



Study Support Service Statement of Service

Introduction

As part of Student Services we aim to help our university achieve high levels of student engagement, satisfaction and success by enabling disabled students to develop their skills and confidence, demonstrate their abilities and maximise their potential. We will also enable all students to develop their confidence and ability in study skills.

Our staff

Our Service is delivered by welcoming and helpful staff who will treat you with dignity and respect. Our staff update their skills and knowledge through a continuous programme of staff development and are qualified to offer specialist disability support that is appropriate to individual requirements and adheres to relevant guidelines and Codes of Practice (e.g. QAA, NADP, DSA).

What you can expect from us?

- A welcoming and supportive service that is confidential and impartial.
- Information, advice and guidance that is up-to-date, informative, clear, timely and accessible and refers to specialist external services as appropriate.
- To provide quality information, advice and guidance that ensures disabled students and applicants are aware of, and able to access, support that meets their requirements and entitlements.
- The provision of specialist disability support to students that meets their individual requirements and entitlements.
- To provide accessible study skills resources and support.
- The promotion of an inclusive learning, teaching and support environment at our university through resources and activities that raise staff awareness of disability and good practice.
- We will maintain an up-to-date Inclusive Learning and Teaching VLE and offer regular staff development opportunities.
- We will embrace and support equality and diversity in all that we do.

What we ask of you:

- Keep appointments and attend any events that you have booked.
- Please notify us prior to your appointment if you are unable to attend so that it can be offered to someone else.
- Please let us know in advance of any special requirements you may have.
- Provide us with relevant information and documents when requested to enable us meet your needs and answer your questions.
- Treat everyone politely and with respect.
- Please give us your feedback when asked to help us improve our services.

We will have to refer you elsewhere if:

- You need help because English is not your first language.
- You need intensive support for study skills but do not have a disability.

How you will benefit from using our services:

- Be aware of the disability support and adjustments available and be able to make informed decisions and access appropriate provision.
- Develop your skills and confidence and be able to demonstrate your abilities more effectively as a result of the specialist disability support you receive.
- Improve your confidence and ability in general study skills through the sessions and resources provided.
- Staff will improve their awareness, understanding and practices relating to inclusive learning, teaching and support as a result of the resources and sessions provided.

Feedback and comments

We greatly value your feedback as it helps us plan services and ensure that we continuously improve and meet your needs. When asked, please provide us with honest and constructive feedback on your experience of the service you have received.

Anglia Ruskin University's Policies and Procedures

We have a number of policies and procedures relating to Data Protection, Confidentiality, and Dignity and Respect at Work and Study. These policies are available on request from studysupport@anglia.ac.uk

Please contact us if you require these policies in an alternative format.

Our contact details

Email: studysupport@anglia.ac.uk

Visit: anglia.ac.uk/studysupportservice

Telephone: 01245 68 6700 or 01245 68 6701