# Accessing Reasonable Adjustments via the Disability and Dyslexia Service (DDS): Process Guide

## Introduction

This document outlines the process a student would typically follow to access Reasonable Adjustments at Queen Mary University of London. Recommendations for Reasonable Adjustments are made by Disability Advisers working within the Disability and Dyslexia Service. The process will vary depending on the adjustment required, as DDS have streamlined processes to enable students to access support as efficiently as possible.

## Purpose

The purpose is to ensure transparency for students and staff at QMUL regarding the process.

## Type of Reasonable Adjustment

### Academic and Academic-Related Adjustments (please see Appendix 1 for examples)

### Examination Access Arrangements (EAA)\*

### Specific Learning Differences (SpLD) Cover Note\*

## Notes

Processes marked \* above do not usually require the student to meet with a member of DDS staff.

Student appointments can be delivered:

* face-to-face
* online (via MS Teams)
* telephone

Appointments bookings can be made by our Frontline Team either:

* in person (DDS office if open from 10am-4pm Monday to Friday)
* via telephone
* via email
* completing our online contact form (via Mysis or the DDS website)

Or the student can independently book using our MS Bookings service.

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## Appendix 1: Examples of Academic / Academic Related Reasonable Adjustments

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| **Adjustment** | **Notes** |
| Advice for the School regarding evidence for Extenuating Circumstances (EC) applications | A note for Schools asking them to process standard EC claims without the student providing supporting medical evidence |
| Attendance | Schools are requested to contact DDS before issuing sanctions associated with poor attendance |
| Leaving Taught Sessions | A note for teaching staff that students may need to arrive to a session late, leave early or take a brief break |
| Lecture Notes in Advance | The provision of lecture notes at least 24 hours before the session to which they relate |
| Use of a Digital Recorder | Permission for the student to record lectures outside of rooms where Q-Review is used |
| [Timetabling adjustments](https://www.qmul.ac.uk/disability-and-dyslexia-service/disability/support-whilst-you-are-here/" \l "d.en.1161475) | * Step free access * Earlier / later teaching sessions where possible * Time to travel between sessions. * Additional Space for carer / note-taker, etc. |

[More information about commonly recommended Reasonable Adjustments can be found here](https://www.qmul.ac.uk/disability-and-dyslexia-service/media/disability-and-dyslexia-service-/documents/Reasonable-Adjustments-commonly-recommended-by-the-Disability-and-Dyslexia-Service.docx).