayer, support and dialogue; offering opportunities for you to engage socially and to explore faith and spirituality.

### [Sport and Exercise](#)

University sports facilities are open all year round to the University community and general public and are based over 3 main sites. Please follow the link above for further information and to view their accessibility statement.

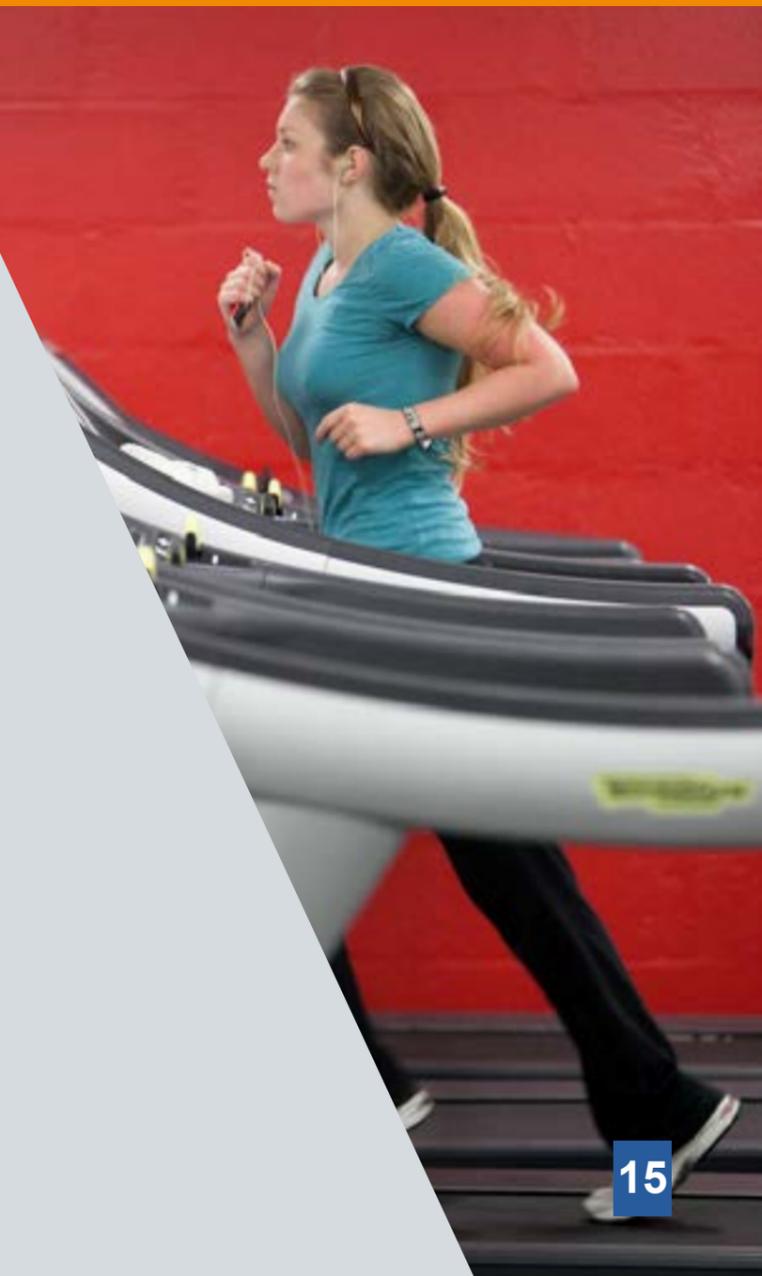
### [Students' Union](#)

The Students' Union welcomes all disabled individuals and strives to provide the best possible customer experience and aim to make your visit enjoyable and trouble free. Please follow this link to find out more about their [Venues Accessibility](#).

The Students' Union also offers access to a:

[Students with Disabilities' Officer](#) and [Student Welfare Officer](#)

who work to represent the interests of students at Union and University level and campaign on relevant issues.



## Useful contacts

<a href="#">Disability and Dyslexia Team</a>	029 2251 8888	disability@cardiff.ac.uk
<a href="#">Student Support and Wellbeing Teams: Advice and Money, Careers and Employability, Counselling, Health and Wellbeing International Student Support</a>	029 2251 8888	studentsupport@cardiff.ac.uk
<a href="#">Residences</a>	029 2087 4849	residences@cardiff.ac.uk
<a href="#">Admissions</a>	029 2087 9999	admissions@cardiff.ac.uk
<a href="#">Car Parking*</a>	029 2087 4849	residences@cardiff.ac.uk
<a href="#">Libraries</a>	029 2087 4818 029 2068 8137	library@cardiff.ac.uk
<a href="#">IT Service Desk</a>	029 2251 1111	it-servicedesk@cardiff.ac.uk
<a href="#">Students' Union</a>	029 2078 1400 (Cathays) 029 2068 7657 (Heath)	studentsunion@cardiff.ac.uk

## University policy

Please be aware that the University has policies and procedures in place that you may find helpful to be aware of and use should you need to:

### [Extenuating Circumstances\\*](#)

If you experience personal circumstances such as illness or bereavement, which seriously disrupt your ability to study and/or affect your performance in an assessment or an examination you must report this to your Academic School.

### [Interruption of Study\\*](#)

If you need to be absent from your programme for more than two weeks, you can apply for an Interruption of Study.

### [Equality and Diversity](#)

At Cardiff University we are committed to supporting, developing and promoting equality and diversity in all our practices and activities. To find out more about the Policy and Strategic Equality Plan please follow the link.

\*These links require students to log-in to the Intranet using their Cardiff University username and password.



# Contact us

## Disability and Dyslexia Service

Student Support Centre  
50 Park Place,  
Cathays,  
Cardiff,  
CF10 3AT

and

2nd Floor,  
Cardigan House,  
Heath,  
Cardiff,  
CF14 4XN

029 2251 8888  
disability@cardiff.ac.uk

[www.cardiff.ac.uk](http://www.cardiff.ac.uk)  
or find us on the intranet

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