Service Level Agreement (SLA) from the Accessibility and Inclusion Team

The A & I Service provides professional expertise and support to students and staff to enable students with a wide variety of needs - physical and mobility difficulties, sensory impairments, specific learning difficulties including dyslexia, autistic spectrum disorders, medical conditions, mental health difficulties, and other complex circumstances to ACCESS all aspects of their university life

- ✓ ACCESS to teaching
- ✓ ACCESS to learning
- ✓ ACCESS to wellbeing
- ✓ ACCESS to academic materials and information
- ✓ ACCESS to technology
- ✓ ACCESS to campus facilities
- ✓ ACCESS to support workers

1. Registration with A & I and basic exam and class test adjustments

On receipt of your registration form, and where appropriate, we will put basic adjustments in place for your class tests and exams within 3 weeks of receiving your application. This will normally be 25% extra response time and the use of a PC if required. (Permanent for those who have submitted suitable written evidence, and temporary for one semester for those who are still to submit suitable written evidence. This changes to permanent once suitable written evidence has been received). Other specific exam adjustments can be added if required after your Assessment of Need.

2. Next Steps

Assessment of Need (AoN). You will receive an invitation via telephone, or email to book an assessment. The needs assessment should take place within 6 weeks of receipt of your initial application.

3. Assessment of Needs Appointment

- Up to three hours of dedicated time from a qualified Needs Assessor
- A private space where discussions are impartial and confidential *
- A comprehensive assessment of need where sources of funding and support are discussed and the extent to which the University's current arrangements and mainstreamed approach might meet a student's learning and other needs
- Demonstrations of potential assistive technology solutions if appropriate
- Exploration of requirements for one to one support if appropriate
- A detailed needs assessment report which documents the meeting and helps to secure funding for support from either an external funding body or from the University if required.

- An Agreed Record of University Access Adjustments (ARUAA) which provides information for academic and professional services staff to help support students effectively. This document records agreed internal adjustments required to overcome/manage the effects of disability/circumstances in order to achieve academic potential both on campus (e.g. relating to class tests, examinations, coursework, attendance, the learning environment, research, meetings, viva, supervision, access to technology, the campus and accommodation), and whilst operating out of the University (e.g. on placement or participating in field work or conferences).

4. Short appointment

We also offer a number of short consultations weekly. Your short appointment should take place within 6 weeks of receipt of registration for new students or 3 weeks for students already registered.

- A professional service for students whose needs cannot be immediately addressed by a front-line Student Support Assistant
- 20 minutes of dedicated time from a member of the Senior A & I advisory team
- A private space where discussions are impartial and confidential *
- Needs led assessment and appropriate response to individual requirements either addressing the issue on the spot or facilitating a relationship with the most appropriate services
- Support, guidance, sign posts, next steps

5. Support Workers

We employ a range of support workers to meet the needs of students who would benefit from one to one support to enable them to fulfil their potential. Students who meet the criteria during needs assessment for this type of support, will be matched with appropriate support staff following their needs assessment and within 7 weeks of registration. For returning students support workers will be matched within 3 weeks of notification of repeat funding requirements.

- Personal Learning/Library assistants
- Proof Readers (usually available for 1/2 semesters until students are proficient with assistive technology)
- Study Skills Tutors
- Autism Support Workers
- Mental Health Mentors

6. What we expect from you

- You must provide written evidence of your disability, health condition, learning needs or other circumstances. This may be provided in the form of an educational psychologist's report or a letter from your GP or consultant;
- Regularly check your University of Stirling email account as all important information will be sent there;
- Arrive for your agreed appointment on time;
- Agreement of an ARUAA which sets out the responsibilities and commitments of the: student; Accessibility and Inclusion team; and University as a whole, in respect to implementing the agreed support

provisions. This plan notes: confirmation that discussion has taken place to explain the process for requesting extensions and/or securing absence on the grounds of disability; confirmation that the student has been advised on the options available regarding colour/size and font for printed text, as appropriate; and that guidance has been provided to the student as to the face to face, online and electronic support and training available.

*Information that you provide to us will be stored securely within Student Support Services. We will only share this information with colleagues out with Student Support Services if this is deemed necessary. A basic record of your engagement with the services within Student Support Services is stored on the student record and access to this information is restricted to those involved in the student support system. Please find the link to our confidentiality and data sharing policy here:

www.stir.ac.uk/internal-students/student-support/confidentiality-and-data-sharing/

7. More information

Accessibility and Inclusion Service

Student Services Hub

University of Stirling

2A1 Cottrell Building

FK9 4LA

Tel: 01786 466022

Email: ask@stir.ac.uk

Web: www.stir.ac.uk/student-life/support-wellbeing/student-support-services/accessibility-and-inclusion/

We aim to respond to emails within 5 working days.