



# **Disability Statement**

## **2007/2008**

# Central Support Contacts

## The Central Support Service

Armstrong Building, Rye Hill Campus, Scotswood Road, Newcastle upon Tyne, NE4 7SA

- Tel: 0191 200 4189
- Minicom: 0191 200 4197
- Fax: 0191 200 4698
- Email: [central.support@ncl-coll.ac.uk](mailto:central.support@ncl-coll.ac.uk)

Newcastle College statements and procedures as well as the Disability Equality Scheme (DES) are available from Student Services and on the college website –

[www.newcastlecollege.co.uk](http://www.newcastlecollege.co.uk)

Newcastle College would welcome any feedback you have on our Disability Equality Scheme.

**These policies, the Disability Equality Scheme, and this Disability Statement may be requested in the following formats:**

- Printed copy/large print
- Computer disk
- Braille
- Audio cassette
- Video with BSL.

Further copies of this booklet are available from:

- Student Services
- College Libraries
- Central Support Service
- College website – [www.newcastlecollege.co.uk](http://www.newcastlecollege.co.uk)

## **How can I complain if I am not satisfied with the support provided?**

If a written complaint is difficult for you, other approaches are acceptable and might include:

- Use of an impartial advocate
- Signed communication/lip speaking for a D/deaf or hearing impaired person
- Braille or large print
- Tape.

Please remember that, if you are having any difficulties getting appropriate support or if you are not happy with the support provided, we would like you to give us the opportunity to put things right... so please talk to your tutor, a member of the Central Support Service or to your Director of School.

**We are here to help you.**

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Under the Data Protection Act all learners are entitled to complete confidentiality when they disclose a disability. However, we encourage and welcome disclosure so that we can put the most effective support in place.

## **Newcastle College: Disability Statement 2007/2008**

Newcastle College is committed to inclusion and supporting learning for each individual. We welcome learners with a disability and aim to provide additional support, resources and facilities to meet individual needs and to encourage all learners to achieve.

We welcome your views on our provision for disabled learners. You can tell us your views through our Disability and Learner Forums as well as through student surveys or talking to college staff.

This document is a guide to the services and provision available to students with disabilities and/or learning difficulties at Newcastle College.

Newcastle College actively encourages applications from all people with learning difficulties and/or disabilities.

Newcastle College offers a booklet containing detailed information on all the specialist provision we can provide. To obtain this booklet please contact the Central Support Service on 0191 200 4189.

# What kind of support can we offer?

## Support for learning

Here are some examples of the support we can offer. We can provide:

- A Learning Support Assistant (LSA) to support you inside or outside the classroom and/or support you with research, assignments, directed private study, etc.
- A trained member of staff to assist you with personal care needs, both inside and outside the classroom.
- British Sign Language/Sign Supported English Communications if you are D/deaf.
- Technical support from Central Support staff and the loan of technical equipment.
- Note-takers/readers.
- Mentors/specialist support tutors.
- One-to-one support for dyslexic students.
- One-to-one support and in-class support for students with mental health and well-being issues and behavioural difficulties.
- Access to specialist support, adaptations and technology.
- Partnership arrangement with the RNIB and access to a range of specialist support, adaptations and technology for blind and visually impaired students.

# **What kind of support can we offer?**

## **Equipment and technological support**

We have a wide range of specialist equipment available, including:

- Computers with software such as Read and Write (for students with dyslexia)
- Spell checkers and thesauruses
- Dictaphones
- Closed circuit televisions (CCTVs) to enlarge text and pictures
- Voice input software e.g. Dragon Dictate
- JAWS (screen reading software for blind computer users)
- A Braille embosser.

If you would like a full list of specialist equipment available, please contact the Central Support Service.

If we do not have the equipment you require, it may be possible for us to buy it, provided we have enough notice and it is to meet an identified learning need. Each year we set aside a budget for assistive technology.

Please contact the Central Support Service on 0191 200 4189 if you think you may need specialist support or equipment to succeed on your course.

## **What kind of support can we offer?**

### **Specialist advice**

Newcastle College can provide potential students with specialist advice and support. We also have links with a range of agencies such as:

- Educational Psychology Service
- European Services for People with Autism
- Partnership with RNIB
- RNID
- Disability North
- Rehab UK.

### **Literacy and numeracy skills**

If you would like to improve your reading, writing and/or number skills, you can attend some of our workshops, individual tutorials or group sessions. For full details contact our Skills for Life Department on 0191 200 4062.

### **What other facilities and services are available to me?**

Newcastle College provides a wide range of services and facilities for all its students, including:

- Welfare and financial advice
- Course information and careers guidance
- The Student Union
- Access to counselling and mentoring services
- Sports/fitness facilities.

# What kind of support can we offer?

## Support in examinations

You may need to take an examination or other assessment as part of your studies. It is essential that you discuss your individual needs as soon as possible. The college must make formal applications to the examination boards if special arrangements or support is required for students.

Examination boards permit special arrangements for clearly defined reasons. These include

- Arrangements for candidates with a permanent or long term disability, for example:
  - Physical disability
  - Visual impairment
  - Hearing impairment
  - Specific learning difficulties
  - Mental health difficulties.
  
- Arrangements for candidates with a temporary disability at the time of the examination.

## **What kind of support can we offer?**

The range of special support for examinations includes:

- Additional time allowance
- Alternative papers e.g. Braille, modified layout or enlarged papers
- Use of low vision aids
- Modification of language (for profoundly pre-lingually deaf people)
- Use of a reader
- Signed communication
- Amplification
- Tape recording
- Answering in Braille
- Use of a scribe
- A separate exam room
- Supervised breaks.

No additional fee is charged to you by the examination boards or the college in any of these circumstances.

## **How can I ask for support?**

You can ask for help and advice during your first visit to the college. At this time we can also show you the buildings to help to identify any accessibility problems.

After you have enrolled we can offer a more detailed assessment and prepare a support plan which will meet your individual needs.

We would like you to let us know as soon as possible if you require support. This will give us the maximum time available to make arrangements. However, if you decide you need support during your course, you can still let us know.

If you want to find out more about the support we can offer, please contact the Central Support as soon as possible on 0191 200 4189.

## **How can I ask for support?**

### **Applying for a course**

Student Services is often the first point of contact. We can provide you with information and advice about courses or direct you to the appropriate school within the college if you have already decided on your course of study. The telephone number is 0191 200 4000 and minicom 0191 272 3304.

Please tell us about your learning difficulty or disability when you enquire about our courses. This will help us to work with you to meet your needs.

### **Disabled Students' allowance for higher education students**

Many students on higher education courses who have a disability or learning difficulty may be eligible for funding from the Disabled Students' Allowance (DSA). DSAs are intended to cover any additional costs which are incurred as a result of a disability and may include the provision of equipment (e.g. a computer) and support, if required. Further information can be obtained from the Central Support Service on 0191 200 4189.

## Getting around the college

### Are college buildings and facilities accessible to people with disabilities?

The college is committed to providing excellent access to all areas of its buildings and aims to make new buildings fully accessible.

The college has undertaken disability audits of all of its buildings. A programme of work to meet requirements is now being undertaken. We will do our best to provide an accessible learning environment for you. Listed below are the college buildings with a brief summary of how accessible they are:

- **Rye Hill Campus** is on a steep gradient. Handrails have been installed and the Central Support Service can arrange support for people who use wheelchairs.
- **Trevelyan Building**, which houses the Assistive Technology drop-in facility and the RNIB base room, has large passenger lifts.
- **Parsons Building** has a library and learning resource centre which is available to wheelchair users. Toilet facilities are available for wheelchair users on the ground and fifth floor of the Parsons Building and this building also has large passenger lifts.
- **Armstrong Building** houses the Central Support Service which is located on the ground floor.
- **Mandela Building** has a small passenger lift and there is an accessible toilet on the third level.
- **The Sports Centre** has ground floor access.
- **Sandyford Building** houses the School of Service Skills and is fully accessible.

## Getting around the college

- **Rutherford Building** has an accessible lift which operates from the ground floor and can be used by manual and electric wheelchair users. It provides access to the basement CAD suite, the accessible toilet and to the electronics workshops on the first and second floors.
- **The Performance Academy** combines music, dance, drama and media in a new building which is fully accessible for all curriculum areas.
- **The Lifestyle Academy** is a brand new building for beauty, hairdressing, sport, travel and tourism and hospitality and is fully accessible.
- **Newcastle West End College** is generally accessible via ramps and platform stair lifts, but some wings of the building are yet to be adapted.
- **Space**, our higher education centre, provides access to informal recreation facilities at Rye Hill Campus for higher education students on two floors and is accessible.
- **Car parking facilities** have identified disabled parking bays.
- **Catering facilities** are available in many college buildings and most facilities are accessible via lifts and/or ramps.
- **Residential accommodation** – the college does not own student accommodation. If you are disabled, however, and you are seeking residential accommodation our Student Services staff will offer you help to identify accommodation suitable for your needs via our partner organisations.
- **Rye Hill House**, a brand new building, houses Student Services who are located on the upper ground floor. All floors are accessible via passenger lifts.

## **How can I complain if I am not satisfied with the support provided?**

If there is something about the college that you are unhappy with we would encourage you to use our complaints procedure. This procedure is an important part of our commitment to improving standards and ensuring that you tell us your opinions on service and course quality.

We hope to deal with your complaint promptly. If this is not possible and you wish to make a formal complaint, please follow the official college Complaints Procedure.

Any complaint you make will be rigorously investigated and you will be informed of the outcome.

If you make a written complaint we will answer it within 10 working days, with an indication of how it is being investigated and when you might expect to get a detailed answer.

If you are dissatisfied with the findings you may take your complaint to the next level of authority. In the final instance you may take your complaint to the Principal/Chief Executive.

If you are still dissatisfied and you are a student studying a further education course, you may raise your complaint with the Learning and Skills Council (LSC). Complaints relating to Higher Education courses funded by the Higher Education Funding Council for England (HEFCE) are normally dealt with solely through the college's Complaints Procedure. If you have followed the college's procedure but you are still not happy, you may wish to take your complaint to your Student Union representative at the college who may be able to offer further support and advice.