Student Development and Well-being



Learning Support

Liverpool Hope University
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& Well-being

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Learning Support at Liverpool Hope

It is estimated that on average each year around 250 new students with an additional support need come to study at Liverpool Hope University. This could be due to a long-term health condition, a specific learning difference (such as dyslexia) or any other disability. If you have a disability which you have not yet informed the University about, please contact Student Development and Well-being. A member of the Learning Support Team will advise you about the facilities available to support you at the University and any reasonable adjustments that could be put in place.

To ensure that you have access to appropriate support from the start of your course, we recommend that you discuss your support needs with a Learning Support Adviser at the earliest opportunity during the months prior to the beginning of your course. Students are also welcome to disclose additional needs at any point during their studies, although this could delay the timely implementation of any reasonable adjustments.

How to contact us

The Learning Support Team is based in Student Development and Well-being on the 1st floor of the Gateway Building at the Hope Park Campus. We offer telephone appointments, confidential one-to-one appointments and drop-in advice sessions at our Hope Park Campus. Skype appointments are also available by prior arrangement. Please let us know in advance if you have any particular requirements in relation to meeting with us.

Booking an appointment

Making an appointment is quick and easy and there are several ways you can do this:

By telephone: 0151 291 3427

By email: sdw@hope.ac.uk

In person: by visiting the Gateway Reception Desk, Ground Floor, Gateway Building, Hope Park Campus.

Drop-in advice sessions

No appointment is required for our drop-in advice sessions and these usually take place from 12 – 2pm, Monday to Friday (during term-time only). To access a drop-in simply go to the Gateway Reception Desk on the ground floor of the Gateway Building at Hope Park.

What assistance can the Learning Support Team offer?

Learning Support Advisers offer advice and guidance on a range of topics including:

- Facilities available in university halls of residence to meet disability-related needs
- How to arrange an assessment for dyslexia or other specific learning difficulties
- Your Learning Support Plan: a document which indicates agreed reasonable adjustments and any actions or responsibilities of the student to help them to develop relevant skills. With your consent the plan is then made available to the relevant University staff
- Disabled Students' Allowances funding - why and how you should apply
- Study facilities available to you at the University, e.g. how to access assistive technology
- Provision of support, e.g. the allocation of a dyslexia study skills tutor, sighted guide, sign language interpreter.
- Reasonable adjustments for exams and other assessments, e.g. smaller exam room, extra time, use of a spell-checker, large print question paper
- Creation of a personal emergency evacuation plan for those with a mobility or sensory impairment
- Signposting to other relevant university services, e.g. Careers, Counselling, Students' Union.

What is a disability?

You may be able to access assistance even if you do not consider yourself to be disabled, provided that you meet the definition of disability under the Equality Act.

You may be entitled to support if you experience:

- Specific learning difficulties (e.g. dyslexia, dyspraxia, ADHD)
- A visual or hearing impairment
- Mental health difficulties (e.g. depression, anxiety)
- A mobility impairment
- Autism Spectrum Condition
- A long-term medical condition (e.g. epilepsy, chronic fatigue, cancer, heart condition, multiple sclerosis)

Any other condition which has a substantial, long-term and adverse effect on the ability to study.

I think I may have dyslexia, how can I be assessed?

If you are a prospective student and you wish to arrange an assessment for dyslexia, or other specific learning difference, please contact Student Development and Well-being here at the University for advice.

If you are studying a course based at Hope Park and/or the Creative Campus, we can arrange for you to be assessed by an Educational Psychologist at the Hope Park Campus. If you are a current student at a Network of Hope college, please contact your college for further guidance in the first instance.

We recommend that you have an initial discussion with a Learning Support Adviser before arranging an assessment. If you decide to go ahead with the assessment there is a charge for this service and you are asked to please pay via the University's online store. You will then be contacted by an administrator from Student Development and Well-being to arrange an appointment with the Educational Psychologist.

The Educational Psychologist will usually advise you of the outcome of your assessment at the end of the appointment. You should receive a full written report about a week later. Once you receive your report, it is essential that you arrange an appointment with a Learning Support Adviser to discuss the Educational Psychologist's recommendations so that appropriate support can be enabled.

Is the service confidential?

The University takes your privacy very seriously and all student information is treated in confidence. This means that we do not disclose information about your disability and/or learning difference without your consent. The only exception to this would be in an emergency situation, where disclosure of information regarding a disability and/or medical condition may assist in your emergency care. We will ask for your consent to share information about your disability and/or specific needs so that we can make the necessary arrangements for any reasonable adjustments and on-going support. We may also need to liaise with funding bodies and external support providers, so that you can receive your agreed support.

What is a Learning Support Plan and why do I need one?

When you discuss your support needs with a Learning Support Adviser we will offer to produce a personalised Learning Support Plan (LSP) for you. An LSP is a short document that clearly explains to your course tutors the likely impact of your disability and what reasonable adjustments are required in a number of different situations, such as lectures, end of year examinations, work placements, the library and so on.

Your LSP will also assist you to develop your skills as an independent learner by identifying relevant goals and responsibilities and giving advice about the assistance you may access to help you achieve your aims. You will be asked to read and approve the content of your LSP before it is made available to the relevant university staff.

The LSP is tailored to your individual needs, so you may be asked to attend periodic reviews to check if your LSP is meeting your current support needs. You can also request a review meeting if your needs change over time or if you have any concerns.

What are Disabled Students' Allowances?

UK students can apply to their national funding body for Disabled Students' Allowances (DSAs) to meet essential additional study expenses incurred as a result of a disability. The DSAs are not based on income and are a grant, not a loan, so they do not have to be repaid. DSAs may pay for equipment, non-medical helpers (support workers), travel and other disability-related costs.

We advise you to apply as early as possible as there are several steps in the application process and it can take 14 weeks or more to complete the process in some cases. For further details please refer to the website for your funding body (e.g. Student Finance England).

If you feel that you require support but are not eligible for DSAs (e.g. international students), please discuss your support needs with us as soon as possible.

What evidence is required?

You will need to provide the Learning Support team with suitable evidence of your disability if you wish the University to make reasonable adjustments, e.g. extra time in exams. If you apply for the Disabled Students' Allowances, your funding body will also require formal evidence of your disability. You can usually send photocopies/ scans of the same evidence to both the University and your funding body but make sure you keep the original copies.

For dyslexia, and other specific learning difficulties, the evidence should be a full assessment report dated after your 16th birthday and written by an educational psychologist or specialist teacher.

For other disabilities, including long-term medical conditions or mental health difficulties, you will need a letter from a medical professional. The letter should state what the condition is, when it was first diagnosed and whether the condition has a substantial impact on day to day activities, including study. For DSAs the condition must usually have lasted (or be expected to last) for at least a year.

Alternatively, some funding bodies have produced a Disability Evidence Form which you can download from their website. Ask your doctor to complete the form instead of writing a letter: this is often easier because it is designed to meet the funding body's requirements.

Top tip

Keep in contact with us about your support. Tell us if your needs change or if you would like to review the support you are currently receiving. Keep us informed about your application for DSAs funding, so that we can guide you at each step in the application process. We want you to have a positive experience here at Liverpool Hope and this can only happen if we work together.

Further information

Please refer to our webpages for further advice:

www.hope.ac.uk/lifeathope/studentsupport/disabilityanddyslexia

or contact Student Development & Well-being on:

E: sdw@hope.ac.uk

T: 0151 291 3427

F: 0151 291 2033

Postal address: Student Development and Well-being, Gateway Building, Liverpool Hope University, Hope Park, Liverpool, L16 9JD.

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Liverpool Hope University
First floor, Gateway Building
Hope Park
Liverpool
L16 9JD

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