



The Role of Disability Liaison Officers

Student Services

**DISABILITY AND
DYSLEXIA SUPPORT**



Learning and
Professional
Development Centre

Keele
UNIVERSITY



Disability Liaison Officers (DLOs) are the main link between [Disability and Dyslexia Support \(DDS\) services](#) and different programmes of study at Keele.

DLOs may be teaching or support staff, some are responsible for schools, some for particular programmes and some for certain groups of students. DDS work with schools, programme teams and DLOs to ensure that all recommended reasonable adjustments and study support is in place to fully enable disabled students in their academic studies.

Any student who discloses a disability should be referred to DDS as soon as possible so that their needs can be assessed and support put in place. When a student with a disability comes to DDS their learning needs are discussed and if necessary, an application for Disabled Students Allowance (DSA) is completed which funds an independent assessment of need and some additional support. DDS then produce an Individual Learning Plans (ILP) containing reasonable adjustments for the student.

DDS communicates all disability-related information, reasonable adjustments/ILPs for individual students through eVision to the appropriate DLO. This information can also be viewed by the student and module leaders (under Module Leader tab). All new and revised information is flagged up with the DLO by email. DLOs must act upon all disability related information sent and file information accordingly. The role of the DLO is as follows:

Maintain confidentiality and ensure that disability-related information is shared in an appropriate need-to-know manner

DLOs must ensure that teaching staff in their programme/school/department have all the information they need to action teaching and assessment adjustments for students with disabilities, including encouraging Heads of School and Module Leaders to access lists of students with disabilities through eVision. DLOs will share relevant disability-related information to all tutors who come into contact with a student to ensure required teaching and learning support is in place. The process for sharing of information varies across the university, however it is essential that an approach is formalised within each programme/school/department and is used effectively.

Liaising with students, DDS and other staff, including:

- Meeting and being aware of all students with additional needs in their area of responsibility and getting to know students with more complex needs.

Disability Support and Inclusive Teaching and Assessment at Keele

- Being the first point of contact for students experiencing any issues or problems with the support provided and informing DDS about any concerns or ongoing issues regarding support for disabled students in their programme/school/department.
- Contacting students with Reasonable Adjustments and introducing yourself as the DLO and main contact within the School for disability/medical condition related queries and questions.
- Dealing with general enquiries from prospective students with additional needs and contributing to familiarisation visits for such students.
- Disseminating information to colleagues in relation to each student's reasonable adjustments.
- Implementing reasonable adjustments, as recommended by DDS, including the reasonable adjustment of 'occasional extensions to coursework' and informing relevant Student Experience Support Officer (SESO) when students are requesting this adjustment frequently.
- Informing students how to apply for assignment extensions, which should not normally be through the EC process if related to an established disability.
- Keeping an up to date record of disabled student numbers and reasonable adjustment requests and informing Head of Faculty Operations (HOFOS) where increased support is needed in relation to student numbers and workload.
- Liaising with the examinations officer regarding specific examination arrangements for students and ensuring that these adjustments are in place for class tests.
- Dealing with general enquiries from teaching staff regarding support for students with additional needs, for example, questions regarding teaching resources/materials, classroom set-up, teaching practice, assessment and feedback, as well as contacting DDS as and when further support, information or clarification is required.

- Meeting with DDS, students and external support agencies if needed, to discuss the best way to support particular students to allow full access to their degree course.
- For students with more complex disabilities, meetings may need to be convened with Fire Wardens/Safety Advisers and students to discuss implementation of individualised Personal Emergency Evacuation Plans (PEEPs)

Engaging in CPD and sharing best practice, including:

- Maintaining their professional development by attending disability training sessions, best practice workshops and networking events arranged by DDS and disseminating information to other members of the programme/school/department.

Please direct questions about the DLO role to: support.dds@keele.ac.uk

*This resource was produced in 2018, updated January 2022
Disability and Dyslexia Support*

