

Studying with a disability: customised facilities

Introduction

If you have a disability and/or chronic illness that is hindering your studies, you should contact one of the academic counsellors of your faculty as soon as possible. TU Delft has a number of standard support facilities available to help you in your studies and reduce study delays. These facilities include extended examination time and text-to-speech software, and training and workshops on personal development and study skills.

During the course of your studies you may find that the standard facilities are not or no longer sufficient and that you need extra facilities tailored to your specific needs. Examples of customised facilities include an individual exam arrangement or an adapted workplace. You can consult with your academic counsellor to discuss what specific facilities are appropriate and necessary. It may not be possible to provide certain customised facilities.

This leaflet provides information about the types of facilities available, what is and is not possible, the procedures and the rights and duties of the university and you as a student. It also gives examples of some of the customised facilities that are available.

Customised facilities

Individual exam arrangement or modified (group) assignment

Discuss your request beforehand with your academic counsellor and explore together whether any other facilities may be appropriate. You should submit a request for these customised facilities to the Board of Examiners of your faculty or programme. Do this in plenty of time before the exam or assignment is set. Go to the website of your faculty to find information on the Board of Examiners and the processing time for requests for customised facilities. **Please note: you have the right to submit a request. However, this does not mean that your request will be automatically approved.**

The Board of Examiners will assess your request based on the following criteria:

1. the facility must examine the same competences as the original test/exam
2. the facility must be efficacious (suitable and necessary)
3. the facility must not place a disproportionate burden on the educational institution

If the Board of Examiners turns down your request, you may send an appeal to the Examinations Appeals Board within six weeks of the date of the decision. If you want to, you can discuss this beforehand with your academic counsellor.

Tip: If the Board of Examiners has not given its reasons for turning down your request, ask it to do so. More information is available at the [TU Delft webpage 'legal position'](#) and in the [Student Charter](#).



Practical facilities during examinations

Examples include using a laptop or headphones during exams, or a separate examination room. This kind of facility is very limited, so be sure to discuss with your academic counsellor what is/is not possible within your faculty. If necessary, explore other solutions. This kind of request should be submitted to the Board of Examiners of your faculty or programme. Sometimes the academic counsellor may act on behalf of the Board of Examiners. Ask your academic counsellor how this is arranged in your faculty.

Physical access

Examples: disabled car parking space, help getting around campus. For more information, see “Adapted workplace”.

Adapted timetable and relaxation of attendance obligation

What is possible in this regard depends on the course objectives and the final attainment levels of the programme. Discuss this with your academic counsellor. In some cases a delay in the progress of your studies may be unavoidable.

The importance of good communication

In order to arrange suitable support from TU Delft, it is important that you tell certain people at the university about your situation. The academic counsellors, central student counsellors, lecturers, members of the Board of Examiners, etc. will all want to know what your possibilities are. What kind of facilities do you need? If you find this difficult to talk about, discuss it with your academic counsellor, central student counsellor or a student psychologist.

Medical certificates and confidentiality

To submit a request for facilities, your academic counsellor will need access to your medical information. This information will be treated confidentially. Your academic counsellor may refer you to a student psychologist or university-contracted doctor for a medical certificate or for advice concerning your request. You do not have to show information from your personal medical file to lecturers or the Board of Examiners.

Career and Counselling Services

The central student counsellors, student psychologists and staff at the Career Centre are there to help you. They can offer you short-term personal guidance, and refer you for external support. The central student counsellor can inform and support you regarding studying with a disability, for example, concerning laws and regulations, procedures, financial support, accommodation and individual and group support. Furthermore, [Gezondeboel](#) is an online tool where you can start improving your mental wellbeing in a free, simple and anonymous way.

Relevant laws and regulations

- Student Charter– see TU Delft website
- OER (Teaching and Examination Regulations) – see TU Delft website
- WHW (Higher Education and Research Act)
- WGB-h/cz (Equal Treatment of the Disabled and Chronically Ill Act)