

HEI / Disability / Accessibility Support Service Contact Details

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| <i>HEI/FEI/Other HE course provider</i> | Cranfield University |
| <i>Contact Name & Position</i> | <p>Cranfield Campus Pauline Buck Learning Support Officer</p> <p>Shrivenham Campus Emma Stevens Learning Support Officer</p> |
| <i>Postal Address</i> | <p>Cranfield Campus Education Services Building 45 Cranfield University Cranfield Bedfordshire MK43 0AL</p> <p>Shrivenham Campus Room 23 Slim Building Cranfield University Defence Academy of the United Kingdom Shrivenham SN6 8LA</p> |
| <i>Telephone No. – Voice</i> | <p>Cranfield Campus 01234 754746</p> <p>Shrivenham Campus 01793 785444</p> |
| <i>Minicom / SMS</i> | n/a |
| <i>Email(s) – if a general disability support service email address is available please be sure to give this</i> | studentadvice@cranfield.ac.uk |
| <i>Web information / URL</i> | http://www.cranfield.ac.uk/Study/Studying-at-Cranfield/Life-at-Cranfield/Health-and-Welfare |

Institutional provisions and accommodations

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| <i>Are any assistive technology resources available via the University Network? If so what is available?</i> | n/a |
| <i>Are any assistive technology resources available made available to</i> | The university holds 5 textHELP Read&Write version 10 Gold mobile CD's that students |

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| <i>the for students with disabilities/SpLDs? If so what is available?</i> | with SpLDs may borrow for the duration of their study. |
| <i>Does University accommodation have internet access? Do students have to pay? Please tell us about campus wifi coverage.</i> | <p>Cranfield Campus Wi-Fi is available free to all students all over campus. Each accommodation room also has hardwired internet access.</p> <p>Shrivenham Campus There is no University accommodation for civilian students. MoD students are able to access chargeable WiFi in mess accommodation.</p> <p>WiFi is available free of charge in the library and one of the cafes.</p> |
| <i>Does the library make any accommodations for students with disabilities/SpLDs?</i> | <p>Extended library loans are available.</p> <p>The library has Accessibility Officers who offer personalised library inductions to students with disabilities/SpLDs.</p> |
| <i>Do you have study areas on campus specifically for the use of students with disabilities/SpLDs? Is specialist AT available in these areas? Please list.</i> | There are no specified SpLD areas but there are quiet areas around campus for all students to use. There is no AT available in these areas. |
| <i>Can students get any assistance with obtaining alternative format course materials?</i> | Yes, the Learning Support Officer on each campus will liaise with students to agree alternative formats if necessary and will document the requirements in a Learning Support Agreement for the teaching team to implement. |
| <i>Are any of your teaching spaces equipped with 'lecture capture' technology? If so, can students with disabilities access the recordings?</i> | <p>Cranfield Campus Cranfield has several lecture capture rooms. Academics also have access to Echo360 to record their own material for uploading to the VLE.</p> <p>Shrivenham Campus There are no teaching spaces with lecture capture technology.</p> |
| <i>Are examination script labels used for students with disabilities to identify the scripts to markers? Please give as much detail as possible. Please make distinctions between coursework and examinations where</i> | Examination scripts and coursework are not labelled to identify students with disabilities as adjustments are put in place if necessary to 'level the playing field'. |

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| <i>appropriate.</i> | |
| <i>What arrangements are in place for students in receipt of extended testing time? What is the 'standard' value of extended testing time?</i> | <p>Students with extra time for examinations will sometimes be placed in a separate room. If they are placed in the main exam room they will be seated so that they are not disrupted by other students leaving earlier.</p> <p>The standard extra time is 25%.</p> |
| <i>Does the HEI cover costs for support workers in examinations ie for readers and scribes...or is the DSA used to cover these?</i> | HEI covers these costs. |
| <i>Do any other 'student services' have particular provisions for students with disabilities? For example is there a dedicated careers adviser, study abroad adviser, residential services/accommodation adviser, study skills adviser?</i> | <p>Cranfield campus accommodation has several rooms dedicated for students with disabilities.</p> <p>There are accessibility officers in the library at each campus.</p> |
| <i>Any other specialist provisions?</i> | |

Procedures for interim support

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| <i>What procedure / provision is in place relating to 'interim' support – ie support to be made available to students in advance of funding body entitlement information?</i> | Individual circumstances would be considered. |
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Apple Macs

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| <i>Courses that are delivered EXCLUSIVELY using the Apple Mac platform. i.e. where the student could not complete the course using a Windows computer.</i> | n/a |
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NMH Provision

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| <p><i>Please describe the HEI's favoured NMH arrangements ie In-house service, use of external providers – please name the providers you work with most closely or those you have arrangements with:-</i></p> | <p>Randstad for NMH 0845 130 4655 studentsuport@randstad.co.uk</p> <p>e-Quality Learning for Assistive Technology Training. 9 Apollo Court</p> <p>Hebburn Tyne and Wear NE31 2ES 0191 230 6688 admin@e-qualitylearning.com</p> <p>£59 per hour excluding VAT.</p> |
| <p><i>If you have an in-house service please give support roles and charge rates:-</i></p> | <p>n/a</p> |

Randstad NMH Rates – South East

The table below shows NMH rates. The greyed out cells indicate that the institution does not offer these services. Also, for some services, there may be more than one provider. Where this is the case, each provider is listed, along with their rates.

Note: NMH Support Rates shown **per hour** in the table below.

| Band 1 Support Assistants | Net | VAT | Total |
|---|------------|------------|--------------|
| Practical Support Assistant | £15.99 | £3.20 | £19.18 |
| Library Support Assistant | £15.99 | £3.20 | £19.18 |
| Reader | £15.99 | £3.20 | £19.18 |
| Scribe | £15.99 | £3.20 | £19.18 |
| Workshop / Laboratory Assistant | £24.97 | £4.99 | £29.96 |
| Sighted Guide | £24.97 | £4.99 | £29.96 |
| Proof Reader | £15.99 | £3.20 | £19.18 |
| Band 2 Enhanced Support Assistants | | | |
| Study Assistant | £20.79 | £4.16 | £24.95 |
| Examination Support Worker | £20.79 | £4.16 | £24.95 |
| Manual Note Taker | £20.79 | £4.16 | £24.95 |

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| Band 3 Specialist Enabling Support | | | |
| Communication Support Worker | £0.00 | £0.00 | £0.00 |
| Electronic Note taker | £0.00 | £0.00 | £0.00 |
| Specialist Transcription Services | £24.97 | £4.99 | £29.96 |
| Mobility Trainer | £0.00 | £0.00 | £0.00 |
| Band 4 Specialist Access and Learning Facilitators | | | |
| Specialist Mentor | £49.99 | £10.00 | £59.98 |
| Specialist One to One Study Skills Support | £58.99 | £11.80 | £70.79 |
| BSL Interpreter | £0.00 | £0.00 | £0.00 |
| Language Support Tutor for deaf students | £0.00 | £0.00 | £0.00 |
| Assistive Technology Trainer | £0.00 | £0.00 | £0.00 |