



Disability Support Service Code of Practice

Introduction

University College Cork is committed to a policy of equal opportunity in education and to ensuring that students with a disability have as complete and equitable access to all facets of College life as can reasonably be provided. University College Cork has adopted a code of practice which is applicable to all students with disabilities studying in University College Cork. This is in accordance with the Disability Act 2005, the Equal Status Acts 2000 (as amended) and the University Act 1997. Students with a disability are encouraged to register with the Disability Support Service to seek supports where the disability could affect their ability to participate fully in all aspects of the course.

This Code of Practice applies to all students, both undergraduate and postgraduate with permanent or long term disabilities, at University College Cork. It aims to provide a high standard of service to students with disabilities. University College Cork will provide disabled students with reasonable accommodations to ensure that they are not placed at a substantial disadvantage compared to a non-disabled student. A substantial disadvantage is one that entails time; inconvenience, effort or discomfort, compared to other students and which is more than minor or trivial.

For the purposes of all University College Cork policies relating to disabled students, reasonable accommodation are determined through a needs assessment process taking into account the nature of a disability, course requirements and individual differences. The most common forms of reasonable accommodations are available in the Disability Service Student Booklet: <http://www.ucc.ie/en/dss/publications/>

The purpose of this Code of Practice for University College Cork is twofold:

- to outline to students with disabilities their rights and responsibilities in receiving reasonable accommodations in University College Cork;
- to define University College Cork rights and responsibilities to students with disabilities, and the University College Cork community.

For the purpose of this document and all University College Cork policies relating to students with disabilities, a reasonable accommodation might be any action that helps alleviate a substantial disadvantage. Making a reasonable accommodation might involve changing procedures, modifying the delivery of the course taken, providing additional services (e.g. examination arrangements, materials in large print), or altering the physical environment. These duties are anticipatory requiring University College Cork to move away from ad-hoc provision in responding to the needs of students with disabilities to the creation of a learning and teaching environment where provision is seen as equal to and not different from provision for other students.

College Regulations

This Code of Practice should be read in conjunction with the University College Cork Student regulations <http://www.ucc.ie/en/current/policies/>

Every student with a disability has the right to:

- Equitable access to courses, services, activities and facilities through the University College Cork.
- Reasonable and appropriate accommodations, academic adjustments, and/or additional services determined by a needs assessment and in accord with the individual's certified disability/specific learning difficulty.
- Request a review of their reasonable accommodations.

- Appropriate confidentiality of disability records (files) and that disclosure of information will only happen with the student's written consent.
- Information reasonably available in accessible formats.
- Be treated with dignity and respect

Every student with a disability has the responsibility to:

- Identify themselves in a timely manner as an individual with a disability when seeking an accommodation.
- Provide disability documentation from an acceptable professional source that verifies the nature of the disability.
- Register with the Disability Support Service and follow Disability Support Service and University College Cork procedures if they wish to obtain reasonable accommodations. This includes signing this code of practice and consenting to release of information.
- Students must follow specific procedures for obtaining reasonable accommodations, such as:
 - Examination Arrangements
 - Academic Adjustments
 - Applications to the ESF Student with disabilities fund for funded supports such as Assistive Technologies
 - Access to Educational Support Worker services
 - Treat staff of the College with dignity and respect.

University College Cork has the right to:

- Maintain the College's academic standards.
- Request disability documentation from an acceptable professional source that verifies the nature of the disability or an 'Evidence of Disability Form' completed by an acceptable professional source to verify the need for reasonable accommodations and/or auxiliary aids. The 'Evidence of Disability Form' can be found on our website at www.ucc.ie/dss
- Discuss a student's need for reasonable accommodations with the professional source of his/her documentation, having obtained the student's signed consent authorising such disclosure and discussion.

- Select from equally effective and appropriate accommodations in consultation with students with disabilities.
- Review an individual's reasonable accommodations to determine they are working effectively in line with good practice.
- Deny a request for reasonable accommodation if the documentation does not identify a specific disability and/or functional limitation, or if it fails to verify the need for the requested services.
- Refuse to provide an accommodation that is inappropriate or unreasonable, including any that: pose a direct threat to the health or safety of student and others, constitute a substantial change or alteration to an essential element of a course or programme, or pose undue financial or administrative hardship on University College Cork.

University College Cork has the responsibility to:

- Ensure that University College Cork's courses, programmes, services, jobs, activities, and facilities, when viewed in their entirety, are delivered in the most integrated and accessible settings possible.
- Provide to students with disabilities information regarding University College Cork policies and procedures and ensure that it is available in accessible formats.
- Provide reasonable and appropriate accommodations and/or auxiliary aids for students with disabilities upon a timely request by a student.
- Maintain appropriate confidentiality of records and communication concerning students with disabilities except where the disclosure is authorised by the student.

More specifically, University College Cork Disability Support Service personnel have the responsibility to:

- Assist students with disabilities to self-identify and meet University College Cork criteria for eligibility to receive reasonable accommodations determined on a case-by-case basis.
- Assure confidentiality (subject to the student signing the disclosure of information form) of all information pertaining to a student's disability.
- Inform students on professional courses of additional responsibilities and the need to plan reasonable accommodations for placements in advance.

- Identify students who may require a Personal Emergency Evacuation Plan (PEEP).
- Request feedback from students about the effectiveness of the supports provided in order to monitor and evaluate the quality of the service provided

University College Cork Policy on confidentiality for students with disabilities

University College Cork encourages students with disabilities to disclose information on their disability/specific learning difficulty to the Disability Support Service before they apply to college or at any point during their studies. Such disclosure is encouraged so that University College Cork can work with the student in ensuring that any reasonable accommodation required is identified and facilitated in conjunction with the student.

A electronic record of your contact with us is held securely in accordance with the Data Protection Act (1998-2003) and information provided to the Disability Support Service is regarded as 'sensitive personal data'. The information may also be used for statistical and monitoring purposes without your identity being revealed.

Any documentation or information presented in disclosing a disability is held by the Disability Support Service and specific medical or other documentation will not be disclosed to any third party except where necessary to provide reasonable accommodations. Where a student requests and is granted any form of reasonable accommodation, such as extra time in exams, or permission to record lecturers, the University College Cork will, in consultation with the student, disclose relevant information to the individuals in those Departments/Schools responsible for providing or facilitating students in accessing such accommodations. In such instances, only information relevant to the particular situation will be disclosed. Where academic staff contact the Disability Support Service for advice regarding individual students, staff will be informed that it is necessary to obtain the permission of the student before doing so.

Disability Service Complaints

Complaints in relation to decisions made by Disability Support Service staff or with service delivery should be dealt with by contacting the Disability Support Service.

Under the Disability Act 2005 (section 38) complaints can be made in writing to the Disability Act 2005 Access Officer in relation to Sections 25, 26, 27, 28 or 29 of the Act. See further details on the University College Cork website: www.ucc.ie/dss

Declaration of understanding of Code of Practice and consent to release information

I request additional supports from University College Cork Disability Support Service. The Service will ensure that personal data will only be used to facilitate the required levels of reasonable accommodations and supports. I consent to the Disability Support Service adding information relating to my requirements and I consent to the Disability Support Service contacting the following areas in College in order to arrange reasonable accommodations where necessary: Please tick.

Yes	No	College Service	Type of Disclosure
<input type="checkbox"/>	<input type="checkbox"/>	School and Department staff	Learning Education Needs Summary
<input type="checkbox"/>	<input type="checkbox"/>	Examinations Office	Name, student number and exam codes
<input type="checkbox"/>	<input type="checkbox"/>	Placement Co-ordinator	Learning Education Needs Summary
<input type="checkbox"/>	<input type="checkbox"/>	ESF/DSA/International Office	Application with evidence of disability
<input type="checkbox"/>	<input type="checkbox"/>	Health & Safety Officer	Personal Emergency Evacuation Plan (PEEP)
<input type="checkbox"/>	<input type="checkbox"/>	Access to AT Lab	Name, student number
<input type="checkbox"/>	<input type="checkbox"/>	Computer Centre	Name, student number

I understand that my personal details and documentation will be retained as electronic files for the duration of my time as a student in University College Cork. I understand that official University College Cork communication is via student email and will check this regularly and respond accordingly.

Non-disclosure of information: Please note that if you have ticked 'No' in any of the above boxes, you may not be able to receive those reasonable accommodations that require disclosure of information.

Feedback and research: The contribution of students who use the Disability Service is vital so that the service can develop in response to evidence based research. By registering with the Disability Service, I understand that I will be asked to participate in surveys or other forms of research but that my non-participation will not in any way prejudice the supports or accommodations I may be entitled to.

Student Name: (BLOCK CAPITALS)_____

Student Number: _____

Signed: _____ Date:_____

Disability Advisor_____