



Disability & Learning Support Service

Code of Practice for Students

Introduction

Dublin City University is committed to a policy of equal opportunity in education and to ensuring that students with a disability have as complete and equitable access to all facets of university life as can reasonably be provided. The Equal Status Act 2000-2004 and The University Act 1997 make provision for a service provider, such as DCU, to prepare and implement a code of practice setting out what it is doing to promote the inclusion of students with disabilities.

This Code of Practice is intended to provide a model for a high standard of service to students with disabilities. The university will take reasonable steps to ensure that it does not place a student with a disability at a substantial disadvantage compared to a non-disabled student. A substantial disadvantage is one that entails time, inconvenience, effort or discomfort compared to other people or students and which is more than minor or trivial.

The purpose of this Code of Practice for DCU is twofold:

- to outline to students with disabilities their rights and responsibilities in receiving reasonable accommodations in DCU;
- to define DCU's rights and responsibilities to students with disabilities, and the university community.

For the purpose of this document and all university policies relating to students with disabilities, a reasonable accommodation might be any action that helps alleviate a substantial disadvantage. Making a reasonable accommodation might involve changing procedures,

modifying the delivery of the course taken, providing additional services (e.g. examination arrangements, materials in large print), or altering the physical environment.

Every student with a disability has the right to:

1. Reasonable and appropriate accommodations (adjustments and supports) and/or auxiliary aids determined on a case-by-case basis and in accord with the individual's certified disability/specific learning difficulty.
2. Appropriate confidentiality of disability records (files) and that disclosure of information will only happen with the student's written consent.
3. Information reasonably available in accessible formats.
4. Be treated with dignity and respect

Every student with a disability has the responsibility to:

- I. Identify themselves in a timely manner as an individual with a disability when seeking an accommodation.
- II. Provide documentation from an acceptable professional source that verifies the nature of the disability.
- III. Register with the Disability & Learning Support Service (DLSS) and follow DLSS and DCU procedures if they wish to obtain reasonable and appropriate accommodations, examination accommodations and/or auxiliary aids. This includes signing the code of practice and consenting to release of information.
- IV. Treat staff of the university with dignity and respect.

DCU has the right to:

- A. Maintain the College's academic standards.
- B. Request an 'Evidence of Disability Form' completed by an acceptable professional source to verify the need for reasonable accommodations and/or auxiliary aids.
- C. Discuss a student's need for reasonable accommodations and/or auxiliary aids with the professional source of his/her documentation, having obtained the student's signed consent authorising such disclosure and discussion.
- D. Select from equally effective and appropriate accommodations and/or auxiliary aids in consultation with students with disabilities.
- E. Deny a request for accommodation and/or auxiliary aid if the documentation does not identify a specific disability and/or functional limitation, if it fails to verify the need for the requested services or if it is not provided in a timely manner.
- F. Refuse to provide an accommodation and/or auxiliary aid that is inappropriate or unreasonable, including any that: pose a direct threat to the health or safety of others, constitute a substantial change or alteration to an essential element of a course or programme, or pose undue financial or administrative hardship on College.

DCU has the responsibility to:

- 1. Ensure that College's courses, programmes, services, jobs, activities, and facilities, when viewed in their entirety, are delivered in the most integrated and accessible settings possible.
- 2. Provide to students with disabilities information regarding the university policies and procedures and ensure that it is available in accessible formats upon request.

3. Provide reasonable and appropriate accommodations and/or auxiliary aids for students with disabilities upon a timely request by a student.
4. Maintain appropriate confidentiality of records and communication concerning students with disabilities except where the disclosure is authorised by the student.

More specifically, DCU's DLSS personnel have the responsibility to:

- I. Assist students with disabilities to self-identify and meet DCU's criteria for eligibility to receive reasonable and appropriate accommodations and/or auxiliary aids determined on a case-by-case basis.
- II. Assure confidentiality (subject to the student signing the disclosure of information form) of all information pertaining to a student's disability.
- III. Inform students on the mechanism for changing Disability Officer assigned to them.

DLSS Policy on confidentiality for students with disabilities

DLSS encourages students with disabilities to disclose information on their disability/specific learning difficulty to the DLSS before they apply to college or at any point during their studies. Such disclosure is encouraged so that DLSS can work with the student in ensuring that any reasonable accommodation required is identified and facilitated in conjunction with the student. Any documentation or information presented in disclosing a disability is held by the DLSS and specific medical or other documentation will not be disclosed to any third party. Where a student requests and is granted any form of reasonable accommodation such as extra time in exams, or permission to tape record lecturers' notes, the DLSS will, in consultation with the student, disclose relevant information to the individuals in those departments responsible for providing or facilitating students in accessing such accommodations. In such instances, only information relevant to the particular situation will be disclosed.

Dealing with Disability Service Complaints

If students are unhappy with decisions made by DLSS staff or with service delivery the following mechanisms are in place to deal with complaint(s):

In the first instance discuss the complaint with the DLSS Staff member; if this is not satisfactorily dealt with; please follow the procedure outlined in the DCU Complaints Procedure. This is available on the DCU web site at:

<http://www.dcu.ie/students/disability/pdfs/complaints-procedure.pdf>

Dealing with complaints under the Disability Act 2005

Section 38 of the Disability Act 2005 enables any person by his/herself or through any person defined under Section 9 (2) of the Act to make a complaint in writing to the President of Dublin City University in relation to the failure of the College to comply with Sections 25, 26, 27, 28 or 29 of the Act.

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Declaration of understanding of Code of Practice & Student Consent to Release of Information Form

I wish to register with the Disability & Learning Support Service (DLSS). I understand that I have the right to limit or refuse to release information; however, in doing so I understand that by doing so, it may make it difficult or impossible for the University through the DLSS to fully support my needs / to facilitate the required levels of support

I consent to information relating to my personal details (e.g. name, student number), nature of disability, and academic and support requirements being shared by DLSS with relevant departments / support services.

I understand that my personal details will be retained for the duration of my time in as a student in Dublin City University (DCU).

I understand that the supports outlined in the Needs Assessment Report may be withdrawn if not used appropriately. Supports recommended are valid for the current academic year only.

I understand that if non disclosure of information can result in health and Safety issues being compromised that it is the duty of the service to share information with relevant personnel.

I understand that if I wish to change the supports provided, withdraw from the service, or change the level of information disclosed to persons outside of DLSS I must give additional written permission.

Signature: _____
Student Name

Signature: _____
DLSS Staff Member

Date: _____