



## **STUDENT SERVICES**

# **Working to Support**

# **Deaf or Hearing Impaired Students**



### **STUDENT SERVICES:**

**Money Advice, Funding, Accommodation, Jobs, Careers, Personal Matters, Learner Support, Volunteering**

# **MAKE YOUR FUTURE BRIGHTER**



## WORKING TO SUPPORT DEAF OR HEARING IMPAIRED STUDENTS

- Between September 2004 and June 2010, 77 Deaf or hearing impaired students have participated in courses at Edinburgh's Telford College, covering a range of subjects (admin, art, beauty therapy, carpentry, childcare, computing, digital media, languages, preparation for employment, social sciences, sport, photography, plastering, teaching, tiling and beauty therapy.)
- Student Services work together with teaching staff and support workers and are committed to providing Deaf/hearing impaired students with the best and most appropriate support the College can reasonably provide.
- Student Services aims to recruit 1 to 1 support workers to provide communication support (British Sign Language and note-taking) for the College. The College also tries to source appropriate support from other agencies as far as resources will allow.
- The College is able to loan radio aids and a portable loop system. There is also a loop system in operation at both the main reception and in the Learning Resource Centre.
- Student Services fosters good working relationships with external organisations to source support, advice, and up to date information on Deaf issues.
- Student Services have 4 members of staff who are trained to introductory level British Sign Language, 3 members of staff who are trained to level 2 and 1 member of staff who is trained at level 3 British Sign Language. They are available to answer questions and provide information and support.
- Student Services work with students, teaching staff, and support workers to ensure that everyone is kept informed of the support on offer (both before the courses start, and whilst the student is on course).

### **How do I tell the College that I am Deaf or hearing impaired and interested in applying for a course?**

You need to tick the box (Deaf or hearing impairment) on the application form in Section 4 or on the online application.

**Please let the College know if you require this information in an alternative format.**

### **I have handed my application form in, what happens now?**

One of the Student Services Officers will get in touch with you (by the method you have indicated on the form) to ask what sort of support you might need, if you were successful in getting a place at College. It is important that you are as specific as possible in your answers. They will ask you about whether you will need any support (especially support with communication) to be able to do your course at College. Please note that answering these questions does not guarantee that you will receive this support, nor does it mean that you have been offered a place at College.

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Examples of the questions they might ask, are as follows:

- **Do you use British Sign Language?**
- **Will you need a signer at College?**
- **Do you lipread?**
- **Do you need support in class from a note taker?**
- **Do you use technology to help you to communicate?**

Teaching staff will look at your past achievements and compare these with the entry requirements and will decide whether you are suitable for the course. This process is standard for all students.

Some courses require you to come in for an interview. If you require communication support for this, please contact Student Services to let them know:

- **the sort of support you will need during this interview (e.g. BSL signer)**
- **the date, time and location of your interview**
- **the course you are being interviewed for**

Please do this as soon as you have been invited for an interview. Student Services ask that you understand the challenges involved in providing support at short notice and it may be that some flexibility is required to provide appropriate support at a suitable time.

### **I have been offered a place on the course...what happens now?**

If you require someone to work with you 1 to 1 for communication support in class (e.g. a signer, a note taker, a lip speaker etc), then Student Services will do the following:

- They will ask teaching staff to provide them with your timetable for the course you have been offered a place on. Please note that timetables are often not available until the start of term, and may be subject to changes.
- They aim to source a 1 to 1 support worker who will be appropriate to your needs and who will be available to work with you in the classes.
- They will advise teaching staff (with your permission) of their responsibilities to provide you with support in class (e.g. notes from the class).
- They will be available for you if you need to ask questions or find out more about what life might be like at College.

Student Services will do everything they can to be able to provide you with reasonable and appropriate support. However, sometimes this is not possible due to the following:

- There is a national shortage of 1 to 1 workers who are trained in providing 1 to 1 and communication support (especially in the case of British Sign Language).
- Support workers often work part-time and have other work commitments, and often they may not be available to work with you in every class.

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- Timetables are always subject to changes, and it is often not possible for support workers to be able to fit into new class times. Student Services are not part of developing timetables, and are not able to organise support until they have received notification of timetable changes.

### **What you should do before you accept a place on the course:**

You need to understand that the support you have asked for is not guaranteed, but that Student Services will always aim to provide support wherever reasonable and possible. You must bear this in mind if you decide to accept a place on course.

Student Services will be available to answer any questions prior to your acceptance on course and throughout your course. **Good luck with your application!**

## **HOW TO CONTACT STUDENT SERVICES:**

You can contact Student Services by email on: **learnersupport@ed-coll.ac.uk**

You can also contact us by telephone on: **0131 559 4000**

Our office is located on the ground floor of the Campus building at:

**350 West Granton Road, Edinburgh.**

There are Student Services staff available via **learner support drop-ins Monday to Friday, from 1100-1500.**

Please note that as these are drop-in times, advertised in the Student Services area you may have to wait before seeing a member of staff.



**NE COLLEGE**

Edinburgh's Telford College strives to be an inclusive College that welcomes and supports learners from all age and ethnic groups, genders, abilities, sexual orientations, cultural and religious backgrounds.

The College has developed policies to ensure that unfair discrimination does not occur and is ethically and legally committed to equal opportunity in all institutional areas of activity. Appropriate remedial and, if necessary, disciplinary action will be taken in order to eliminate discrimination wherever it occurs. Telford is founded on the principles of creating an inclusive College, one College for all.

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