

NTU Disability Charter

As a disabled student attending Nottingham Trent University, we want you to have high expectations and ambitions. This Charter sets out how the University is committed to delivering a high-quality student experience, working in partnership with students to provide a service that aims to exceed expectation and enable your ambition.

By using the term 'Disabled students' / 'disability' we include students with physical or sensory impairments, a long-term health conditions, autism spectrum conditions, mental health conditions and students with Specific Learning Differences such as Dyslexia, Dyspraxia and ADHD.

This Charter should be read alongside the university [NTU Student Charter](#) and [Student Code of Behaviour](#). It is based on respect, integrity and clear communication. We welcome, listen and respond to the views of students. We will undertake an annual evaluation to review how we are honouring the commitments made here so that we can continue to add real value to the NTU student experience.

Under the Equality Act (2010) and Nottingham Trent University's own Disability Equality statement, disabled students, can expect the University to treat them with fairness, respect and dignity.

In turn, the Charter captures what we expect of you as a student accessing the Disability Teams at NTU. It outlines your own responsibilities and obligations as a partner, as well as your rights. We hope it will serve as a valuable reference point at all stages of your university education.

What you can expect from us

We will be Proactive and contact you to discuss a disability you have told us about before you start at NTU - this will enable your support.

We will provide Pre-entry and on-course advice about the range of relevant services and funding available to you, both in and outside the university.

We will give you direct access to Disability Officers and specialist support staff to discuss and support your needs.

We will work in partnership with you to agree reasonable adjustments and support, including:

1. Documentation of your adjustments on an Access Statement, clearly setting out your teaching and learning needs, exam adjustments and recommended specialist support needs.
2. Sharing your reasonable adjustments on the Access Statement with relevant departments at NTU, including your academic school.
3. Liaison with relevant departments in the university to support you.

Information we have about your disability, will be treated confidentially and only shared with relevant members of NTU staff.

We will regularly ask you to comment on the quality of service you receive; we will use this feedback to continuously improve our services.

We will tell you where you can find information to be make a [complaint](#) about our services.

We will seek to support your independence and autonomy and will always seek your permission to speak to another person, including a parent or carer about you.

We will support Nottingham Trent University employees to have an awareness of personalised reasonable adjustments and their purpose in supporting disabled students, and we will support the university to work towards an inclusive environment.

What we expect from you

To inform Student Support Services about your disability **prior to starting at NTU**. This is important if you require reasonable adjustments to be in place at the start of your course.

To respond to communications from your support team and attend appointments to discuss your reasonable adjustments and support.

To provide medical evidence of your disability as required.

To inform Student Support Services promptly about any changes to your disability if they affect your support or access needs.

To inform Student Support Services if your course circumstances change, for example, change undergraduate degree or move to a postgraduate degree, repeat of year of study or decided to take a Leave of Absence (please do not assume we will know).

To attend arranged appointments on time. If you are unable to attend an arranged appointment it is your responsibility to inform the appropriate service.

If you receive support within Student Support Services, for example, specialist mentoring, one-to-one study skills or note-taking support, and you cannot attend a taught session or an appointment, then you should give 24 hours-notice of non-attendance to the relevant team.

To approve timesheets for your support on CUDOS after each support session in a timely manner

To follow the [NTU Student Code of Behaviour](#) and show respect and dignity to other students, staff members and visitors to the university at all times.

Webpage and Document links

Student Code of Behaviour:

https://www4.ntu.ac.uk/current_students/document_uploads/87330.pdf

NTU Student Charter:

http://www4.ntu.ac.uk/current_students/document_uploads/87328.pdf

Equality Act 2010:

<https://www.gov.uk/guidance/equality-act-2010-guidance>

Disability Equality Statement:

<http://www4.ntu.ac.uk/equality-diversity-inclusion/governance/protected-characteristics/disability.html>

Current Student Complaints procedure:

https://www4.ntu.ac.uk/current_students/resources/student_handbook/complaints_summary/index.html

Equality, Diversity and Inclusion:

<https://www4.ntu.ac.uk/equality-diversity-inclusion/policies-procedures/dignity-respect/index.html>

Please note that the University has taken all reasonable steps to ensure the accuracy of the content within this leaflet at the time of printing but does not accept responsibility for errors or omissions. The information contained in this Disability Charter applies to all students enrolled at NTU and studying at a Nottingham Trent University campus, Nottingham, UK. The University may update this Charter from time to time to ensure maintenance of the appropriate standards and quality of its service to its students and will ensure that students are notified of any changes at the appropriate time.
© Nottingham Trent University and may not be reproduced or transmitted in any form in whole or in part without the prior written consent of Nottingham Trent University.