

Guidance for OnCampus students: evidencing disability for support and reasonable adjustments

OnCampus is committed to creating an inclusive, safe and supportive environment for all students, and to promoting their positive mental health and wellbeing. We encourage students to be open. Let us know that you have a condition or disability that impacts - or can impact - on your day-to-day life and/or learning.

Please be reassured that we offer a safe and supportive environment for students to share information about a disability, including mental health, physical and learning needs.

We want to understand and consider how best we can support you, so please do not be anxious about sharing information about your condition or disability with us.

Please talk to us as soon as possible about what support you think you need so we can consider together what is possible and work out whether reasonable adjustments can be made. The earlier we know about a specific learning difficulty or disability, the better we can provide you with the appropriate support requirements, where reasonable to do so.

If an agent is making the application on your behalf, please share your condition or disability with them.

These three steps provide an overview of the process that takes place:

Step 1: Let us or your agent know about your disability.

To get the most out of your studies, we encourage you to share with us if you have a specific learning difficulty (for example, dyslexia or dyspraxia), long term medical condition, physical disability, mental health condition or hearing/visual impairment.

Understanding your needs will help us develop a support plan for you, for example:

- How your disability affects you
- How your disability may affect your study
- What specialist support you may need
- What adjustments you may need from your teachers
- What adjustments you may need to attend class
- How you would like us to communicate with you.

Please remember that it is a condition of all students joining and remaining at an OnCampus Centre that any medical condition, impairment or disability is shared in their application.

You can let us know on your application form or by emailing us at admissions@oncampus.global.

Step 2: Include the evidence you have about your condition or disability with your application form.

Please send this information as soon as possible or the required support may not be available when you start your programme of study.

a. Medical evidence for a disability or long-term health condition or mental health condition

Reasonable adjustments will not be granted without official medical documentation:

- An official medical letter from a qualified medical practitioner
- On headed paper with the professional's full contact details (including full name, address, telephone number and email) and signed by that qualified medical practitioner
- Clearly detailing the nature of the disability and the impact this has/may have on your day-to-day life, study and wellbeing
- The medical evidence must be dated within 3 years of the date submitted.

b. Evidencing a special learning difficulty (SpLD)

Reasonable adjustments will not be considered or granted without official documentation in the form of at least one of the following options:

- An official medical letter from a qualified medical practitioner clearly detailing the learning disability
- A diagnostic assessment report from a psychologist or qualified specialised practitioner clearly confirming the specific learning difficulty and any recommendations for study adjustments
- On headed paper with the professional's full contact details (including full name, address, telephone number and email) and signed by that qualified medical practitioner
- Any evidence submitted must be dated within 3 years of the date submitted.

In the case where submitted evidence is older than 3 years, students will be expected to seek assessment from a local GP or referred to an agreed educational psychologist or specialist.

Please note that all evidence provided must:

- Be written and signed by a medical/suitably qualified professional
- Be written in clear English or accompanied by a fully certified translation into English by a professional translator/translation company
- Provide a clear diagnosis or working diagnosis of a specific impairment/condition in simple terms.

For UK and EU study Centres, we adhere to the UK General Medical Council's guidance and would not normally accept medical evidence which is produced by a close relative, friend or work colleague – even if they are medically qualified.

c. What if I don't have the evidence that OnCampus requires?

If you don't have this evidence please send us the evidence you've got. We may be able to put some support in place for you on an interim basis and we'll advise you on how to obtain more evidence.

Send us your evidence as early as possible. This will maximise your chance of having access to the support you need from the start of your course.

d. What happens to the information I send to OnCampus?

Your information is treated in a confidential manner and in accordance with relevant Data Protection legislation. It is only made available to others if you have given specific consent or if there are exceptional circumstances. Information will be held securely and confidentially within CEG managed systems for the purpose stated above. Access is restricted and information is retained in line with CEG's Data Retention Policy.

e. What about accommodation?

If you have specific accommodation requirements due to a disability or medical condition, please contact the Livein Team to talk about this as soon as possible. The team will ask for information about your disability. Please provide this when you apply for a room.

f. What if I need personal support?

If you have someone who helps you at home and/or during the day at school or college, you may require similar support while studying with OnCampus. You will need to have personal care arrangements in place prior to arrival.

This could include help with:

- Shopping, cleaning, laundry, ironing, making and eating meals.
- Finding your way around.
- Personal care - such as washing, using the toilet and getting dressed.
 - Social or extra-curricular activities

Please note that OnCampus does **not** provide these types of personal support. If you have personal support needs, do let us know and we will discuss with you potential local third party service suppliers.

International students are **not** eligible for financial assistance with care costs from the government of your country of study, and OnCampus is unable to fund personal care support. It is therefore essential that you have included these additional costs in your budget, and that you have sufficient funding in place for the duration of your course before you travel to your study Centre.

g. If I take medication, what should I do?

You should establish whether any prescription medication you need is licensed for use in the country your Centre is located and, if not, how you will get it sent to you. Similarly, you should consider whether it is more cost-effective to ship specialist medical equipment rather than purchase it in that country.

h. What if I need an assistant dog?

An assistant dog includes the following:

- Medical detection dogs / medical alert assistance dogs for people with life threatening health conditions.
- Disability assistance dogs for people with physical disabilities.

- Guide Dogs for people who are blind or partially sighted
- Hearing Dogs who work with people who are Deaf or hard of hearing

If you use an assistant dog, please include this on your application. A member of the OnCampus team will then be in touch to find out how best we can support you and to discuss the requirements for assistant dogs in your chosen country of study.

Step 3: Support from your Centre and the Livein Team (OnCampus Accommodation)

A member of the team from your Centre and the Livein team will get in touch to talk about your application and how we can provide you with the best support.

And remember...

We want to understand and consider how best we can support you, so please do not be anxious about sharing information about your condition or disability with us.