

**STUDENT CASEWORK UNIT**

**SUPPORT FOR STUDENTS WITH DISABILITIES**

**Introduction**

1. The Student Casework Unit is committed to providing an inclusive service to all our students. We recognise that bringing forward a complaint or academic appeal or being the subject of an allegation of an academic or non-academic disciplinary offence is a very stressful time. There are a number of ways in which the University can support you through its casework procedures.

**Support mechanisms**

2. A Casework Officer will be assigned to your case and they will be your point of contact in terms of corresponding with you and arranging meetings.

3. Confidential advice and support to assist you while you are accessing, or the subject of, our casework procedures, is available from:

***Students’ Union***

Students’ Union - [https://www.uswsu.com](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uswsu.com%2F&data=02%7C01%7Cmagenta.cousinssullivan%40southwales.ac.uk%7C8c3047b8fd2a41b222b308d7ca83a971%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637200539146454532&sdata=QiJFtXpawTmQdH3zLGuX0ARwQEl8yPoRE02xg5BfdNQ%3D&reserved=0)

Students’ Union FAQs - [https://www.uswsu.com/articles/coronavirus-faqs](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uswsu.com%2Farticles%2Fcoronavirus-faqs&data=02%7C01%7Cmagenta.cousinssullivan%40southwales.ac.uk%7C8c3047b8fd2a41b222b308d7ca83a971%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637200539146464522&sdata=X4SqDNu2D9wPDBrBaaeCKvgW%2F%2F4jUKac8SySriK7XoA%3D&reserved=0)

***Chaplaincy Service***

Chaplaincy Service - [http://chaplaincy.southwales.ac.uk/](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fchaplaincy.southwales.ac.uk%2F&data=02%7C01%7Cmagenta.cousinssullivan%40southwales.ac.uk%7C8c3047b8fd2a41b222b308d7ca83a971%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637200539146444531&sdata=JMkkx6naoi%2BnfbQ4Dn22QYw1MiXSiJB9XButN%2F4H%2B7k%3D&reserved=0) and facebook.com/southwaleschaplaincy

You can contact the Chaplaincy on its usual number 01443654060 or via the out of hours number 03455760101. To contact them via Skype you should either email:

vaughan.rees@southwales.ac.uk or michelle.romaniw@southwales.ac.uk

4. Other confidential support services for mental wellbeing and physical disabilities are available from:

***Wellbeing Service***

University’s Wellbeing Service - [http://thewellbeingservice.southwales.ac.uk/](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fthewellbeingservice.southwales.ac.uk%2F&data=02%7C01%7Cmagenta.cousinssullivan%40southwales.ac.uk%7C8c3047b8fd2a41b222b308d7ca83a971%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637200539146454532&sdata=K6RB6exAGfFTPcEBkIXojuakZbkM93Z5Xv2tOyja%2Bmo%3D&reserved=0)

The Wellbeing Service offers 30-minute wellbeing appointments by telephone and Skype. The appointments are available via AZO for you to book at a time that is convenient to you.

***Disability Service***

For more information about the support and services available to disabled students, please visit <https://disability.southwales.ac.uk/>.

Telephone appointments and appointments via Skype or online chat are available at a time that is convenient to you.

5. Sometimes, it may be appropriate for us to refer you to an organisation external to the University for support.

**Procedure**

6. If you have a disability that you wish us to take account of, please:

* Indicate this on the relevant form, if you are submitting a complaint or academic appeal
* Email us at studentcasework@southwales.ac.uk, if you are the subject of an allegation of academic or non-academic misconduct.

7. We will contact our Disability Service and/or our Wellbeing Service to establish if you are registered with them. If you are not registered, then we may need to ask you for evidence of your disability.

8. We will liaise with the relevant service(s) in considering any additional support you may need, and take account of the following:

* Does the procedure being followed place you at a disadvantage?
* What could be done to prevent that disadvantage?
* Would it be reasonable for us to take those steps?

9. Some examples of the type of support we could agree to provide are:

* Extensions to our normal timescales
* Swift consideration of your case
* Provision of documentation in a specific format
* Regular rest breaks during meetings/hearings
* Approval for a support person to act as your representative.