



Queen Mary
University of London

Disability and Dyslexia Service

How Queen Mary supports students
with disabilities



Introducing Queen Mary University of London

Queen Mary University of London is very proud of its origins in London's East End and combines its commitment to widening access to higher education with an excellent academic reputation.

It is also unique in offering a campus based student experience within central London, which makes it a particularly attractive choice for disabled students who wish to study at a Russell Group institution renowned internationally for the quality of its teaching and research.

This brochure provides an overview of the support provided by the Disability and Dyslexia Service, as well as general information for disabled students who are thinking of applying to study at Queen Mary University of London.

Please do not hesitate to contact the Disability and Dyslexia Service for more information – our contact details can be found on the back page.





Introducing the Disability and Dyslexia Service (DDS)

The Disability and Dyslexia Service provides information, guidance, and support to disabled students, including those with specific learning differences like dyslexia and mental health diagnoses. We are located on the third floor of the Francis Bancroft Building at the Mile End Campus, although one Disability Adviser (Faculty of Medicine and Dentistry) is available at our Whitechapel campus one day per week.

In the most recent survey of student satisfaction at Queen Mary University of London, the Disability and Dyslexia Service was recorded as having an overall satisfaction rate of 91% (quality of advice and support received), one of the highest scores amongst Professional Services at the university.

Opening hours

The current opening hours of our main reception office, room 3.06 on the third floor of the Francis Bancroft Building, are Monday to Friday, 10.00am - 4.00pm.

Drop-ins / weekly clinics

We also run a selection of weekly clinics and drop-ins from the same room, such as drop-ins for ADHD, Mental Health and Autistic Spectrum Condition and our Disabled Students' Allowance (DSA) clinic. We also operate a weekly drop-in at Whitechapel for students within the Faculty of Medicine and Dentistry.

Details of all our current drop-ins and clinics can be found on our website.

Accessing Support

The Disability and Dyslexia Service support all Queen Mary students: full-time, part-time, undergraduate, postgraduate, UK and international at all campuses and all sites.

Appointments with individual Disability Advisers can be made by:

- Dropping into the reception office (FB3.06) at the times advertised above.
- Contacting us through the DDS website
- Telephoning +44 (0)20 7882 2756
- Use of our online MS Bookings Service
- Enrolled students can also request an appointment via the student portal (QMPlus)

We offer flexible face-to-face, online or telephone appointments based upon your preferences.

The Disability and Dyslexia Service act as a point of contact between the student and the remainder of the university, including the Department, School and Institute that the student is based in. This means that we communicate regularly with Student Support Officers and Managers based in the university's Schools and Institutes, as well as with relevant academic colleagues.

However, we will only do so with student's consent, and we take students' confidentiality extremely seriously.

As part of the university's employability remit, the Disability and Dyslexia Service work with students to develop independent coping strategies to ensure that they are competitive in the job market, as well as enabling them to obtain a degree commensurate with their underlying ability.

Out of Hours Support

Queen Mary is working with Health Assured to provide our students with a 24/7 wellbeing helpline when our in-house services are closed. This kind of service is known as a Student Assistance Programme. Health Assured provide emotional support and 'practical guidance' through professionally qualified staff (typically counsellors).

In addition to this, Queen Mary also offers all its students (not just those registered with the Disability and Dyslexia Service) access to an online support service called Togetherall. Togetherall is a digital mental health support service and is completely anonymous so you can express yourself freely and openly. We see it as a complementary resource to our various face-to-face wellbeing activities. Togetherall offers unlimited, 24/7 accessible online support – you can connect

with peers, chat online to clinicians, use self-help resources, join groups or take self-assessments. It is also completely confidential and staff at the University cannot see what you are writing or sharing.

Studiosity, provided by Queen Mary Library Services enables you to access fast (same day or live chat), detailed, and personalised feedback on your drafts. It does not matter which school or faculty you belong to - the service is available to all students. You can get feedback at any point while preparing your assignment, whether you want feedback on your initial plan or whether you are nearly ready to submit and want some advice on the draft.

Amongst the various strands of support that the service's various advisers provide are:

- Finding out if you have a specific learning difference like dyslexia
- Assistance with applying for a Disabled Students' Allowance (see below)
- 'Cover Notes' for students with specific learning differences
- Advice on reasonable adjustments in terms of access, assessment and teaching
- Library concessions
- Support accessing loaned equipment (e.g. digital recorders)
- 'Examination Access Arrangements', e.g. additional time. This can also be offered to some students with short-term conditions, e.g. students with broken limbs or who are pregnant
- Advice and support regarding alternative assessment.

Pre-application enquiries and visits

Disabled students are offered the opportunity to evaluate the campus at the 'College Open Days', usually run in June and October. Applicants coming through clearing may wish to satisfy themselves that the university is fully accessible to them before applying or accepting an offer.

Disabled people, including those with specific learning differences or mental health conditions, who are interested in studying at the university are welcome to contact the Disability and Dyslexia Service for an informal discussion about their support needs while studying.

Further support provided by the Disability and Dyslexia Service

The service manages several dedicated resource rooms for disabled students, including assistive technology rooms in:

- the library at the Mile End campus
- the School of Law at the Lincoln's Inn Fields campus
- the second floor of the Francis Bancroft Building at Mile End
- the library at Whitechapel.

Rooms contain several networked PCs, screenreading and magnification software along

with other hardware (in selected locations), including two HD CCTVs (these appear alongside a workstation for visually impaired learners), Braille embossers and height adjustable desks.

The screenreading program JAWS, and the magnification tool ZoomText are available in those specialist facilities (this software can also be made available elsewhere as required). The text-to-speech program ClaroRead Plus and the mindmapping package MindView are networked across the university's Teaching Service. Licenses for other Specialist software, such as Caption.ed are also held and made available to students as required.

Accessing your course

The Disability and Dyslexia Service can aid with arranging non-specialist human support, including notetakers, practical support assistants and laboratory assistants. We will also help you if you need to arrange for the transcription of course materials into Braille, large print, audio, or electronic format.

In addition to our own pool of non-specialist human support workers, who are recruited, trained and matched to our students by the Disability and Dyslexia Service - we can also liaise with other institutions and specialist organisations to ensure that our students receive appropriate human support.

Examination Access Arrangements

Students with disabilities, specific learning differences like dyslexia, mental health conditions, and short-term conditions (e.g., broken limbs, pregnancy) can apply to the Disability and Dyslexia Service for Examination Access Arrangements. These include additional time, ergonomic seating, an amanuensis, or 'scribe', a reader, exam papers in enlarged font or alternative formats and specialist equipment.

Students can apply for Examination Access Arrangements at any time of the year, but for most students there are deadlines in each of the two main teaching semesters for applications to be processed in time for the January and May exam periods. Please note that deadlines differ for students within the Faculty of Medicine and Dentistry. Please do check the Disability and Dyslexia Service website carefully for the most up to date information.

Specialist One to One Study Skills Support

The Disability and Dyslexia Service employs specialist one to one study skills support tutors to provide non-subject specific support for students, mainly those with specific learning differences such as dyslexia. This support is aimed at helping students develop compensatory strategies to overcome the effects of specific learning differences on their studies and ultimately to become more independent students.

Specialist Mentoring

The Disability and Dyslexia Service offers on-site one-to-one specialist mentoring support for students with mental health issues, Autistic Spectrum Conditions, and other disabilities. This support is coordinated by the service, although we use several external agencies to deliver this provision for students.

Specialist mentors provide highly specialist, specifically tailored, one to one support which helps students address the barriers to learning created by a particular impairment. This could include a range of issues, e.g.:

- time management and planning
- maintaining a study routine
- help with motivation
- coping with anxiety and stress
- how to deal with concentration difficulties
- support with self-management and self-care
- ensuring a study-life balance
- Specialist Mentors do not act as advocates or counsellors.

The role of the mentors is to help students recognise their barriers to learning and support them in developing strategies to address these barriers, particularly at times of transition, e.g., when starting at university. For some students this support will need to be ongoing while for others it might be gradually phased out or only be required at certain points of their course.

Disabled Students' Allowances

Most students studying at Queen Mary University of London who are from the United Kingdom with a Specific Learning Difference (SpLD) e.g. dyslexia, dyspraxia or ADHD, a disability or a long-standing mental health condition will be eligible for the DSA. The best way to think of the DSA is as a non-means tested grant which pays for the additional support that a disabled student needs to get through their course – that said, it can only be used to pay for services, e.g., Specialist One to One Study Skills Support or equipment.

The majority of students at Queen Mary University of London will have their DSA award administered by Student Finance England, but if they are from another part of the United Kingdom then their national equivalent body will deal with it, i.e., Student Finance Northern Ireland, Student Finance Wales or the Student Awards Agency for Scotland (SAAS). For medical and dental students in the final years of their degree programmes their awards will be administered by the NHS Student Bursaries department.

Please note that DSA is not available for Degree Apprenticeship courses, but QMUL offers equivalent support to students who undertake these courses. Please do speak to a Disability Adviser for more information.

Students can find out more about the Disabled Students' Allowance by looking at the Disability and Dyslexia Service's website.

Changes to the DSA

Almost all students applying for a Disabled Student's Allowance (DSA) will need to have a study aids and strategies assessment, also known as a 'needs assessment', carried out at a recognised Assessment Centre. This assessment determines funding from the DSA or other sources to pay for appropriate specialist equipment, human support and specialist study strategies. This assessment aims to promote strategies for independent studies and can often help develop personal skills, which will be useful in your studies and future employment.

In 2024, the government contracted two new suppliers to provide DSA services (including 'Needs Assessments') for students funded by SFE and SFW. These are Study Tech and Capita. Students are allocated a supplier by their funding body based upon their geographical location. These suppliers provide students with a single point of contact throughout their DSA journey. The restructure is intended to make the process of applying for and accessing DSA more straightforward and efficient for students.

Please note: No changes have been made to the DSA process for Student Finance Northern Ireland or the Students Awards Agency Scotland.



£200 Student Contribution to DSA Equipment

Students applying for Disabled Student's Allowance through Student Finance England or one of the Research Councils are required to pay the first £200 towards the cost of any new computer which has been recommended via the DSA. Queen Mary has agreed to pay for the cost of this on a means-tested basis. More information is available on our website.

International students

As part of the university's duty to anticipate the needs of all its disabled students, the Disability and Dyslexia Service mirrors the support offered to international students with that of home, UK based students. As such, we can provide loaned equipment and appropriate levels of human support, such as note-takers, specialist one-to-one study skills and specialist mentoring support.

Degree Apprenticeship students

As part of the university's duty to anticipate the needs of all its disabled students, the Disability and Dyslexia Service mirrors support for students undertaking Degree Apprenticeship programmes with that of home, UK based students. As such, we can provide loaned equipment and appropriate levels of human support, such as note-takers, specialist one-to-one study skills and specialist mentoring support. Some students may also be eligible for other forms of support, such as Access to Work, or other disability-related student funding.

Loan equipment

If students are not eligible for funding to cover the cost of a full package of specialist equipment, they may be able to borrow specialist items from the university while studying here. If you are waiting to establish eligibility or for funding to be arranged, you may also borrow equipment whilst your eligibility is being confirmed (subject to availability).

Accessibility

Much of the Mile End campus, including all the Student Village, has been constructed over the last thirty years or so and as such has good accessibility. Since 2015 the university has been working with an organisation called AccessAble to create a series of access guides to all university services and buildings, including our Halls of Residence. These guides can be accessed via the Disability and Dyslexia Service's website or via the 'Accessibility' link at the bottom of any Queen Mary webpage.

Timetabling

The Disability and Dyslexia Service work closely with timetabling to ensure that students are adequately supported. We can offer timetabling adjustments to those students who require this due to a disability or medical condition. An application can be made at any time during your course as required - once an application has been made you will not need to re-apply each year unless you wish to make changes. If you declare a disability during application or enrolment you will be sent a link to the Timetabling Adjustments application form. You can also find links in Mysis and the QMUL App. If an issue accessing any part of the university's campuses becomes apparent, we will endeavour to resolve this as a matter of urgency.

Accommodation on campus

If you have a disability substantially affecting your mobility, vision, hearing or stamina, you will be given priority with on-campus accommodation. Priority accommodation may not be available for clearing applicants because of high demand. A small amount of campus accommodation is adapted for wheelchair users or those who require personal assistance (i.e., 24-hour care).

Global Opportunities

Queen Mary would like all students to be able to enjoy the international opportunities we offer. We therefore offer a range of flexible opportunities for students who are interested in having an international experience during their degree, from summer schools to semester and year-long exchanges. Before you apply, the Disability and Dyslexia Service can help you plan ahead, working with the Global Opportunities team to establish which host institutions could meet your support needs.



Introducing other departments at Queen Mary

Library Services

Queen Mary University Library Services offer a variety of additional services to Queen Mary students and who have disability-related support requirements, such as:

- Bespoke library inductions
- Book fetching/proxy book fetching
- Book Scanning
- 100% extra time on initial loan
- Postal book returns service
- Private study carrels

The library at Mile End also hosts one of the Disability and Dyslexia Service's Assistive Technology rooms. The library at Whitechapel also has similar facilities for disabled students.

Academic Skills Centre

Queen Mary's Academic Skills Centre provides advice and guidance to help students to develop the academic and research skills they need to excel at university. We do this by delivering one-to-one tutorials, workshops and online resources for students at all levels.

Student Health Centre

The Student Health Service is provided by Suttons Wharf Health Centre and is located in the Geography Building at Mile End Campus.

Students living in Queen Mary accommodation at Mile End or Whitechapel and students living in the borough of Tower Hamlets (postcodes E1, E2, E3 and E14) are encouraged to register with the Student Health Service. More information can be found on the Student Health webpages.

Advice and Counselling Service

The Advice and Counselling Service provides a range of specialist, professional and confidential services to support students and applicants.

Counsellors provide support with emotional and personal issues, offering a range of confidential services, including face-to-face and online counselling, group counselling, as well as a variety of psychological groups and workshops.

Wellbeing Advisors support students with managing everyday difficulties that may be impacting on their overall wellbeing and mental health.

Mental Health Advisors provide support and interventions to help students manage their diagnosed mental health condition. They also advise students with no existing diagnosis of mental health condition but are experiencing mental health difficulties.

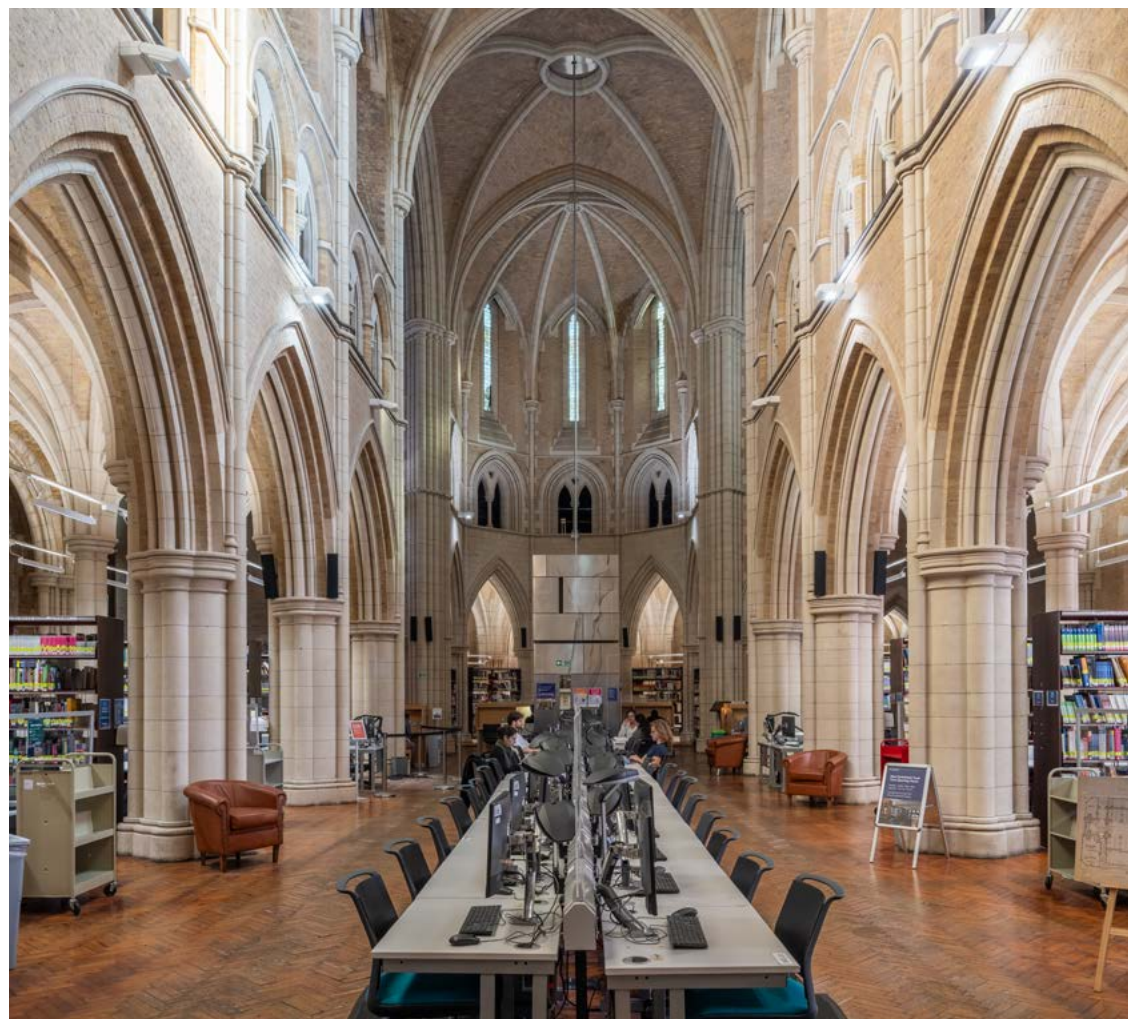
Welfare and International Student Advisers provide specialist advice and guidance about financial, legal, practical and immigration issues.

Sexual Assault and Harassment Advisers provide emotional and practical support to anyone who has been raped, sexually assaulted, or harassed, whether that's happened recently or in the past, *regardless of whether this happened at university*. They can also help you to access other available support services.

More information about the Advice and Counselling Service can be found on their website.

Student Wellbeing Hub

Your wellbeing is our priority. Outside the Disability and Dyslexia Service, Queen Mary have a wide range of support options for students covering a wide range of topics, including but not limited to disability and mental health provisions. More information can be found on the Student Wellbeing Hub webpages.



Useful contacts at Queen Mary

Disability and Dyslexia Service

Room 3.06, Francis Bancroft Building
Queen Mary University of London
Mile End Road, London, E1 4NS
qmul.ac.uk/disability-and-dyslexia-service/
Tel: 020 7882 2756
Email: dds@qmul.ac.uk
X: @QMUL_DDS

Student Wellbeing Hub

qmul.ac.uk/student-experience/student-wellbeing-hub/

Support for students when the University is closed:

qmul.ac.uk/student-experience/student-wellbeing-hub/support-for-students-when-the-university-is-closed/

To arrange a campus tour:

Education Liaison
Queen Mary University of London
Mile End Road, London, E1 4NS
Email: ukstudentrecruitment@qmul.ac.uk
qmul.ac.uk/study/explore-our-campus/campustours/

Advice and Counselling Service

Ground Floor, Geography Building
Queen Mary University of London
Mile End Road, London, E1 4NS
Tel: 020 7882 8717
X: @QMUL_ACS
qmul.ac.uk/welfare/

Library Services

Mile End | Whitechapel | West Smithfield

Academic Skills Centre:

qmul.ac.uk/library/academic-skills/

Disability Related Library Support:

qmul.ac.uk/library/using-library-services/accessibility-and-disability/

Library Services homepage:

qmul.ac.uk/library/

Studiosity:

qmul.ac.uk/library/academic-skills/studiosity

The Language Centre

First Floor, Francis Bancroft Building
Queen Mary University of London
Mile End Road
London, E1 4NS
Tel: 020 7882 2826/2827
language-centre.slif.qmul.ac.uk/contact-us

Housing Services

The Housing Hub,
Feilden House, Westfield Way
London, E1 4NP
Email: residences@qmul.ac.uk
X: @qmhousing
qmul.ac.uk/residences/

Residential Welfare

France House, Westfield Way
London, E1 4NP
Email: residentialwelfare@qmul.ac.uk
Tel: 020 7882 6470
residentiallife.qmul.ac.uk/

Student Health Service

Ground Floor, Geography Building
Queen Mary University of London
Mile End Road
London, E1 4NS
Tel: 020 7882 8710
qmul.ac.uk/student-health/

External Organisations

Student Finance England (SFE)

PO Box 210
Darlington, DL1 9HJ
General Queries: 0300 100 0607
Disabled Students' Allowance (DSA) Queries:
0300 100 0618

Capita

DSA support for students funded by SFE and SFW:
East England; the Midlands; London; Wales; and
Northern Ireland
Tel: 01823 273060
DSA@Capita.com
capita.com/dsa

Study Tech

DSA support for students funded by SFE and SFW in
Northwest England; Northeast England; Yorkshire
and the Humber; South West England; South East
England; and Scotland.
Tel: 0204 532 2084
study.tech/

Togetherall

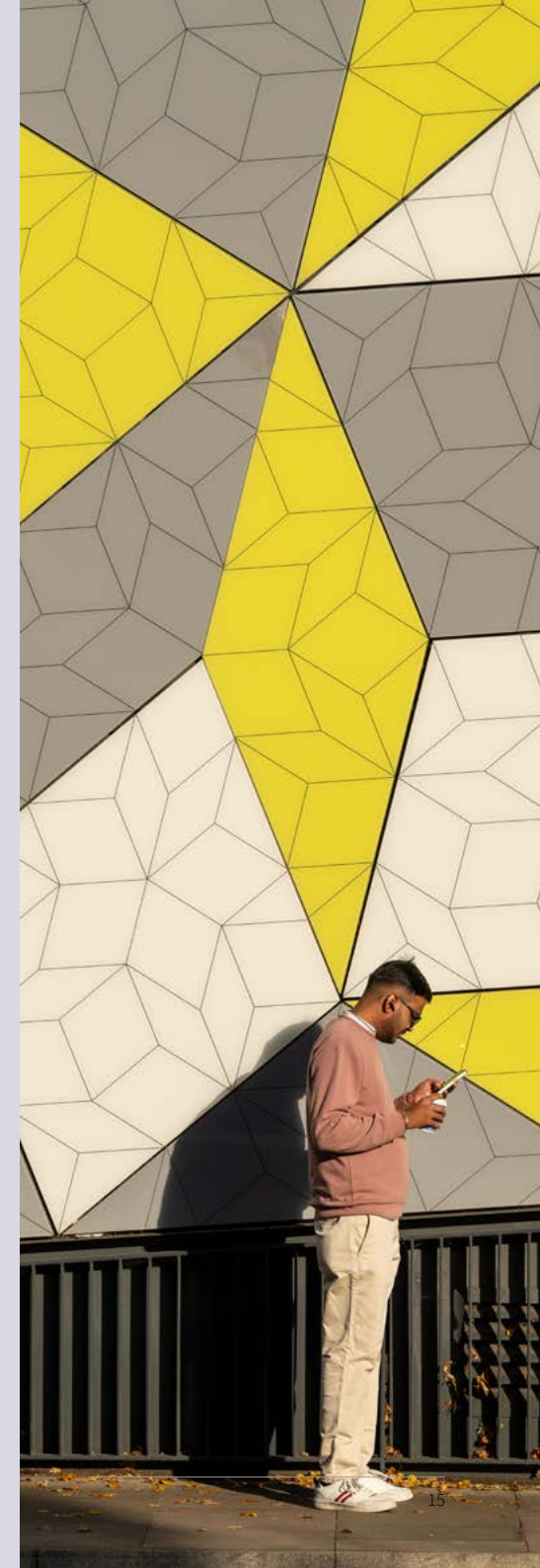
togetherall.com/en-gb/

QMUL's 24/7 Wellbeing Helpline via Health Assured

Tel: 0800 028 3766

QMUL Campus Guides via AccessAble

accessible.co.uk/queen-mary-university-of-london



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Room 3.06, Francis Bancroft Building
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Mile End Road, London E1 4NS

Tel: +44 (0)20 7882 2756

Email: dds@qmul.ac.uk

qmul.ac.uk/disability-and-dyslexia-service/