

CANTERBURY CHRIST CHURCH UNIVERSITY

INFORMATION FOR DISABLED STUDENTS

2006 - 2009

Commitment

Canterbury Christ Church University is committed to enabling disabled students to participate as fully as possible in all aspects of the University's academic programmes and the wider student experience, including the social aspects of being a student in Higher Education.

By "disabled student" we mean any student, who is registered on one of our programmes of study, who has a physical or mental impairment or medical condition. This definition includes impairments that may not be visible, such as dyslexia or depression, and those of a temporary nature (such as injuries caused by accidents). Canterbury Christ Church University has embraced the social model of disability, identifying 'disabling barriers' rather than an individual's impairment as the issue to be addressed.

About the University

Canterbury Christ Church University has established a number of campuses in locations across Kent and Medway. The Canterbury Campus was established in 1962, the Broadstairs Campus was opened in October 2000 and the Medway Campus opened in September 2004. In addition the University acquired the David Salomons Estates in Southborough, near Tunbridge Wells, in February 1996 and delivers a variety of programmes there.

The original University Campus lies very near to the centre of Canterbury, on a site intimately linked with the history of the city. Whilst this means that we study and live in very attractive and interesting surroundings it also brings with it some real problems in terms of access for physically disabled people. The most recent buildings have been constructed so that they are accessible and a rolling programme of access improvements has ensured that most of the buildings on this site are now accessible. Some disabled people may find difficulty in moving easily from one part of the campus to another, due to the changes in level and mixture of old and new buildings. As the University has grown other buildings in Canterbury have been acquired and renovated. However, the buildings are mainly in the old part of the city and have similar problems of access as those on the main campus.

The new Campus in Broadstairs enjoys the benefits of having purpose-built teaching facilities, with ease of access to people with physical disabilities. Rowan Williams Court, our Medway Campus building, has been adapted to suit University purposes and offers a high level of access to disabled people. The University merged with the College of Guidance Studies in August 2000 and now offers programmes relating to careers guidance alongside a range of other, predominantly post-graduate qualifications in the health and social care sectors at Salomons near Tunbridge Wells. Salomons dates from the

nineteenth century and is a listed building. As such there are some problems of access which the University is working to resolve as funding becomes available.

Within the various buildings, care is taken to ensure that facilities and equipment are as accessible as possible to disabled students. Details of some of the adaptations, such as the availability of accessible toilet facilities for students with mobility difficulties, the inclusion of induction loops in recently-built lecture theatres etc, are given below under the sections providing more specific information for students with particular disabilities.

An independent access audit of the University 's estate was carried out at the end of 2001, and a rolling programme of improvements designed to reduce physical barriers to access has been instigated. Phases One and Two of the programme have been completed and as a result the university buildings now have external doors with automatic opening, hold-open systems on internal fire doors, new lifts in some buildings and an extension of important facilities such as the Bookshop at the Canterbury Campus. Phase Three will include further facilities for disabled people for personal care and an extension of the automatic door provision.

Support for Disabled Students

The University's Student Support Services provide a range of services for disabled students, including the provision of advice and practical support by the **Disability Team** and the **Student Study Support Unit (SSSU)**. The Broadstairs and Medway Campuses each have a **Campus Tutor**; they work closely with both the Disability Team and the SSSU to make their support available to students studying at this location. The Disability Team is in regular contact with staff and students at Salomons, visiting individual students on request. All of the support and facilities detailed below are open to all students of Canterbury Christ Church University to use, no matter where they are studying or what programme they are following. Staff from Student Support Services at the Canterbury Campus will be working with their colleagues at partner institutions on franchised programmes, to ensure that students and staff are aware of the support offered and that they are able to access it as appropriate.

The **Disability Team** assists potential and existing disabled students to assess what they need in order to take a full part in the academic and social life of the University and to obtain the appropriate support. The help we can offer ranges from providing note-takers to sorting out problems with car parking for students with Blue Badges.

Location:

Room Eg56, Erasmus building in the North Holmes Road, Canterbury Campus.
The Secretary to the Disability Team is in Room Eg16

Opening Times:

By appointment, Monday to Friday, 9 am – 5 pm.

Contact Details for the Disability Team:

Telephone: 01227 782576

Email: disability@canterbury.ac.uk or dyslexia@canterbury.ac.uk

In providing support for students, the Disability Team does not work in isolation. As well as accessing useful external sources of advice and support, the Disability Team is able to draw on a wealth of in-house expertise. Included amongst the range of programmes offered by the University are those which are specifically designed to develop skills and understanding for supporting people with disabilities. These include programmes such as the BSc in Occupational Therapy, programmes in Special Educational Needs, and Masters programmes in Interprofessional Health and Community Studies. The Disability Team is able to draw on this in-house expertise in its commitment to supporting students with disabilities.

The Student Study Support Unit helps and advises students with specific learning disabilities such as dyslexia, as well as students with language difficulties who need additional help to participate fully in lectures, seminars or classes and to produce work of a suitable standard. The staff in the Student Study Support Unit and the Disability Team work closely together to make sure that all disabled students receive the best support and advice appropriate to their needs. Students at Salomons are also entitled to receive support from the Student Study Support Unit, and should contact the staff there to discuss their requirements.

Location:

Room Eg18, Erasmus building in the North Holmes Road, Canterbury Campus.

Opening Times:

8.30 am – 3.00 pm Monday to Friday, term times only.

The Unit is also open during the University vacations but please contact us first to obtain the precise opening hours.

Contact Details for the Student Study Support Unit:

Telephone: 01227 782641

Email: study-support@canterbury.ac.uk

The Campus Tutor, who co-ordinates the Student Information Centre at Broadstairs fulfils a similar role to this and is able to provide help and support to disabled students at the Campus in Broadstairs.

Location:

Room Cg10, Carey Building in the Broadstairs Campus

Student Information Centre Opening hours:

9 am – 5.00 pm Monday to Friday

Drop-In Opening hours:

1 pm – 2 pm Tuesday and Wednesday, (times subject to alteration)

Contact details:

Student Information Centre:

Telephone: 01843 609101/609184

Students based in Medway should discuss the support they require with the Disability Team or the Campus Tutor.

Contact details:

Telephone 01634 894406.
Email jae.fowler@canterbury.ac.uk

Admissions

Applications from disabled people, in terms of academic qualifications and suitability are considered on an equal basis with all other applications received. However, we also consider how the University can meet the specific needs of disabled applicants. We want applicants with disabilities to be thoroughly aware of how well we can provide for their needs, so you are recommended to visit the site or campus where you want to study, if you can, before making an application or accepting a place. If you visit on an Open Day, the Admissions Department will try to arrange for you to meet with staff who may be involved with either teaching or supporting you during your programme of study. It would also be helpful if you could let us know what is your preferred format of communication (large print, sign language interpreter etc) when you contact us to arrange the visit. A form will be sent to you with your invitation to an interview or Open Day, asking you to give us details of any assistance or facilities you will require during your visit.

It is strongly recommended that you meet or at least contact the Disability Team if you are thinking about applying to Canterbury Christ Church University. She is able to give you information on support, accommodation, funding, travel and any other matter that you may think would prove to be a barrier to your studies or social life.

We will be open and honest about any problem areas we envisage concerning resources, facilities and practicalities of the programme you wish to follow. We will also do our best to help you through the application process. If you gain a place and accept it, the Admissions Officer (or other staff responsible for arrangements for admission to other specific programmes throughout the University) will maintain contact with you until you register formally at the University. Once you have registered responsibility then passes to Student Support Services and the academic departments concerned.

Information for Dyslexic Students and those with Specific Learning Difficulties

The Student Study Support Unit (SSSU) and the Study Support service located in the Student Information Centre at Broadstairs provide academic support to all students at the University, whatever their level of study (from Diploma to MPhil/PhD). The Medway Campus Tutor will advise students studying there about accessing study support locally; dyslexia support is provided by local tutors in the area, arranged by the Disability Team. Students studying at other locations will need to arrange their support via the Disability Team. The support is offered on a confidential, non-judgemental basis and is independent of the various teaching departments of the institution. We can offer regular help with your academic studies and we run a programme of study skills workshops. Students with dyslexia are guided through the procedures to obtain support that may be available to them, such as IT equipment, note-takers and special arrangements for examinations. These procedures are available on the SSSU web site, and are also given to each student, who presents themselves to either the Disability Team or the SSSU, with an enquiry about dyslexia.

Information for Visually Impaired and Blind Students

Information about the University and the programmes it offers is available on request in Braille, large print, on tape or on disk. Academic departments will discuss the best way to supply you with course materials and other information that you may require, in liaison with the Disability Team. The Disability Team will assist you to obtain the specialist equipment and support identified in your needs assessment.

Students with visual impairment have the use of computers loaded with accessibility software, such as JAWS, LunarPlus, Magnify and the Microsoft Accessibility Options. A Braille embosser and appropriate software are provided at the Canterbury Campus, together with the facility to transcribe music scores into Braille music, as well as text. Note-takers or readers may also be provided, usually funded by the student's Disabled Students Allowances, or other funding streams depending upon their programme of study.

We can also help you with the provision of non-academic support such as orientation training. We work closely with Kent Association for the Blind, who often organise this training. Guide Dogs are welcomed into University buildings and grounds during the time they are working with you. A relief area is provided for Guide Dogs at the Canterbury Campus and will be provided on request at any of our other campuses. Students resident in University Halls of Residence or houses may also be accompanied by their Guide Dogs, following an assessment of the most suitable accommodation for both dog and student.

Information for Deaf and Hearing Impaired Students

The University will arrange for communication support for deaf and hearing impaired people for interviews and Open Days provided you give sufficient notice of what you need. The Disability Team will assist you to obtain the support identified in your learning needs assessment, once you have accepted an offer of a place at this institution. We will also try to ensure that the lecture rooms which have been fitted with induction loops are available when you need them, or a portable device made available, that staff are made aware of the communication devices that you use and of any difficulties you may have with language.

Hearing induction loops are fitted in the four large lecture theatres at Canterbury, in the two lecture theatres and Hall at Broadstairs, and in the Science Theatre at Salomons. Portable loops are available to borrow on a short-term basis from the Disability Team or from any of the University's Reception Desks.(The Campus Tutor at Medway).

Information for Physically Disabled Students

Students with mobility or other physical difficulties are able to access the majority of the teaching blocks on the Canterbury Campus and Salomons, and all of the rooms used for teaching and working at the Broadstairs and Medway sites. Due to the nature of the Canterbury Campus and Salomons, some buildings are not accessible to people who are unable to climb stairs. In those instances, alternative arrangements are made for students to meet their tutors or to attend lectures in accessible rooms. There is an ongoing programme of work designed to bring the University buildings up to an acceptable standard of access for physically disabled people. Lifts and ramps have been installed, and

there is at least one toilet that is accessible to wheelchair users in all accessible teaching blocks.

Physically disabled students are assisted by the Disability Team or the Campus Tutors to obtain any assistance they require, in order to take a full part in their academic programme. This may include the provision of note-taking or Library support for example, as identified in their Needs Assessment for Disabled Students Allowances.

Information for Students with Mental Health Problems

Many people experience mental health problems during their lives and you may find that this happens to you at some point during your time at the University. You may have experienced this before starting your programme and may feel worried about coping with the additional stress of course work or examinations, or leaving home and making new friends. It is important that you come and see the Disability Team or speak to your tutor if you feel that your mental health is affecting your academic progress or your participation in University life. We can arrange for you to see a local doctor or one of our counsellors from the Student Counselling Service. We can also liaise on your behalf with academic staff and the Examinations Office to make sure that your mental health problem is recognised and that you are treated fairly, within the bounds of agreed confidentiality procedures.

Some students with emotional or psychological difficulties may be eligible for support via the Disabled Students Allowances, which could fund a mentor or study support. The Disability Team is responsible for ensuring that students are provided with this support if required, either directly from the University's support team, or via the University of Greenwich's Mental Health Teams in the case of students studying at the Medway Campus. Information is also available to students about mental health via a website shared by the Higher Education Institutions in Canterbury.

Accommodation, Medical Care and Personal Care Support

The University's **Accommodation Office** makes every effort to meet the individual needs of disabled students. Student accommodation is a mixture of catered and self-catering residences and there are adapted rooms available in both these types. You should make an appointment to view the accommodation before your acceptance of a place, to make sure that we have a room that is suitable for you. The adapted accommodation is in ground floor rooms, which have computer, telephone and emergency alarm connections. If you need to have a carer in a room near or next to you, you should inform the Accommodation Office of this as soon as possible so that this can be arranged and any financial arrangements explored.

University Halls of Residence are provided in Canterbury and Broadstairs, where there are rooms available on the ground floor for students who cannot use stairs. At the Medway Campus, the University rents private sector accommodation and re-lets it to students who qualify for accommodation, however currently none of this accommodation is accessible to students who cannot use stairs due to physical disability.

If you are away from home and aware that you have a particular medical condition, you may find it helpful to talk about **Medical Care** with the staff at the University's Health

Office on the Canterbury Campus. Most full-time students coming to the institution register with a local GP Practice, although this is not obligatory. At Canterbury, there are both male and female practitioners offering a full range of medical services during every weekday throughout each term and during the vacations at the Canterbury Health Centre. Students at Medway, Broadstairs and Salomons should register with a GP local to their campus, if they have moved away from home in order to study.

If you require **Personal Care** because of your disability, the Disability Team will help you to arrange this and will liaise with other University personnel who need to be aware of your personal care needs. You are responsible for funding personal care and should talk to the Disability Team as soon as possible if you become aware of any problems with this funding. If you become disabled during your time at the University we will advise you about your rights to assistance from your Local Authority and from the state benefits system.

Arrangements for Studying, Examinations and Assessment

To enable new students to settle into the University, there is an induction programme for all students. The arrangements for induction take account of the needs of disabled students, including arranging for an orientation visit or early arrival (if required) and ensuring that there are accessible arrangements for registration. You will be given a CD containing Information for Students and other booklets or leaflets, describing all the services of the University as part of your induction. The Disability Team will arrange for the printed matter to be available, on request, in your preferred format (e.g. large print, Braille etc). This information is also available on the University's Web Site, through the Students' Link pages, where it may be accessed via screen readers, or magnification software.

The Disability Team will discuss with you how best to support you in your learning with the provision of specialist equipment or any other particular type of support. The Student Study Support Unit or the Campus Tutors will give you information about how to get in touch with dyslexia tutors, or how to use the computers equipped with the software designed to be used for those with dyslexia. Students at Salomons and other sites should contact the Disability Team for this information. If you have not already done so, we can advise you about obtaining a professional assessment of your studying needs. The Disability Team will talk to the academic staff about using items of equipment such as radio microphones or how to convert materials into Braille so that you experience the minimum amount of difficulty if using this equipment whilst studying.

The University's **Library** aims to support all students, including those who are disabled or who have additional needs, to make good use of the Library services and resources. The Library catalogue is available online, so that students may check for resources from any computer with internet access. If a student logs-in online, they can also check and renew their loans or make reservations for material which is already on loan. The e-Library gateway provides access to a wide range of online Library resources including databases and full text e-journals. We offer a personal tour of the Library in all campuses, so that potential problems of access can be identified and solutions discussed. This may mean that we arrange with individual students to locate and retrieve items from the shelves should they not otherwise be accessible to them.

At the Canterbury Campus, there is a low level computer catalogue in the Library foyer, also lifts to the different floors. Photocopiers can be set to enlarge printed material and paper is offered in colours other than white. There is a scanner in the Open Access Area, and there is an accessible toilet within the Library. There are similar facilities in other campus libraries. Students intending to use the libraries at Salomons should note the restricted access due to the nature of the buildings. This means that there is no access to the first floor Mansion library for wheelchair users; please contact the library staff to ask about access to the resources. There is a lift to the Hayloft Library in Runcie Court. Students studying at the Medway Campus share the Drill Hall Library and Learning Centre with students from other Higher Education Institutions forming the Universities at Medway consortium. The Drill Hall has been recently refurbished and offers a high standard of accessibility to disabled students. Students using St Augustine's Library in Canterbury should note restricted access, which means that there is no wheelchair access. However students can make use of the Cathedral Library searchroom or contact the St Augustine's Librarian should they wish to make use of the courier service to have books delivered to the main library.

The University's **Audio-Visual** service also offers support to disabled students. There is a stock of audio cassette recorders and transcribing machines that can be borrowed, and advice can be given on other types of equipment and recording material.

A range of **ICT facilities and specialist software** offering support to disabled students are available in several computing labs, the Library Open Access Area, and in the Study Support Unit on the Canterbury campus, at the Broadstairs Learning Centre and in the Computer Room at Salomons. You may book a PC, CD-Rom workstation or a scanner in the Library, whilst the SSSU can provide a PC with text-reader, an essay organiser and a typing tutorial; other facilities include adjustable height desks, braille equipment, screen-reading and screen magnification software and mind-mapping software. The University's Computing Services Department offers advice and support where disabled students need particular computer programmes or packages installed to assist them with their academic study. A full list of University resources for disabled students is available on the Computing Services website.

The **Resources Office** is responsible for **room allocation** and will work with the academic departments to make sure that disabled students are able to attend and participate in all of their lectures and classes. Occasionally it may be impossible for you to see academic or administrative staff in their own office (if it happens to be on one of the inaccessible floors in one of the older buildings) and where this is the case staff will make alternative arrangements to see you in an accessible room.

It is important that you make the University aware of your disability and apply for special arrangements for **examinations and assessment** in good time. Provided that your application is supported by evidence, such as a medical certificate in the case of physical or sensory disabilities, or a report from a chartered educational psychologist, in the case of specific learning difficulties, such as dyslexia, the appropriate arrangements will be put in place. These arrangements will vary according to your needs, but typical examples are the provision of an amanuensis, special consideration for grammar and spelling, or allowing additional time in examinations. The Disability Team can advise you on how to apply for special arrangements.

The University has a set of procedures to ensure that these arrangements apply for coursework assignments and tests organised by academic departments as well as examinations.

Sporting and Leisure Facilities

The St. George's Fitness Centre, situated about a quarter of a mile away from the University campus in Canterbury, houses a fully equipped gym exclusively for the use of students and staff. Sadly, it is not accessible to wheelchair users or to those with severe mobility difficulties, due to its location. However, the staff are very keen to assist those disabled students who are able to use the Centre to make the best use of the excellent facilities or by advising on access other local gym facilities. The University is in the process of building a new Fitness Centre in conjunction with Barton Court School in Canterbury, which will be accessible to disabled people.

The Disability Team has details of other sporting venues in the area which are accessible to wheelchair users. Students at the Broadstairs and Medway Campuses are able to use the facilities provided by private and local authority centres, most of which are accessible to disabled people. Information is provided through the Sport and Recreation Officer located in the Department of Careers and Student Development and the Medway Campus Tutor. Students at Salomons and other sites should contact the Sport and Recreation Officer for information on facilities in their area.

The Students' Union and the Sports and Recreation Officer organise many sporting activities and the sports teams welcome new members with any level of sporting ability. At the moment the SU minibuses are not suitable for wheelchair users, but the Disability Team is able to provide information on other local accessible transport. The Students' Union 'home service' provides some transport to your home after evening social events.

The Students' Union also organises many clubs and societies, has its own television and radio stations and runs a programme of social events. The Student Building has level access into the ground floor where most events take place, and has an accessible toilet in the building. An external ramp leads to the upper floor to give access to the Students' Union offices. The Students' Union has a Disability Officer, who is elected annually and organises a forum for disabled students, as well providing a voice for them on relevant University committees.

The Disability Team will be able to supply details of leisure facilities outside of the University in Canterbury, Broadstairs, Medway, Salomons and the surrounding area. There is an Access Guide to Canterbury and a similar publication for Broadstairs and towns in West Kent, giving details of shops, pubs, restaurants and other premises in the city you may like to use in addition to those available on campus.

Other services for students

Counselling

The University's Counselling Service is accessible for disabled people and forms part of the Student Support Services available in the Erasmus building on the Canterbury campus and in the Student Information Centre at the Broadstairs Campus. Arrangements are made for students at the Medway Campus to receive Counselling at the University of Greenwich at Medway. The Counsellors offer confidential on-campus counselling support for all students experiencing emotional or other personal difficulties. The Counselling Service offers support via telephone and email to students in addition to the face to face service. There is an external referral system for those who require further specialist advice including referral to agencies specialising in counselling disabled people.

Careers and Student Development

The University's Careers and Student Development service (C&SD) is accessible to disabled people and is situated on the ground floor of the Erasmus Building in the Canterbury Campus and in the Student Information Centre at the Broadstairs Campus. C&SD is able to provide access to careers resources for students with disabilities, and also maintains close links with local recruitment services for disabled people. It publicises the CANDO web site and has audiotape versions of some relevant careers materials. Opportunities for personal development by volunteering, part-time employment, learning a new skill or sport, are all available for disabled students. However, due to the barriers to accessibility that sometimes still exist in particular buildings and organisations, an interview with one of the Careers and Student Development staff is advisable before a student applies for any of the development opportunities.

The University Chaplaincy

The Chapel on the Canterbury Campus is accessible to wheelchair users through the entrance leading from the landing to the right of the main doors. The Chaplaincy Centre is situated on the North Holmes Campus in Canterbury. It is accessible via a fairly steep slope. The Chaplaincy team regularly attend the Broadstairs and Medway Campuses and Salomons, and make visits to staff and students working or studying away from the University's main campuses. Confidential pastoral and spiritual support is offered for all students, whatever their personal beliefs. The Chaplaincy is in regular personal contact with people in the local churches and other faith communities, who work for and with people with disabilities, including hearing and visual impairment, and it maintains information resources on church agencies dealing with disability issues. Through its network of persons interested in service, the Chaplaincy aims to link up students with disabilities with other students as campus guides and assistants.

University Bookshop

The Bookshop is situated in the Canterbury Campus in the Library building on the ground floor, however due to the layout physically disabled students may need to seek assistance from the bookshop staff when making purchases. There is a smaller shop on the Broadstairs Campus, which is also accessible to disabled people.

Student Welfare and Financial Support

As a disabled student your first port of call for any questions you may have concerning money or your welfare generally should be the Disability Team. The Team will assist you to find the most appropriate solution.

Disabled students on designated programmes, including post-graduates and part-time students studying for the equivalent of at least 50% of a full-time course are entitled to apply for Disabled Students Allowance. This allowance covers additional expenses that you will incur as a result of your study, such as using a note-taker or purchasing a computer. The allowance does not cover expenses you would incur due to your disability if you were not a student, such as personal care or laundry expenses.

The Disability Team will also be able to tell you about the state benefits that disabled students are entitled to apply for and about other sources of funding for students facing financial hardship. The Team maintains regular contact with local disability advice organisations, which would be able to provide support for students regarding the benefits system.

Monitoring of quality, complaints and disciplinary procedures

The University is committed to improving the quality of provision for disabled students. The Disability Team liaises with the Students with Disabilities Officer in organising a forum for disabled students to attend, in order to give their views of current provision and to give suggestions for improvements. The Disability Working Group, with members drawn from both staff and disabled students, meets termly to discuss policy and practice.

Individual students' progress is monitored by their academic tutors and the Disability Team will offer advice to both staff and students in how the monitoring of the quality of the specialist equipment and support should be brought into the discussions.

Whilst under the institution's procedures, most concerns and complaints are resolved informally, if a student takes out an official complaint against the University, their disability will be taken into account in terms of producing documentation or accessibility of meetings. Similarly if the student is disciplined by the University, appropriate arrangements will be made for them to receive fair treatment.

The University's Student Procedures booklet which details procedures for all students concerning appeals, complaints and the code of student discipline is available on request from the Disability Team in alternative formats, or via the Web site. Student satisfaction with University services is monitored through a triennial student satisfaction survey and more frequently through local surveys and focus groups. Every effort will be made to include students with disabilities in any representative sample and to produce any questionnaire or other instruments in alternative formats as required.

Plans for the future

We have plans to improve the quality and quantity of the support we offer to disabled students. At present these include:

- Actively seeking qualitative information on the experience of disabled students
- Promoting provision/support across the Campus network and in placements

- Developing further provision for students with mental health difficulties
- Giving greater prominence to the views of disabled students
- Taking action to eliminate the harassment of disabled students.

Further Information

If you require any further information about the University not contained in this document please contact the Disability Team. There are also other sources of information about Higher Education for disabled people and a few of them are listed below:

Skill: National Bureau for Students with Disabilities
 4th Floor, Chapter House
 18-20 Crucifix Lane
 LONDON SE1 3JW
 Tel: 080 0328 5050
 Textphone: 080 0068 2422
 Website: www.skill.org.uk

Skill provides individuals and organisations with support and information on applying to Higher Education, financial assistance whilst studying, examination arrangements, disclosing disability and looking for work

The Disability Rights Commission
 DRC Helpline
 FREEPOST MID 02164
 Stratford-upon-Avon
 CV37 9BR
 Tel: 08457 622 633
 Textphone: 08457 622 644
 Website: www.drc.org.uk

The Disability Rights Commission provides information and advice on the legislation protecting the rights of disabled people. They also publish the Code of Practice for Providers of Post 16 Education and related services.

RADAR – Royal Association for Disability and Rehabilitation
 12 City Forum
 250 City Road
 LONDON EC1V 8AF
 Tel: 020 250 3222
 Textphone: 020 250 4119
 Website: www.radar.org.uk

RADAR gives information and advice on all issues to do with disability. The organisation also promotes good practice and legislation to enable disabled people to live independently in the community.

DIAL UK – Disablement Information and Advice Lines
Park Lodge
St Catherine’s Hospital
Tickhill Road
Doncaster
SOUTH YORKSHIRE DN4 8QN
Tel: 01302 310 123
Email: dialuk@aol.com

DIAL UK supports a network of local DIALs which provide information and advice on issues to do with disability. DIALs offer a local service by telephone or by drop-in, usually staffed by disabled people.

DfES – Department for Education and Skills
Information Line: 0800 731 9133
Textphone: 0800 328 8988
Website: www.dfes.gov.uk/hegateway

The DfES produces a booklet called “Bridging the Gap” which is a guide to the Disabled Students’ Allowances in Higher Education. It is available in Braille and cassette as well as standard print and can be ordered from the contacts given above.

Please note

Whilst every effort has been made to ensure that this information is as accurate as possible, the University reserves the right to discontinue any class or programme or to alter programmes or to amend any further information, including that contained in this document, without notice. The University undertakes to take all reasonable steps to provide educational services in the manner set out in the prospectus and in this supplementary information. It does not, however, guarantee the provision of such services. Should industrial action or circumstances beyond the control of the University interfere with its ability to provide educational services, the institution undertakes to use all reasonable steps to minimise the resultant disruption to those services.

If you have any comments about the information contained in this statement, please write to:

Disability Team
Canterbury Christ Church University
Canterbury CT1 1QU