



## DISABILITY GOOD PRACTICE

A handbook for students and applicants with disabilities at the Royal College of Music  
January 2021

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## Welcome to the Royal College of Music

The participation of students with disabilities in all aspects of the academic and performing life of the RCM is encouraged and welcomed. As the leading conservatoire in the UK and Europe, we aim to provide musical education and professional training at the highest international level to meet the aspirations of as many as possible of those who have the ability and motivation to benefit. Students are recruited on the basis of their musical abilities and potential. For further details refer to our prospectus which is available at [www.rcm.ac.uk](http://www.rcm.ac.uk) or from

The Royal College of Music,

Prince Consort Road,

London SW7 2BS

Tel: 44 (0) 20 7591 4300

The RCM aims to ensure that no student, member of staff, or visitor is subjected to unfair discrimination whether direct or indirect.

This booklet provides information to prospective and current students of the Royal College of Music (RCM) about our policy and procedures for disabled students. It outlines arrangements to support students with disabilities including financial support, academic support, our buildings, facilities and equipment.

We hope you find it useful.

This handbook is available in alternative formats on request.

For further information, please contact the Student Services Manager:

Tel: +44 (0)20 7591 4316 or by email: [studentservices@rcm.ac.uk](mailto:studentservices@rcm.ac.uk)



## Defining Disability

1. The term disability can include a wide range of visible or hidden impairments including physical and mobility difficulties, hearing impairments, visual impairments, and specific learning difficulties including dyslexia, medical conditions and mental health problems.
2. The Equality Act 2010 defines disability as follows:  
A person (P) has a disability if:
  - P has a physical or mental impairment, and
  - the impairment has a substantial and long-term adverse effect on P's ability to carry out normal day-to-day activities.
3. Approximately 12% of students studying at RCM in 2016-17 disclosed a health issue or disability, and many of them benefit from a range of support arrangements.

## Disclosure and confidentiality

4. If you have any disability related issues or concerns you would like to discuss, perhaps in confidence, we encourage you to contact the Student Services Manager as early as possible. We will agree with you what information will be passed onto academic staff if appropriate.

## Applying to the RCM

### Open Days

5. Open Days are normally held in the Spring. More information can be found on the RCM website, here: <https://www.rcm.ac.uk/apply/openday/>. There will be an opportunity to register for the event near the time. If you are thinking about applying and have concerns about access or wish to discuss disability facilities and support arrangements, please contact the Student Services Manager on 0207 591 4316 or email [leasterbrook@rcm.ac.uk](mailto:leasterbrook@rcm.ac.uk).

### Application Stages

6. The Application deadline through UCAS Conservatoires (Conservatoires UK Admission System) is 1st October and auditions are usually held in late November /early December.

### The Audition

7. The audition normally lasts about 15 -20 minutes. You may be required to play a prescribed piece, some sight reading and/or pieces of your own choice and a brief interview. Some instrumentalists and singers will be required to play more than once, with a final panel later in the day. Detailed information is on the 'Apply' section of the RCM website (<https://www.rcm.ac.uk/apply/>).
8. You will be notified in November about the audition and you will be invited to contact the Student Services Manager if you want us to consider any arrangements ('reasonable adjustments' ) or you have any concerns about the effect of a disability, medical condition etc. For example, if you have dyslexia, you may want extra time to prepare for any sight-reading section of the audition, or we can provide extracts enlarged or in Braille, for someone who is visually impaired. Contact the Student Services Manager ([leasterbrook@rcm.ac.uk](mailto:leasterbrook@rcm.ac.uk)), or the Registry Admissions Officer ([admissions@rcm.ac.uk](mailto:admissions@rcm.ac.uk)), for further information. Your enquiries can be dealt with confidentially.

## Course Offer

9. Offers are made on the basis of musical ability and potential, and are sent out by UCAS Conservatoires (<https://www.ucas.com/conservatoires>), either prior to Christmas, or approximately 3 weeks after your audition. Scholarship offers are made at the same time for those eligible.
10. If you are successful in your application and decide to accept a place at the RCM, you are welcome to discuss any specific needs you may have with the Student Services Manager. You may want to visit the College to assess whether there are any needs you have which you might not have thought of already. Arrangements can then be made in advance of your arrival on your course. For example, if you are visually impaired, you may wish to have orientation training around our building with the RNIB (<https://www.rnib.org.uk>) or Guide Dogs (London) on <https://www.guidedogs.org.uk/getting-support/help-for-adults/my-sighted-guide/>.
11. When replying to your offer, you will again have the opportunity to disclose a disability or health issue via the online form, following the 'Disability and access form' link on the 'Successful Applicants' webpage. Information you give on this form will be made available to the Student Services Manager in the first instance, who will contact you directly to discuss any support needs you may have.
12. Should this information need to be conveyed to other RCM staff, we will seek your permission. The information will also be passed, in anonymised form, to the Higher Education Statistics Agency (HESA), for statistical purposes.
13. You will also receive information about the RCM hall of residence, Prince Consort Village (<https://www.rcm.ac.uk/life/accommodation/>) which has a number of accessible rooms.



## Help and advice at the RCM

1. All students have access to Student Services (<https://www.rcm.ac.uk/life/studentssupport/>) who provide advice and guidance on a range of issues, including finance, health and well-being, disability support and accommodation. The RCM Student Counsellors are located within Student Services.
2. Academic advice and support is available from a range of sources, including your Personal Adviser, seminar leaders, subject area leaders, or Heads of Programmes, as appropriate. For principal study matters, your principal study professor or your Head of Faculty will be able to give advice and guidance.
3. Students also have access to careers advice and professional development, including performance opportunities, through the RCM Creative Careers Centre (<https://www.rcm.ac.uk/life/preparingforprofession/creativecareers/>) and other opportunities (<https://www.rcm.ac.uk/life/preparingforprofession/performanceopportunities/>) across College.
4. We also have strong links with the Imperial College Health Centre (<https://www.imperialcollegehealthcentre.co.uk>). This provides access to doctors, nurses, specialists, a psychiatrist, psychotherapists, counsellors and complementary practitioners. Students living in their catchment area (including residents at Prince Consort Village) can register as NHS patients for full services. All students can seek advice for urgent medical problems during their daily opening hours. We recommend that students with an ongoing medical or mental health condition which requires medication, monitoring or other ongoing care, registers with the Health Centre (where eligible) and makes an appointment at the earliest opportunity to ensure continuity of care. You can register online on the Health Centre's website. Students from outside the UK should be aware that there may be some medications that are not available over the counter in the UK, and specialist care usually requires a referral from a General Practitioner (GP).
5. Students seeking spiritual support or links with a faith community are welcome at the Imperial College Chaplaincy (<http://www.imperial.ac.uk/chaplaincy>), in nearby Princes' Gardens.
6. The aim of our Student Services is to support you in a way that enables you to be an independent member of our student community. You may find that you need some extra support while you are studying at the RCM. Each student who discloses a disability or support need will be offered the opportunity to set up a Learning Agreement tailored to that individual. (See below).
7. Eligible students are encouraged to apply for the Disabled Students Allowance (DSA <https://www.gov.uk/disabled-students-allowances-dsas>) from their national Student Finance authority, to pay for specific needs arising out of the impact of a disability on a student's learning. Due to the specialist nature of the RCM and its relatively small number of students we are currently able to address students' specific disability needs on a one-to-one basis.
8. International and other students who are ineligible to apply for DSA should contact the Student Services Manager to discuss their requirements and possible sources of funding.

## Academic life at the RCM

9. During the first week of the first term there is a Freshers' Fair for new students, as well as various induction talks and activities. These present an opportunity for you to find out more about the college, its faculties and departments. If you have not already told us about your disability you might choose to do so at this stage.
10. The Learning Agreement (see appendix 1) is drawn up by the Student Services Manager together with you and your Personal Adviser (Undergraduates) or a relevant member of academic staff. This document details the impact of your disability/medical condition/specific learning disorder on learning, and the adjustments to teaching that are required, focussing on the various arrangements for coursework and exams. Your support needs can be negotiated with your agreement e.g. extra time for exams, personal readers or flexible deadlines for coursework. The document is shared, again, with your agreement, with those who need to know. This is a confidential document, and only formulated with your consent. It can be reviewed at any time if the circumstances change or you feel the need. The aim is to ensure that any adjustments or support needs are met without you having to ask each time, and for it to become embedded in the administration. We actively encourage your feedback on the Learning Agreement arrangements to ensure we are meeting students' needs.



## Studying, Assessments and Examinations

11. The RCM's virtual learning environment (VLE) – 'learn' – enables students to access course outlines, syllabuses, learning materials to support your studies as well as to submit coursework remotely, as you can log-on on or off site. As a member of the College you will also be able to access online resources such as Grove Online and JSTOR etc.
12. Students with disabilities who choose to set up a Learning Agreement can discuss arrangements for assessments and examinations, such as additional time, rest breaks, additional hearings for aural assessments, alternative formats and so on as appropriate.
13. At the RCM there are opportunities for students to study abroad for between three and nine months under the <https://www.rcm.ac.uk/courses/exchanges/>. For further information contact the Deputy Registrar ([nicola.peacock@rcm.ac.uk](mailto:nicola.peacock@rcm.ac.uk)) in the Registry.

## Additional Support Arrangements

14. Students who may need assistance to exit the building during an emergency evacuation (e.g. in the event of a fire alarm) are encouraged to set up a Personal Emergency Evacuation Plan or 'PEEP'. The Student Services Manager and Health and Safety Manager can help you with this and also make other support arrangements related to your disability. If you are receiving the Disabled Students' Allowance (see below) you may be able to organise payment from this.
15. Other support agencies include the Royal National Institute for the Blind, the British Association for Performing Arts Medicine, and the British Dyslexia Association.

## Visually Impaired Students

16. A range of means is available to enable students with visual impairments to study at RCM, including enlarging documents, assistive technology, such as JAWS and Zoomtext software on student access PCs and Braille embossing equipment. It is usually possible to provide a reader or non-medical helper if required. Orientation and general mobility training can be arranged prior to study.
17. Students can also benefit from individual advice from, and the support of, the RCM Fellow in Music and Visual Impairment, Jackie Clifton. Prospective students with visual impairments, whether registered blind or not, are invited to contact the Student Services Manager to discuss their individual requirements.
18. UK students with visual impairment may be eligible to apply for the Disabled Students Allowance.

## Students with Dyslexia /Dyspraxia/neurodiversity

19. In College, a range of reasonable adjustments may be made, according to individual requirements, for students who have Specific Learning Difficulties/ are neuro-diverse, including extra time for assignments and exams. We are aware that many students with dyslexia or dyspraxia may find aspects of music, such as sight reading, aural and scales particularly challenging, despite having advanced performance and other musical skills. We therefore encourage applicants and students to disclose their difficulties so that they can be supported to enable them to achieve their true potential.
20. Students who do not have a prior diagnosis, but who think they may be dyslexic, can have an initial screening with Student Services, and may be eligible for financial assistance to pay for a full diagnostic assessment, depending on their circumstances. Please contact the Student Services Manager in confidence if you think you may be dyslexic. You can do this at any time during the year.

## Students with mental health issues

21. 'Mental health issues' covers a broad spectrum, from depression and anxiety to bi-polar and personality disorders and many students will self-manage quite competently. We encourage you to seek support where appropriate to ensure you are well-equipped to make the most of your time at RCM. A Learning Agreement could acknowledge that you have 'bad' days for example, when you are less able to cope with the day to day. We would recommend that you register with the Imperial College Health Centre or other GP practice (<https://www.nhs.uk>) to ensure ongoing support and/or medication.
22. The RCM Counsellors offer short term, focussed counselling, (usually 6 x 50-minute sessions). If you require longer term, ongoing therapy or psychological support Student Services can provide information about alternative providers and specialist agencies.

## Life at the RCM

### Health and well-being

23. We encourage all students to care for their physical, emotional and mental well-being, and Student Services, in conjunction with the Centre for Performance Science (<https://performancescience.ac.uk>), offers various resources and activities during the year to support this. They may include:
  - Information about exercise and relaxation, healthy eating
  - Weekly meditation/mindfulness sessions
  - Free yoga/tai chi sessions
  - Sports massage for musicians (reduced rates for students)
  - Managing stress and anxiety sessions
  - Art workshops (for fun and relaxation)
24. The RCM Student Union have a fitness society (subject to student interest) and RCM students can also join one of the many sports, leisure and fitness societies at the neighbouring Imperial College Union (<https://www.imperialcollegeunion.org/activities>).

### Health and well-being at Prince Consort Village

25. The RCM hall of residence, Prince Consort Village take the health and well-being of their residents very seriously. They write:
26. 'At Prince Consort Village we are about creating a supportive and inclusive community. We understand that moving to a new home and continuing your studies in a new environment can create anxiety and stress. That's why we train our staff in mental health awareness and provide a mental health first aider at the Village. If you are feeling vulnerable, overwhelmed or concerned about your mental wellbeing or that of a friend, please speak to one of our team members who will be able to point you in the right direction for more support.'

### IT Facilities and equipment

27. The RCM has facilities for word processing and computer use. We currently provide free Microsoft Office 365 to all current students and staff. Microsoft office can be installed on up to 5 personal devices including laptop, PC and smartphones free of charge.
28. There is free access to wi-fi (Eduroam) across the college, and printing credit of £7.50 is given to all students at the start of the academic year, each year. Composers receive £15 credit.

29. The Sibelius Room has open access student PCs with Inspiration, Dragon Naturally Speaking and text Help Read and Write software. There is also a specialist PC with JAWS installed for visually impaired users and a braille printer.
30. Sibelius, Microsoft office, video and sound editing and play back software are installed on all college student PCs.
31. Information Technology Services can advise you about any specific computer requirements you may have.

## Library

32. The RCM Library is happy to advise you according to individual needs. For example Braille and audio materials can be obtained from the RNIB library. Equipment is available for the enlarging of documents. There is also an increasing amount of online resource, including journals and books, which can also be accessed remotely. Loan periods for library materials are generous and staff are very willing to assist with enquiries or support to find materials in the Library.

## Your Health and Safety

33. If you have a medical condition which may be subject to sudden or sporadic episodes it may also be prudent to inform first aiders so we can discuss with you what action we need to take. Please discuss any health and safety concerns you may have in confidence with the Student Services Manager, who can arrange for first aiders to be alerted.

## Access to our Buildings

34. There are seven main areas on the campus of the Royal College of Music - the Blomfield Building, public areas (such as the café bar and restaurant, museum and performance hall), the South Building, the Opera School, the Britten Theatre, the Amaryllis Fleming Concert Hall, the Percussion Suite and RCM Jay Mews (where Student Services is located).
35. The entrance to the Blomfield (main) Building, which was built in 1894, has eight steps up from the pavement and two inside the main doors. For students and visitors with mobility problems who cannot access the stairs, there is a Sesame access system. This building contains most of the teaching and practice rooms (also the Library) and is generally accessible for wheelchair users via a lift. It also contains the Amaryllis Fleming Concert Hall which has a platform wheelchair lift at the eastern entrance to the auditorium, as there are stairs from the entrance to the seating area.
36. In Spring 2020 the new public areas of the College provided by the new building development were opened and are all fully accessible. A platform lift in the Atrium serves the basement (Museum, Library, performance studio, gallery, public toilets and access to the Britten Theatre). A passenger lift on the South Building side of the development serves the café, bar and restaurant, Amaryllis Fleming Concert Hall and stage, basement level (as above) and sub basement level (performance hall). The new building development also gives step-free access between the Blomfield and South Buildings via the ground floor café bar and restaurant. Where any additional assistance is required the RCM Facilities team is always happy to help. Access via stairs will still be freely available.
37. A rest room is available, which can be used for taking medication or routine management of your condition (for which it can be booked in advance on the Asimut room booking system) or if you need to rest during the day. It doubles as a practice room but priority is given to those who need it for health/medical/first aid reasons.
38. There is access to all floors of the South building via a lift and stairs. The ground floor of the South Building comprises an open plan space which houses other student-facing departments, including:
  - Creative Careers
  - Faculties administration
  - Finance
  - Performance & Programming

- Registry

39. The lower ground floor of the South Building comprises the Students' Union area, incorporating the bar and dining facilities for students and staff. Practice rooms are situated on the other floors. The Wolfson Centre in Music and Material Culture is a new facility on the Basement floor of the South Building. There is step-free access to the Wolfson Centre via the Courtyard building platform or passenger lifts and from all levels of the South Building via the South Building lift.
40. Accessible toilets are available in the South Building, the Blomfield Building and the Britten Theatre.
41. RCM Jay Mews is approximately 3 minutes' walk from the Blomfield Building and is situated close to the Royal College of Art. Student Services is located on the second floor of this building with access via a lift and stairs. Floors 1-5 in this building are serviced by a lift. A number of administrative departments are located on these floors including HR (2nd Floor), Digital and the Technology Helpdesk (3rd Floor), Programmes (4th Floor) and Estates (5th Floor). The Lower Studio is accessible step-free on the Ground Floor. The Upper studio is accessible via the lift and a stair lift (please contact Facilities to arrange assistance with operating this lift). The mezzanine studio is only accessible via a staircase. The Wellness Centre can be accessed step-free via the Lower Studio on the Ground Floor.
42. There are disabled parking bays on Prince Consort Road if you are travelling by car. There are also some parking bays available at RCM Jay Mews which can be booked by contacting Facilities.
43. Students who have serious mobility difficulties or who are visually impaired may be eligible for the London Taxicard scheme (<https://www.londoncouncils.gov.uk/services/taxicard/>), which provides subsidised taxi journeys.

## Student Halls and Accommodation

44. Prince Consort Village (<https://www.rcm.ac.uk/life/accommodation/>), the RCM hall of residence in Shepherd's Bush, opened in March 2016. It has 13 accessible rooms (7 studios and 6 en-suite rooms), as well as 23 practice rooms, and the building is accessible throughout. The hall benefits from 24 hour security and a team of friendly students - 'Residence Assistants' - offering pastoral support and social events for residents.

## Monitoring provision for students with disabilities

45. We welcome feedback from students and actively collect this annually through annual monitoring, the Staff-Student Committee and informal discussion. The responsibility for the monitoring and review of the College's human resources and support services lies with the RCM Council and is undertaken on behalf of the Council by the Equality and Diversity Committee, the Executive Committee of Council, the Directorate and the Senate.

## Future disability-related developments – towards inclusivity

46. The RCM is committed to continuing development and review of policies and practices designed to ensure equality of opportunity and treatment of those who are, or who seek to be, its students or employees. It will, where suitable, initiate new policies and practices and in meeting these commitments, will take due account of any duties or obligations imposed by law.
47. The College will encourage greater awareness of its aims, policies and procedures in the field of equal opportunities and provide appropriate information and training as required. There is an ongoing programme of improving the provision for students with disabilities, including the review and updating of policies and procedures and staff training.

## Who can I contact?

48. The Student Services Manager, Lynnette Easterbrook is responsible for the coordination of support for students with disabilities. Contact the Student Services Manager if you have any further questions that are not covered in this document.

Lynnette Easterbrook

Student Services Manager

Email: [leasterbrook@rcm.ac.uk](mailto:leasterbrook@rcm.ac.uk)

Tel: 44 (0)20 7591 4316

## Admissions queries

49. The Admissions Officer

Email: [admissions@rcm.ac.uk](mailto:admissions@rcm.ac.uk)

Tel: 44 (0)20 7591 4362

## Jackie Clifton

50. RCM Research Fellow in Music and Visual Impairment,

Email: [jclifton@rcm.ac.uk](mailto:jclifton@rcm.ac.uk)



## Financial information

1. For general enquiries about funding and managing your money please contact the Student Services Manager.

### Is there any extra financial help?

2. The RCM Community Jameel Hardship Fund provides limited, discretionary assistance to students who are either:
  - experiencing short term financial hardship of an unexpected nature
  - or
  - seeking financial assistance with the costs of treatment for a performance related injury e.g. physiotherapy or help with costs arising from disability that cannot be met elsewhere
3. See also the RCM web pages on Fees and Funding (<https://www.rcm.ac.uk/apply/feesandfunding/>) for links to trusts, charities and other external organisations.

### Disabled Students Allowance

4. Disabled Students' Allowance (DSA) helps home students and EU students (who satisfy the "ordinary residence" criteria of being in the UK for three years), pay additional costs that arise because of the impact of their disability on their studies. DSA is paid to undergraduate and postgraduate students by Student Finance England, Student Finance Wales, the Students' Awards Agency for Scotland (SAAS) or Student Finance Northern Ireland.
5. If you are a student from outside the UK, you are not usually eligible for the allowance. However, RCM has a small fund dedicated to supporting disabled EU and international students who are not eligible for DSA.
6. DSA is not means-tested. This means it does not depend on your personal finances. You can receive DSA even if you do not qualify for the means-tested element of the student loan.
7. The Specialist Equipment Allowance gives some assistance towards equipment such as computers and software, which you assessed to need. You may get a new computer if you don't already have one, or your current one doesn't meet the required specification. More information will be provided to you if you're assessed as needing a new computer. Currently, you'll need to pay the first £200, which is the minimum cost that any student is likely to incur when buying a computer.
8. For example, if you are visually impaired, you may need a computer with voice recognition software. If you have dyslexia you may require a computer with appropriate software or assistance with writing music and essays, or a recording device for lectures. One amount will cover the whole of your period of study).
9. The Non-Medical Helpers' Allowance pays for specialist tuition (for example for dyslexia), for helpers such as sign language interpreters or communicators and mobility-enablers. This allowance may be granted to meet such costs for each year of your study.
10. You can also apply for help with travel expenses if you have extra costs because of your disability.
11. To apply for DSA, contact the relevant national Student Finance organisation to find out what information they need before you begin your course. You will normally need to make an application and provide documentary evidence of your disability, specific learning difficulty or medical condition. If you are applying because you have a Specific Learning Difficulty such as dyslexia or dyspraxia you will need to have an updated educational assessment undertaken after age 16 in order to apply. Once your application has been accepted by Student Finance you will be asked to undertake a needs assessment, which makes recommendations about what you will need to support your studies.
12. We suggest that you apply for the Disabled Students' Allowance as early as possible, ideally before you start your course at the RCM, so that when you arrive any support arrangements and computer equipment you may be eligible for are already set up.

13. The Student Services Manager can assist you in making applications for the DSA. We can help arrange assessments for students who are already on course at RCM.

## Government Regional Funding Bodies

### Student Awards Agency for Scotland

Website: <https://www.saas.gov.uk/>

Address:

Student Awards Agency Scotland

Saughton House

Broomhouse Drive

EDINBURGH

EH11 3UT

Tel: 0300 555 0505

### Student Finance England

Website: <https://www.gov.uk/apply-online-for-student-finance>

Twitter: @SF\_England

Facebook: @SFEngland

Address:

Student Finance England

PO Box 210

Darlington DL1 9HJ

Tel: 0300 100 0607

Text relay (if you cannot hear or speak on the phone): 18001 then 0300 100 0607

### Student Finance Wales

Website: <https://www.studentfinancewales.co.uk/undergraduate-students/new-students/what-financial-support-is-available/disabled-students-allowances.aspx>

Address:

Student Finance Wales

PO Box 211

Llandudno Junction

LL30 9FU

Telephone (undergraduate): 0300 200 4050



Telephone (postgraduate): 0300 100 0494

Minicom: 0300 100 1693

## Student Finance Northern Ireland

Website: <https://www.studentfinancenir.co.uk/contact/general-enquiries/>

Telephone (undergraduate): 0300 100 0077

Telephone (postgraduate): 0300 100 0493

Text phone Minicom (for deaf and hard of hearing users only): 0845 604 4434

## Access Centres

14. For DSA assessments and information about specialist equipment.

### Central London Assessment Centre (CLASS)

15. Website: <http://blog.westminster.ac.uk/class/>

16. Address:

72 Great Portland Street

London

W1W 7NH

17. Telephone: 020 7911 5808

18. Fax: 020 7911 5162

### Regional Access Centre (East London)

19. Website: <http://www.uel.ac.uk/racel/>

20. Address:

Regional Access Centre (East London)

Room RBG.03,

University of East London

Stratford Campus

Water Lane

London

E15 4LZ

21. Telephone: 020 8223 4118/4127

22. Email: [racel@uel.ac.uk](mailto:racel@uel.ac.uk)

## Charities

23. There are a number of outside bodies providing grants and loans for disabled students to which applications can be made.

The Snowdon Trust - helping with physical disabilities

Website: <https://www.snowdontrust.org/>

The Royal Society of Musicians

Website: <http://www.royalsocietyofmusicians.co.uk/>

Music Awards for blind people

Website: <https://www.rnib.org.uk/sight-loss-advice/reading-home-and-leisure/music/music-awards-and-funding#:~:text=The%20Webster%20and%20Davidson%20Mortification%20for%20the%20Blind%20was%20set,and%20funding%20towards%20educational%20visits>

For kidney patients

Website: <https://www.kidneycareuk.org/get-support/financial-support/>

The Matthew Trust (for people with mental health conditions)

Website: [www.matthewtrust.org](http://www.matthewtrust.org)

Multiple Sclerosis Society

24. Website: [www.mssociety.org.uk](http://www.mssociety.org.uk)

25. Address:

The Grants Team,  
MS National Centre,  
372 Edgware Road,  
Cricklewood,  
London NW2 6ND

26. Telephone: 020 8438 0700

27. Fax: 020 8438 0701

28. Email: [grants@mssociety.org.uk](mailto:grants@mssociety.org.uk)

Searchable database:

Website: <https://www.turn2us.org.uk/Get-Support> use the extract box below to cite the relevant source material.



## Useful contacts and websites

### General disability and arts organisations

#### British Association for Performing Arts Medicine (BAPAM)

1. Specialist health support for performing artists
2. Website: [www.bapam.org.uk](http://www.bapam.org.uk)
3. Address:  
British Association for Performing Arts Medicine  
7-9 Breems Buildings  
London  
EC4A 1DT
4. Telephone: 0208 167 4775
5. Email: [info@bapam.org.uk](mailto:info@bapam.org.uk)

### Dyslexia organisations

#### British Dyslexia Association

Website: <http://www.bdadyslexia.org.uk/>

#### Dyslexia Assessment & Consultancy

6. Website: <http://www.workingwithdyslexia.com/>
7. Address:  
41 Cardigan Street, Kennington  
London, SE11 5PF  
United Kingdom
8. Telephone: 020 7582 6117
9. Fax: 020 7587 0546
10. Email: [info@workingwithdyslexia.com](mailto:info@workingwithdyslexia.com)

#### The Dyslexia Teaching Centre

11. The Dyslexia Teaching Centre has an expert team of assessors and trainers working with adults in Higher Education.
12. Contact: Joanna Petty, Director
13. Address (very close to the RCM):

The Dyslexia Teaching Centre

23 Kensington Square

London

W8 5HN

14. Telephone: 020 7361 4790

15. Fax: 020 7938 4816

16. Email: [info@dyslexiateachingcentre.co.uk](mailto:info@dyslexiateachingcentre.co.uk)

## Other Disability Specific Organisations

### The National Autistic Society

17. The National Autistic Society provides includes advice and information about autism and Asperger's syndrome.

18. Website: <https://www.autism.org.uk/>

19. Address:

393 City Road

London EC1V 1NG

20. Helpline: 0808 800 1050

21. Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)

### British Stammering Association

22. For advice and information for specialist help and contacts.

23. Website: [www.stamma.org](http://www.stamma.org)

24. Address:

25. The British Stammering Association

15 Old Ford Road

London E2 9PJ

26. Helpline: 0808 802 0002

27. Email address: [help@stamma.org](mailto:help@stamma.org)

### Mind

28. Mind is the national mental health charity. It works to create a better life for people with experience of mental distress.

29. Website: [www.mind.org.uk](http://www.mind.org.uk)

30. Mind infoline: 0300 123 3393

Our infoline team provide information on a range of topics related to mental health.

31. Email: [info@mind.org.uk](mailto:info@mind.org.uk)

32. Text: 86463

## RNID

33. The Action of Hearing Loss Information Line offers free confidential and impartial information on a range of subjects including tinnitus, employment, equipment, legislation and benefits, as well as many issues relating to deafness and hearing loss.

34. Website: <https://rnid.org.uk/information-and-support/>

35. Address:

19-23 Featherstone Street,

London EC1Y 8SL

36. Telephone: 0808 808 0123 (freephone)

37. Email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

## Royal National Institute for the Blind (RNIB)

38. Tape and Braille services, student support services, benefits rights, awareness training.

39. Website: [www.rnib.org.uk](http://www.rnib.org.uk)

40. Address:

RNIB

105 Judd Street,

London WC1H 9HE

41. Telephone: 0303 123 9999

42. Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)



## Data protection

1. The General Data Protection Regulations give individuals (data subjects) the right to access their personal data in order to assure themselves that their data is being used lawfully and is not inaccurate.
2. Data subjects have the right to obtain
  - Confirmation that their data is being processed
  - Access to their personal data
  - Other supplementary information as described in the RCM's Privacy Statements
3. This information will be provided free of charge and within one month of the RCM receiving a Subject Access Request from an individual. If the request for information is manifestly unfounded or repetitive, the RCM may decline to provide the information or to levy a fee for the provision of the information. The fee will be calculated by determining the administrative cost of providing the information. Where requests are complex or numerous the RCM will reserve the right to extend the period of compliance by a further two months, and the RCM will explain to the requestor why the extension is necessary.

## How to submit a Subject Access Request

4. The RCM is required to verify the identity of a person making a Subject Access Request and has devised a short form in support of a SAR. The form can be found [here \(https://rcmregistration.wufoo.com/forms/subject-access-request-form/\)](https://rcmregistration.wufoo.com/forms/subject-access-request-form/). In order for the RCM to locate your data it will be helpful if you can provide as much information as possible about the nature of your request. If you believe the personal data held is inaccurate or incomplete you have the right to rectification. Please advise the RCM where you believe your personal data is inaccurate or incomplete.

## Data Portability

5. The GDPR gives data subjects the right to data portability. The GDPR provides for individuals who wish to transfer their personal data from one IT environment to another. If you wish to exercise this right please contact the RCM in order to discuss your needs. Data will normally be provided in a CSV file and if you require your personal data to be transmitted to another service provider you will need to provide the appropriate technical data structure of the receiving organisation.
6. Your rights under the General Data Protection Regulations (GDPR)
  - Right of Access
  - Subject Access Requests
  - Data Portability
  - Right to erasure
  - Right to restrict processing

## Right to Erasure

7. The right to be forgotten was established to enable a data subject to request the deletion or removal of personal data where there is no reason for it to be retained. However, the right to erasure does not provide an absolute right to be forgotten.
8. The circumstances under which individuals have a right to erasure include:
  - Where personal data is no longer necessary for the purposes for which it was originally supplied



- Where the individual withdraws consent, consent having been the legal basis on which the personal data was provided
  - Where individuals object to their data being processed and there is no overriding legitimate reason to continue processing
  - Where personal data was processed unlawfully
  - Where personal data has to be erased in order to comply with a legal requirement
9. The RCM will decline a request for erasure if it believes any of the following would be compromised:
- The right to freedom of expression and/or information
  - The requirement to comply with a legal obligation for the performance of a public interest task or the exercise of official authority
  - The archiving of data in the public interest or for statistical purposes
  - The defence or exercise of a legal claim

## Restricting processing

10. The RCM is required to restrict processing of personal data in the following circumstances:
- In cases where the data subject contests the accuracy of personal data, processing will be restricted whilst the veracity of the data is verified
  - In cases where the data subject objects to the processing which was necessary for the performance of a public interest task or for other legitimate tasks, processing will be restricted whilst the RCM considers whether its legitimate grounds override those of the individuals
  - Where processing is unlawful and the data subject has requested restriction instead of erasure
  - The data subject requests the data in pursuance of a legal claim but the RCM no longer requires the data
  - The RCM will notify the data subject when a restriction on data processing has been lifted

This data protection information was last updated in February 2018.

11. The RCM is obliged to provide the Higher Education Statistics Agency (HESA) with some of the information we hold about you in an anonymised form for statistical analysis. This information is passed to central government departments and agencies and devolved administrations to enable them to carry out their statutory functions under the Education Acts. This will result in publication and release of data to other approved non-statutory users, which may include academic researchers and commercial bodies.

### Student Services Manager

Lynette Easterbrook

January 2021



## Appendix 1 – Example of Learning Agreement for Undergraduate Year 1

### Royal College of Music Learning Agreement Scheme

The Royal College of Music has a commitment to ensuring that the support needs of students with disabilities are met in a consistent and responsible manner, so that no student is put at a disadvantage by reason of his/her disability. In order to achieve this aim, it was felt that a formalised and systematic procedure of documenting student support needs should be developed.

Each student who discloses a disability or support need will be offered the opportunity to adopt a Learning Agreement tailored to that individual. An initial meeting will be held between you and your Personal Adviser, together with Lynnette Easterbrook, Student Services Manager. During this meeting, you will be able to negotiate your support needs in the context of the academic programme and related activities, which will be agreed and documented. With your consent, a copy of the document will be sent to the relevant people concerned, ensuring that all parties involved in providing support, are fully aware of their responsibilities.

Support needs may be subject to change, so you are urged to contact any of the persons named on the agreement at any time during the term, should difficulties arise.

## Royal College of Music Learning Agreement 2016-17

Name	X
Year	BMus 1
Instrument	Recorder
Principal Study Professors	

I give permission for the following individuals to be made aware of my learning support needs/condition as appropriate, so that consideration can be given to facilitate the appropriate help and support.

Contact	Email address	Telephone	Permission to disclose?
Personal Adviser:			Y (full)
Student Services Manager: Lynnette Easterbrook			Y (full)
Head of Undergraduate Programme:			Y
Head of Faculty:			Y
Historical Studies Prof:			Y
Professional Skills Prof:			Y
Aural Prof:			Y
Practical Musicianship Prof:			Y
Seminar Leader:			Y

## Royal College of Music Learning Agreement Undergraduate 2020-21

<b>Name</b>	Jane Smith
<b>Year</b>	BMus 1
<b>Instrument</b>	Violin
<b>Principal Study Professors</b>	Jascha Heifetz

I give permission for the following individuals to be made aware of my learning support needs/condition as appropriate, so that consideration can be given to facilitate the appropriate help and support.

Contact	Email address	Telephone	Permission to disclose?
Personal Adviser:			Y
Student Services Manager: Lynnette Easterbrook			Y
Head of Undergraduate Programme:			Y
Head of Faculty:			Y
Historical Studies Prof:			Y
Study Skills Prof:			Y
Aural Prof:			Y
Musicianship and Improvisation Prof:			Y
Healthy Musician Prof:			Y
Seminar Leader:			Y

## BMus Year coursework 'map' – Academic Year

### Autumn Term

Module	Type of Assessment	Week	Date due	Notes
Historical Studies	Assignment 3: Continuous Assessment	2-13	between 21 September and 11 December	
Historical Studies	Assignment 1: Assigned Reading Review	7	1pm, Tues 27 October 2020	2 week extended deadline: now due 1pm Tues 10 November 2020
Study Skills (Group 2)	Written Assignment	11	1pm, Fri 27 November 2020	2 week extended deadline now due 1 pm Fri 11 December 2020
Historical Studies	Assignment 2: Individual Presentation	12	1pm, Tues 1 December 2020	2 week extended deadline now due 1 pm Tues 15 December 2020*
Study Skills (Group 2)	Presentation	12	1pm, Fri 4 December 2020	2 week extended deadline now due 1 pm Fri 18 December 2020
Healthy Musician (if Alexander Technique taken in Autumn Term)	Reflection 2: Alexander Technique Diary	13	1pm, Tues 8 December 2020	2 week extended deadline now due 1 pm Tues 22 December 2020

### Spring Term

Module	Type of Assessment	Week	Date due	Notes
Historical Studies	Assignment 4: Workshop Summary and Reflection	8	1pm, Fri 5 March 2021	2 week extended deadline now due 1 pm Fri 19 March 2021
Aural	Practical exam	9	In class, week of 8 March 2021	25% additional preparation time
Musicianship & Improvisation	Practical Improvisation Examination	10	In class, week of 15 March 2021	Handouts to be given 3 weeks in advance

## Summer Term

Module	Type of Assessment	Week	Date due	Notes
Healthy Musician	Reflection 3	2	1pm, Tues 27 April 2021	2 week extended deadline now due 1 pm Tues 11 May 2021
Aural	Written exam	5	Week of 17 - 24 May 2021	Sit with small cohort: 25% additional time and additional hearing of each question
Musicianship & Improvisation	Portfolio of Musicianship Tasks	5	1pm, Tues 18 May 2021	2 week extended deadline: now due 1 pm Tues 1 June 2021

## Effect of student's disability on their studies

X finds the academic writing process time-consuming and effortful and has difficulty in sustaining her motivation and concentration throughout. She needs to re-read to absorb meaning. She finds multi-tasking (e.g, listening and taking notes) challenging, and struggles to manage her time efficiently. X has intermittent difficulties with communication and social interaction. Her difficulties arise variously, particularly when things prove to be unclear, uncertain, unexpected and/or requiring spontaneous reactions. It is essential that clear and unambiguous instructions are given. In addition she can be subject to fatigue and feelings of being overwhelmed.

After discussion with X it has been agreed that she would benefit from the support outlined below to ensure that progress is made

## Learning Support for Principal Study

1:1 lessons

Principal Study Professors to be aware.

## Learning support for academic work

X to record lectures if required and use online resources on learn:rcm.

1 week extended deadline for all coursework submissions.

### Exam arrangements:

Practical Musicianship Practical- 25% additional thinking time. Material to be given 1 month before exam

Practical Musicianship written: 25% additional time. Exam to be taken in separate room.

Aural Practical: 25% additional preparation time

Aural Written: exam to be taken with separate cohort

Historical studies: exam to be taken in separate room, X to use laptop.

### General:

X to contact the Student Services Manager 0207 591 4316 or leasterbrook@rcm.ac.uk or Personal Adviser should any additions to this agreement be necessary, or if any problems arise. NB: All coursework to be submitted via Learn:rcm (as specified). Submission by fax or email is not permitted.

### Other useful contacts

Faculties Officer (Strings, Historical Performance, & Percussion): 020 7591 4849 | RCM Exchange

Creative Careers Centre Manager: 020 7591 4367

Professional Engagements Coordinator: 020 7591 4845

Creative Careers Centre Administrator: 020 7591 4368