

## **Disability Statement**

### **Who do I contact?**

Student support team, is the contact for any issues you may have. They can be contacted by telephone on +44 (0)20 7221 1662 or by email at [studentsupport@iqualifyuk.com](mailto:studentsupport@iqualifyuk.com). They will be able to give you advice.

### **How do I make contact?**

You can ask for additional support at any time. This could be when you first contact iQualify UK, when filling in your application or enrolment forms, when you start your course or any time during your course. (The earlier you request support, the quicker it can be provided, so if you know you will need support or adjustments, contact us well before your course starts.)

If you are not sure of how to do this ask a member of iQualify UK staff or your Special Needs Co-ordinator if you are still at school.

### **Additional support**

Support is arranged depending on your individual needs. It is your support and you will be involved in regular discussions to talk about your support. You can ask for changes to be made to your support at any time. This explains the types of support we will give you, the levels of that support and over what period.

Additional support could include:

- adjustments by your subject tutors
- communication support
- reader support
- support with personal care needs
- provision of assistive equipment and technology (subject to availability)
- adaptation of course materials (into Braille, enlarged text etc.,)
- support on residential visits, interviews and work placements
- help in carrying equipment you need for study

### **Access arrangements during examinations and assessments**

The student support team and in liaison with your personal tutor, you can ask for access arrangements - for example, extra time, support assistants, readers, prompts and scribes. Please let us know as soon as possible about your exams so that we can follow the procedures laid down by the exam boards.

## **Counselling and welfare arrangements**

iQualify UK has experienced additional support staff that will listen to you and try and help you find a solution to any problems. If you need to talk to a person with different skills - for example a deaf counsellor - we will endeavour to arrange this.

## **Dietary needs**

If you are attending an activity at any premises used by iQualify UK, and follow a special diet, we will make sure that as far as possible your needs are met. The student support team will be happy to meet and discuss your needs.

## **Physical access**

iQualify UK continuously tries to improve its access for disabled learners and will always endeavour to use premises with sufficient physical access. If it is not possible for you to get to your activity because of the design of the building then we will try, wherever practically possible, to move the class.

## **Complaints and appeals**

If you are not happy and want to complain you have the right to do so. iQualify UK has formal complaints and appeals procedures. You can find information in the Student Handbook and the in iQualify UK's policies file available online. If you need help an advocate can be present. If you are not sure what to do or need help, please ask student support.

## **Reviewing iQualify UK's Disability Statement**

iQualify UK's Disability Statement will be reviewed each year, and recommendations, following the review, will be made to our senior management team and iQualify UK's directors.