

Disability Support Services Unit Business Process

PURPOSE

The purpose of the process is to describe the main procedures associated with the delivery of key services and activities of the Disability Support Services unit (DSS).

RESPONSIBILITY

The Disability Officer (DO) is responsible for this process and all staff including Assistive Technology Officer (ATO), Student Support Officer (SSO), Alternative Format Officer (AFO), National Assistive Technology Centre (NEAT) co-ordinator and Senior Administrator are responsible for implementing the procedures associated to this process.

PROCEDURE

Disability Services provides a range of services and information to pre entry applicants with disability, post entry students with disability including traditional aged students, mature students, post graduate students (part-time and fulltime). Disability Services also provides information and guidance to academic and administrative staff in the University in relation to the requirements of Students with Disabilities.

The primary processes are:

Pre entry

- A. Pre entry advice and information including Disability Access Route to Education (DARE)
- B. Pre entry Assistive Technology training (AT)

Post entry

- C Assistive technology outreach (training of MIC, Tralee IT and LIT students and staff)
- D Needs Assessment of students
- E Funding application – Fund for Students with Disabilities (ESF)

All other procedures required for the regular operations of Disability Support Services (DSS) are outlined in the DSS's working guidelines.

Pre Entry

- A. Pre entry information including DARE - SSO responsibility
 1. Attend DARE operation meetings approx. 6 to 8 meetings per year SSO
 2. Participate in delivery of DARE system on an annual basis, SSO is the UL representative on the DARE operations group and responsible for the national query process.
 3. Organise clinics and information sessions for pre entry applicants

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4. Participate in DARE national information day in January each year (DO, SSO, SA)
 5. Pre entry Information sessions in April or July
- B. Pre entry AT training and awareness for second level schools and pupils NEAT and DO
1. Contact schools
 2. arrange AT assessments
 3. Create training schedule
 4. Carry out training
- C. Post entry AT outreach (training of MIC, Tralee IT and LIT students and staff)
1. Consult with Disability/Access officer in relevant college to identify training requirements
 2. Carry out assessment
 3. Report AT recommendations
 4. Carry out training
 5. Facilitate student support remotely
 6. Do annual report
- D. Needs assessment

The needs assessment is to be carried out on each student with disability as soon as possible after registration with DSS. See Working Guidelines

Issuing of LENS

Learning Educational Needs Summary (LENS) is issued to relevant faculty members, staff and the student after NA is completed. See Working Guidelines

Note Takers

If a Note Taker is identified as a requirement during the Needs Assessment, this is organised for the student. See Working Guidelines

Academic assistance

If Academic assistance is identified as a requirement during the Needs Assessment, this is organised for the student. This can be organised at any point during the Semester should the need arise. See Working Guidelines

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Assistive Technology Support

If Assistive Technology support is identified as a requirement during the Needs Assessment, this is organised for the student. This can be organised at any point during the Semester should the need arise. See Working Guidelines

Exams

If Exam accommodations are identified as a requirement during the Needs Assessment, this is organised for the student. The information that is issued on the LENS is what is used to populate the exam accommodations. See Working Guidelines

Alternative Format Service (Print Material in non-standard formats)

If Alternative Format is identified as a requirement during the Needs Assessment, this is organised for the student. This can be organised at any point during the Semester should the need arise. See Working Guidelines

Specialised Student Support

Requirement for specialised student support identified prior to needs assessment or at needs assessment. See Working Guidelines

- E. ESF Funding: The purpose of the Fund for students with Disabilities is to provide resources to colleges of further and higher education for the delivery of key services, reasonable accommodations and supports for learners with disabilities on full-time courses. The Fund aims to support the personal, educational and professional development of the participating learner and contribute to the achievement of their full potential.

Outline what is to be done, by whom and how (i.e. list sequentially the precise actions involved).

DOCUMENTATION

Pre entry

- A. Pre entry advice and information including DARE (Disability Access route to education) publicity material on www.accesscollege.ie and other documents updated annually and made available each year by DARE operations group. UL host information on <https://sharepoint.ul.ie/SiteDirectory/DisabilityServices/SitePages/Home.aspx>

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- B. Pre entry Assistive technology training, all documentation on
<https://sharepoint.ul.ie/SiteDirectory/DisabilityServices/SitePages/Home.aspx>

Post entry

- C Assistive technology outreach (training of MIC, Tralee IT and LIT students and staff)
<https://sharepoint.ul.ie/SiteDirectory/DisabilityServices/SitePages/Home.aspx>

- D Needs Assessment of students
<https://sharepoint.ul.ie/SiteDirectory/DisabilityServices/SitePages/Home.aspx>

- E. Funding application (ESF)
<https://sharepoint.ul.ie/SiteDirectory/DisabilityServices/SitePages/Home.aspx>

RECORDS

- Records are kept in accordance with the University's Data Protection Policy and Compliance Code, www.ul.ie/dataprotection.

PROCESS VERIFICATION

Identify how process effectiveness is evaluated (e.g. Self/QMS audits). List any metrics / key performance indicators (KPIs) related to the procedure.

Metrics are held on all services and processes:

Under graduate student intake

Post graduate intake

Funding application

Needs assessments

Assistive technology training and support

Alternative format production

Attendance at information sessions

ULEAD programme participation

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REVISION HISTORY

Revision No.	Date	Approved by:	Approval date & meeting	Details of Change	Process Owner
1	October 2014			<i>Addition of awareness and development section.</i>	All in DSS unit
2	October 2014			<i>Clarification of section D point 5.</i>	Senior Administrator
3	June 2016	Quality Team	<i>QT Meeting 01/06/2016</i>	<i>Minor Changes to D9, Exams</i>	Senior Administrator
4	Feb 2017	Quality team	<i>QT meeting, 01/03/2017</i>	<i>Updated D and Removal of F</i>	All in DSS Unit