# Disability Support at the University of Manchester

The Disability Support Office (DSO) works with a large number of students (over 4000 this year) including students with:

* specific learning difficulties (such as dyslexia)
* mental health difficulties (such as anxiety)
* medical conditions (such as epilepsy and arthritis)
* deaf and hard of hearing students
* blind and partially sighted students
* students with autism/Asperger syndrome etc.

The following pages have been designed to give you an overview of the support available to disabled students, and how to access this. The contents are:

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# Registering with the DSO

In order to receive support from the University such as exam or library support or support from your School (the University word for your department) you will need to fully register with the DSO. To do this, you’ll need to provide the following

- **A completed DSO registration form:** <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=16397>

(one confidentiality option must be selected\* and the form must be signed).

- **Appropriate evidence of your disability** e.g. doctor’s letter/Educational Psychologist’s report

(guidance about what is needed can be sent to you by your disability adviser please email [dso@manchester.ac.uk](mailto:dso@manchester.ac.uk) for guidance if you are not sure)

The DSO **cannot** put support in place for you until the completed form and appropriate evidence have been provided and checked. This includes exam support and support from your tutors/lecturers – even if this has been recommended elsewhere.

Returning registration forms and evidence to the DSO

**By email** – scan your evidence or form and email to dso@manchester.ac.uk (NB confidentiality forms must be signed and scanned – we cannot accept a typed signature)

**By post** – DSO, Second Floor, University Place, Oxford Road, Manchester, M13 9PL

**In person** – DSO is open Mon-Fri 10-4. Directions to our office can be found here:

<http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/support/disabled-students/contact/>

\*If you select box 4 on the confidentiality form, you will be sent an extended confidentiality form to complete – your registration with DSO will not be complete until you have completed and returned this second form

# University Support Plan Assessment and Disabled Students’ Allowance Assessment

If you’re applying for Disabled Students’ Allowance (<https://www.gov.uk/disabled-students-allowances-dsas>) then it’s very likely you’ll have two different support assessments to access the support you need. The differences in the appointments are outlined below:

## University Support Plan Assessment

This is a meeting with a disability adviser and takes place at the University. It can only take place once you have fully registered with the DSO (see separate sheet for instructions on how to do this). They’ll work with you to agree what support you need from the University e.g.

* Exam Support
* Library Support
* Academic Support (i.e. support from your University School or department)

This support plan will then be emailed to you after the meeting, and the information in it will be sent to appropriate University staff (if you have given permission)

## Disabled Students’ Allowance Assessment (often called a Needs Assessment Report or Assessment of Need)

This is a meeting with an assessor from an independent Assessment Centre which is not part of the University. Your funding body (Student Finance England/NHS etc.) will write to you to ask you to have this assessment, when they have accepted your application for Disabled Students’ Allowance.

This assessment looks at whether you have a disability-related need for:

* **Equipment** e.g. assistive software, recording devices
* **Human Support** e.g. study coach, mental health mentor (**excluding** personal care support – see separate sheet)
* **General Allowance** support e.g. book allowance
* **Travel support**

The report will be sent to you after your meeting, and will also be sent to your Funding Body, who will then decide whether to approve the recommendations, and will write to you to let you know.

# Offer Adjustment

If any new, clear evidence is available to demonstrate that your academic performance to date may have been compromised as a **direct result of your disability**, please contact **Elaine Shillcock, Head of the Disability Support Office** (using the general DSO contact details).

Your school or college **MUST** be prepared to provide a written statement to this effect. **Do not call** if you have already been given sufficient allowances to compensate (e.g. extra time in exams), or if this information has already been provided on your application form.

We ask you to do this in order that we can ensure that full information is available to the relevant admissions officers when they make their decision regarding your academic suitability for the course. We do not expect that this will apply to many applicants.

If you have dyslexia or another specific learning difficulty, **please note** that we will not normally make any allowances for work completed without support BEFORE the point at which you were diagnosed apart from in very exceptional circumstances.

**Note – we will not consider any requests made after the 1st July for courses that start the following September, except in very exceptional circumstances. This also applies for courses for deferred entry, so please ensure that information is provided during the year that you make your application, not the year that you wish to start your course.**

# Exam Adjustments

If you think that you may require alternative exam arrangements as a result of your disability, the DSO can arrange these for you. You will need to be fully registered with the DSO to access exam arrangements, which will involve providing us with appropriate medical evidence and completing our registration and confidentiality form.

The type of support available in exams is organised on an individual needs basis, but examples of possible support include:

* Extra time
* Rest breaks with the clock stopped
* Use of a scribe (amanuensis)
* Use of a reader
* Use of a computer
* Seat located at the back/front of the exam hall

Many students with specific learning difficulties or those who are pre-lingually deaf may also affix stickers to their exam paper to indicate that examiners should take their disability into consideration when marking.

If you think you may require alternative exam arrangements, please read our ‘registering with the DSO’ leaflet. We’d advise you to do this as soon as possible, so that we can advise you if further evidence is required.

# Library Facilities at the University of Manchester

A number of arrangements can be put in place at the library to ensure that students registered with the DSO have full access to its services. There are several different forms that the support can take:

## Support within the library

The DSO will look at any library support you require in your support plan appointment with an adviser.

This support may include:

* Extended library loans for high demand books
* Individual induction to the library’s facilities
* Assistance in using the library catalogue
* Assistance from a subject specialist librarian
* Advance ordering of books/journals by telephone/email. Books will then be collected by a member of the library staff, and kept at the Issue Desk for collection

## Disabled Students Allowance (DSA) support in the library

When you have your Assessment of Need (sometimes called Needs Assessment Report), you may be recommended a library support worker. This person may be able, for example, to locate books for you or take out books on your behalf.

In addition to this, the computer clusters in the library have a number of assistive technology packages installed on them. For more information, please see our leaflet ‘Assistive Software at the University of Manchester’.

# Accessibility in Accommodation

A number of Halls of Residence offer a high standard of accessible accommodation for disabled students. These Halls are situated in all of the main residential areas e.g. city centre, close to the campus, Fallowfield. A variety of accommodation is available, from fully catered Halls to self-catering residences with accessible kitchen facilities. Many bedrooms have a variety of facilities such as:

* En-suite bathrooms
* Internet points in all rooms
* Telephone points

The accommodation office will try to organise any individual requirements e.g. a fridge in your bedroom to store insulin. Adaptations that already exist include:

* Flashing/vibrating fire alarms
* Facilities to accommodate personal carers
* Accessible bathroom and kitchen amenities

Please note that individual requirements for items and adaptations can take time to arrange. Please contact the DSO and Accommodation Office as soon as possible with details of your particular needs. The contact details for Accommodation are:

Accommodation Office

0161 275 2888

[accommodation@manchester.ac.uk](mailto:accommodation@manchester.ac.uk)

[www.accommodation.manchester.ac.uk](http://www.accommodation.manchester.ac.uk)

You are also advised to visit the residences before making your final choices – again the Accommodation Office can arrange visits for you.

# Practical Support at University

**Learning Essentials**

If you need support with writing skills, organising your work etc. try booking on one of the library’s workshops or accessing their online resources:

<http://www.library.manchester.ac.uk/academicsupport/mylearningessentials/>

**Exams and Revision support**

You can also book on one of the library’s revision clinics, or explore wellbeing around exams:

<http://www.library.manchester.ac.uk/aboutus/librarywellbeing/>

**Counselling Service workshops**

Need help managing procrastination, anxiety or exam stress? The Counselling Service has a wide variety of workshops to help

<http://www.studentnet.manchester.ac.uk/counselling/courses/>

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# Personal Care Support

If you will need assistance with personal care whilst studying at University, it is essential that you contact social services as early as possible. Your home social services department is responsible for assessing and paying for support at University, even if you will be living away from home.

If you are a UK student and have personal care needs, you may be eligible for Government funded disability benefits. If you are eligible for a care component, you should contact your local Social Services to discuss your everyday needs and find out if you qualify for personal care support. If you do qualify, you may be able to receive support using contracted care, or the Direct Payments scheme. It is also sometimes possible for an arrangement to be made between your funding body and local Social Services to use Community Service Volunteers to help provide both academic and personal care support.

If you are an overseas student, it may be difficult for you to visit the University in advance, in order to establish your personal support needs. It is therefore helpful if you provide as much information about yourself to us as possible before you arrive.

Once we have established your personal support requirements, you will need to make sure that you have funding in place for them before you come to Manchester to begin your studies.  
  
**The University is unable to fund any personal care support so you should ensure that you have sufficient funding to support this.**

# ****Assistive Software at the University of Manchester****

**The University has a number of software packages that you can use when working in computer clusters. Below is a description of the software, with links to guides. Information about how to find the software on the cluster computer is at the end of the document.**

## ****Mind Mapping****

**On the University cluster computers there are three different programs for mind mapping - MindView, Mind Manager and MindGenius. All three programs do have similar functions such as creating a mind map, export to Word, adding notes and links to your files and websites. But all three have their own unique features too:**

* Mindview **can create Gantt charts and a time line**

**(guide available at:** <http://tinyurl.com/bpkfrcp>)

* MindGenius **can export to PowerPoint to create your presentations and Internet Explorer to create your websites   
  (guide available at:** <http://documents.manchester.ac.uk/display.aspx?DocID=17255>
* Mind Manager **can link your tasks with Outlook  
  (guide available at:** <http://documents.manchester.ac.uk/display.aspx?DocID=17256>

**All three visually look different so we would recommend using all three at least once to see which works best for you.**

## ****Readback Software/Spell-Check****

**TextHelp and ClaroRead are both programs that can do text-to-speech, spell check, check homophones, and make documents into mp3, screen masking and scanning. They also have their own individual functions as well**

* TextHelp **has a highlighting tool which will allow you to highlight information both online and on documents. It also has an accessible PDF and ability to import the highlighted information into a Word document also bringing across the location of the information.  
    
  TextHelp also has more controls in its scanning and screen masking function; in its scanning function you can select individual pages to scan and save as a PDF or Word Document. In its screen masking you can mask your full screen, leaving only the line that you’re working on viewable.   
  (guide available at:** <http://documents.manchester.ac.uk/display.aspx?DocID=17257>
* ClaroRead **has its own screen ruler which slightly magnifies the line you’re reading. It also has a tool called Claro Capture which enables you to pull information from multiple files and websites and put them in a word document also brining its location, link and time stamp.   
  (guide available at:** <http://documents.manchester.ac.uk/display.aspx?DocID=17258>

## ****Storm (Magnifier)****

Storm **is a screen magnifier that enlarges the screen up to 8x.**

**(Guide available at:** [**http://tinyurl.com/n5axx6c**](http://tinyurl.com/n5axx6c)

## ****Thunder Screen Reader****

**Thunder screen reader will speak out what’s on screen and menus. It will read documents, emails, websites and buttons.**

**(Guide available at:** [**http://tinyurl.com/k66wnje**](http://tinyurl.com/k66wnje)**)**

## ****Microsoft Ease of Access Centre****

**The Microsoft ease of Access Centre contains a narrator, magnifier, on-screen keyboard and speech recognition. The narrator is Windows own screen reader and the magnifier will enlarge what’s on screen. The on-screen keyboard will allow you to type using your mouse or if you have a touch screen with your fingers on screen. The speech recognition will train your voice to the computer so with a microphone you can control your computer with your voice including writing a document or email.**

**(Guide available at:** <http://tinyurl.com/lmqbdxr>)