

- Students studying professional health courses may also need to meet the occupational health service representative
- You can speak to your tutor or support staff at any time throughout your course

Please see the relevant [contact details](#) for your campus.

15. Advisers can provide one-to-one meetings for students and applicants, where support arrangements can be discussed. The outcome of these discussions will be recorded on a Reasonable Adjustment Agreement (RAA) or support plan. Advisers can also provide guidance about making applications for funding with your relevant funding body.

16. You may also find it helpful to tell your Personal Academic Coach and/or Course Leader, Placement or employer so that they are aware of ways in which your studies may be affected and reasonable adjustments that support your learning. With your consent, your disability adviser will share your Reasonable Adjustment Agreement with your course team and other relevant departments to implement all support arrangements.

What happens to my information?

17. Information is only shared with others with your expressed consent. For example, when information is shared as part of the Reasonable Adjustment Agreement process, your written consent will be obtained. Please see our [Code of Practice on Reasonable Adjustments](#) for students for more information.

18. Typical information gathered includes notes or records of meetings, correspondence from parties associated with the Disabled Student Allowances (DSAs) process and evidence about the disability or medical condition. All records will be kept securely and only available to immediate members of the Disability and Wellbeing team. We will only use personal information for the purposes we collect it, typically this will be:

- to keep a record of your contact with a service thereby enable continuing work and;
- to provide advice and guidance based on accurate information.

For more information please see the [Student Life Privacy Notice](#).

19. Other examples of occasions where student consent is required is to provide a statement to accompany and Extenuating Circumstances application.

Confidentiality and data storage

20. Advisers store all student records safely and confidentially and will not allow anyone outside the department to access any records without your consent, except when required to do so by law, for example to protect

21. We take all reasonable steps to safeguard the security of any information about you that we hold in written or electronic format and destroy all written and electronic records five years after graduation. Disability support records are not stored as part of your academic (students) or personnel (staff) records.

22. We ensure that any statistical information, such as for service evaluation purposes, is produced in an anonymous format so that individuals cannot be identified.

23. If a third party (e.g. family member, friend, partner or healthcare worker) contacts the University we will not disclose any information about you. Advisers may listen to any concerns and may take proportionate action, such as to contact a student to perform a welfare check or to notify the student that a third party has contacted the University. Staff can offer generic information about University processes to a third party or member of the public.

PROSPECTIVE STUDENTS

Applicants

24. To help make your decision about where to study, we recommend that you research the services and support available both at your prospective University and in the local area. If you attend an open event at the University of Suffolk, Ipswich Campus there will usually be an opportunity for you to meet a member of the Disability and Wellbeing team. You can also arrange an individual visit or meeting with a disability adviser. Alternatively, an individual virtual appointment can be arranged.

25. Applications are usually made via UCAS or in some cases directly through the University of Suffolk application process. Your application will be considered on academic suitability and any discussions you have with disability advisers are treated separately from your application to study.

26. If you require reasonable adjustments for an interview or entry exam, such as extra time, a scribe or a British Sign Language (BSL) interpreter, please contact the appropriate staff at your site.

Note Taking

51. In addition to manual notetaking, the recording of teaching sessions may be available to enable students to recap and revisit content. Check your campus for the availability of recordings and transcripts [Contact details](#).

52. The University is supportive of the use of Digital Voice Recorders (DVRs) to audio record taught sessions and takes reasonable steps to support students with this.

53. When making decisions on whether a student will be provided with a human note-taker we will use the following criteria

- Students with sensory impairments which will prevent them from taking notes in lectures because they cannot see or hear the content
- Students with significant mobility issues, especially students with conditions affecting their

PARENTS, GUARDIANS AND CARERS

58. UK law (2024/25)

Disabled Students Allowances (DSAs)

71. Some international Higher Education students in England may be eligible to the [Disabled Students' Allowance](#). Please check the eligibility criteria for the relevant funding body.

FEEDBACK OR COMPLAINTS

Feedback

72. We welcome feedback on the services we provide, including positive feedback and suggestions. You can provide feedback or suggestions in several ways, for example:

- Directly to your campus Disability and Wellbeing Team