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## GUIDELINES FOR INDIVIDUAL ARRANGEMENTS RELATED TO ENTRANCE EXAMINATIONS AND STUDIES

### 1. Overview

According to the Non-discrimination Act (6/2014), an education provider has the duty to take necessary measures to promote the realisation of equality. These measures shall be effective, expedient and proportionate, taking into account the educational institution's operating environment, resources and other circumstances. The education provider must ensure that the educational institution has a plan for the necessary measures for promotion of equality.

The authority, education provider, employer or provider of goods and services has to make due and *appropriate adjustments* necessary in each situation for a person with disabilities to be able, equally with others, to deal with the authorities, gain access to education, work and access generally available goods and services, as well as to manage their work tasks and to advance their career.

In assessing the reasonableness of the adjustments, attention shall also be devoted, in addition to the needs of the person with disabilities, to the size, financial position, nature and extent of the operations of an actor, referred to in subsection 1, as well as the estimated costs of the adjustments and the support available for the adjustments. (Non-discrimination Act 15/2014).

The purpose of these guidelines is to describe the way in which the due and appropriate arrangements and measures shall be agreed upon at the University of Eastern Finland in order to promote the accessibility of education and the realisation of equality in studies. These arrangements are called *individual arrangements related to entrance examinations* and *individual study arrangements*.

Taking accessibility into consideration when planning teaching and teaching arrangements will help all students and staff. For some, it is a necessary requirement for studying. Both the planning and execution of teaching must be performed from an accessibility perspective, in terms of premises, tools and other teaching arrangements.

A student's or applicant's disability or long-term illness may be physical or mental in nature, such as a physical, sensory or cognitive disability. Students may have difficulties related to reading, writing or learning. Students may also have several disabilities or long-term illnesses that affect their opportunities to gain access to education and manage their studies. It is also possible to apply *the individual arrangements* when the problem caused by the disability or illness is temporary, for example, following an accident. The decision regarding *individual arrangements* will not be made in cases of regular short-term illnesses (such as the influenza, norovirus or a cold). In such cases, teachers can make arrangements with the student based on the Study Regulations, without a separate decision. The *individual arrangements* may apply to an entrance examination or suitability testing (including entrance examinations for minor subjects), exams or other teaching situations. In addition to teaching, other teaching situations include study-related guidance and services.

The University of Eastern Finland operates a *network operator model*. The goal is that people

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providing guidance for students can work together with students to resolve questions related to accessibility.

These guidelines do not apply to the general *accessibility* of the university website and mobile applications and their content, i.e. the modification of these functions in a manner that would make them available and understandable to anyone anywhere (Act on the Provision of Digital Services (306/2019)). In addition, these guidelines do not apply to situations referred to in Section 37 of the Universities Act (558/2009) in which factors relating to the health and functional capacity of an applicant may not preclude admission (*accessibility*).

The process related to applying for, processing and granting individual study arrangements is described in the IMS system (Koulutuksen ja tutkimuksen tukipalvelut > Opintopalvelut > Opiskelun tuki > Opiskelijoiden ohjaus ja opiskeluhyvinvointi > Opiskeluhyvinvointi).

## 2. Accessibility operator network

At the university, accessibility is coordinated by the Student Well-being and Study Ability Team, and practical matters are managed and prepared by the *accessibility network* working under the team and comprising various actors. The tasks of the Student Well-being and Study Ability Team include (the updated decision of the Academic Rector, Article 46/2019, 16 April 2019):

1. *to prepare and process matters and themes related to student well-being, such as issuing and harmonising the accessibility of studies and special arrangements (including student admissions), processes and practices related to SORA and the substance abuse programme for students, and promoting the implementation of the early intervention model at the university,*
2. *to monitor the realisation of accessibility at the university*

The university has appointed a person in charge of coordinating accessibility as a whole, as well as campus-specific accessibility contact persons who will respond to accessibility-related queries as required and provide advice in general issues. The people working with accessibility-related matters make up the accessibility network:

- Study-related accessibility matters as a whole are coordinated by Head of Student Services, Tuija Pasanen, Student Services
- The contact person at the Joensuu campus is Head of Student Services and Admissions, Eija Widgrén-Sallinen, Student Services; and at the Kuopio campus, Head of Student Services, Tuija Pasanen, Student Services
- Head of Student Services, Tuija Pasanen, will respond to general accessibility queries and questions related to applications
- Individual arrangements related to admission examinations/contact persons and guidance by faculty:
  - Philosophical Faculty: Study Coordinator, Henni Nevalainen
  - Faculty of Science and Forestry: Coordinator, Mari Heiskanen
  - Faculty of Health Sciences: Senior Lecturer, Maria Halmekytö (biomedicine), Education Coordinator, Päivi Hartikainen (Bachelor of Pharmacy, Master of Pharmacy), Head of Academic and Student Affairs, Pirjo Lindström-Seppä, Head of Academic and Student Affairs, Susanna Järvelin-Pasanen (Institute of Dentistry, Medicine), University Teacher, Ari Haaranen (Nursing Science),

- Teaching Coordinator, Päivi Heikura, Professor, Ursula Schwab (Nutrition), Senior Lecturer, Tiina Rissanen (Promotion of Health)
- Faculty of Social Sciences and Business Studies: Study Coordinator, Anne Korhonen
- Individual study arrangements/contact persons and guidance by faculty:
  - Philosophical Faculty: Study Coordinator, Henni Nevalainen
  - Faculty of Science and Forestry: Kaisa Laitinen, Head of Training
  - Faculty of Health Sciences: Mervi Silaste, Head of Student and Learning Services
  - Faculty of Social Sciences and Business Studies: Amanuensis, Minna Paronen (Joensuu Campus) and Amanuensis, Katja Lötjönen (Kuopio Campus)
  - Aducate: Coordinator, Career Counsellor, Tiina Juurela
    - Language Centre: Chief of Student Affairs, Lauri Tolkki

In addition, *accessibility network operators* include people working in the faculties and dealing with the practical special arrangements related to entrance examinations and studies, educational psychologists at the university, student admission officials, and Facilities Management representatives. As required, other specialists and student representatives may also be called to the network meetings.

### 3. Applying for individual study arrangements

#### Individual arrangements at the application stage

Student admissions practices at the application stage only apply to entrance examinations in Finnish.

Applicants must use the application form titled *Individual arrangements related to entrance examinations* submitted electronically. Applicants must complete the form and submit it electronically with the required attachments by the annual deadline in a single message via secure email (*secmail.uef.fi*) → (instructions are only in Finnish: <https://haeyliopistoon.fi/valintakokeet-top/valintakokeiden-erityisjarjestelyt/>).

In the application, the applicant must indicate which individual arrangements they are asking for and give grounds for the application. The applicant must attach to the application a medical report or other expert report regarding the need for special arrangements. The report should include the expert's description of the recommended arrangements. In addition, the application must include the applicant's personal and contact details and the programme to which they are applying.

Applications for individual arrangements related to entrance examinations often include confidential medical information (Section 24.1 of the Act on the Openness of Government Activities). For this reason, the information must be submitted via the secure email link above, rather than via unprotected email. The link must not be used to submit any other admissions-related documents.

When the information is received, the applicant will be informed immediately with an automatic reply. Applications for individual arrangements related to entrance examinations will be processed by the faculty in question, and the faculty will contact the applicant before the

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entrance examination regarding the implementation of the individual arrangements.

*The application form only applies to an application to one programme.* If students apply for individual arrangements when applying to several programmes, they must complete and submit a separate application with attachments for each programme.

The application deadline provided is absolute. Exceptions will only be made if the disability or illness occurs after the application period. If such a need arises, the possibility for individual arrangements will be investigated separately and as soon as possible. In such a case, the applicant must contact the coordinator of individual arrangements (Head of Student Services, Tuija Pasanen) via email or phone as soon as possible in order to start the process and make arrangements for submitting the required documents for processing the application. In these cases, the application for individual arrangements must include a medical report or other expert report on the nature of the disability or illness.

If students are unhappy with the decision regarding their application for individual arrangements related to entrance examinations, they can make a request for a rectification to the university's Board of Appeals with their request for rectification of student admission.

Documents regarding individual arrangements related to entrance examinations are stored in accordance with the university's regulations on document management.

Any medical documents submitted in connection with student admissions will be disposed at the end of the appeal period.

### Individual arrangements related to entrance examinations for minor subjects

Students must apply for individual arrangements for an entrance examination for a minor subject even if they have been granted individual arrangements related to student admissions or during their studies. Instructions for applying for individual arrangements related to an entrance examination for a minor subject can be found in KAMU.

### Individual study arrangements

Individual study arrangements refer to measures previously known as special arrangements. As a rule, students are entitled to individual study arrangements in teaching that are equivalent to those granted to them for the entrance examination. Since teaching situations are pedagogically different from an entrance examination, it is possible to review the need for individual study arrangements.

When an applicant for whom individual arrangements were granted is admitted to the university, if required, a one-to-one guidance discussion can be arranged at the beginning of studies to ensure a smoother transition. A decision on individual arrangements related to entrance examinations is not automatically valid during studies. The student must apply again after admission. Students can bring up their need for individual study arrangements at any time during their studies as the need arises.

It is also possible to grant temporary individual study arrangements.

Applications for individual study arrangements must be submitted electronically via the secure

email website → instructions: <https://kamu.uef.fi/en/student-book/accessibility-in-studies/>

A decision on individual study arrangements during studies can be made based on an earlier decision. The student must attach the required documents to the application. When students apply for individual study arrangements for the first time, they must present a medical report or other expert report regarding the need for individual study arrangements.

Students have a duty to inform the university of any changes in their circumstances that affect their need for individual study arrangements (such as recovering from an injury).

In their application, students must indicate the type of individual study arrangements they apply for and give grounds for them.

It is recommended that a *network discussion* is arranged with the student to agree together on reasonable and realistic individual study arrangements. Participants of a network discussion may include people from the accessibility network, any required experts, representatives from the academic subject and, always, the student. It is important to involve a representative from the academic subject in individual study arrangements in order to ensure that any special characteristics of the programme are considered. The student may bring a support person to the network discussion. A memo will be prepared of the discussion to be attached to the student's application. The memo will include a list of the participants and details of the discussion regarding the individual study arrangements but not any of the student's medical information.

The Language Centre is not required to make a separate decision if there is a valid decision made by the faculty, but they may agree separately on any additional arrangements required in teaching.

The Dean/director of an independent institute or the body authorised by the Dean/director of an independent institute has the authority to make a decision regarding individual arrangements related to entrance examinations and studies in the faculty/independent institute in question.

The decision regarding individual study arrangements must include the name and student number of the student for whom the individual arrangements are granted, a specification of the individual arrangements granted and for which studies they are granted. For example, if required, a faculty decision must indicate how the decision is to be applied in various faculties and units. The decision must show that the student is responsible for informing the teacher in charge of the course of the need for individual study arrangements in good time (at least ten days before an exam or the beginning of the course) by presenting the decision regarding individual study arrangements.

If necessary, the faculty organising teaching in a minor subject or another unit (the Language Centre, Aducate) can make a decision regarding studies to be completed in these units. If the decision is temporary, this must also be indicated. The decision must not include any information on the grounds for which the decision regarding individual study arrangements has been made.

Before making a partly or fully negative decision, the decision-maker can discuss the individual study arrangements with the applicant/student.

The decision (i.e. signed decision documents) regarding individual study arrangements is stored

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in the register.

Documentation regarding the student's state of health will be returned to the student or removed from the database. Applications for individual study arrangements or any other documents that include health data will not be entered in the register.

Decisions regarding individual study arrangements are stored in accordance with the university's regulations on document management.

A record of individual study arrangements granted is made in the electronic student data system in the additional information field for the study right in question. If the individual study arrangements granted are temporary, the validity period of the individual study arrangements must also be recorded. Information regarding the individual study arrangements will be deleted at the termination of the student's study right for which the arrangements were granted. The individuals responsible for the preparation of degrees are responsible for deleting the information.

The person making the decision regarding the individual study arrangements will inform the student and other relevant people about the decision. The student is responsible for informing the teacher in charge of the study module of the need for individual study arrangements in good time (at least ten days before the exam or the beginning of the course).

Teachers and academic administration staff must treat situations related to individual study arrangements with discretion. This means that no unnecessary attention should be paid to individual study arrangements. Information regarding an individual's health is confidential. Teachers have no right to access such information about students.

Decisions regarding studies may be appealed to the Administrative Court.

#### 4. Instructions for students

The content of this decision is described in the Student handbook in Kamu.

#### 5. Implementation of individual study arrangements

The content and implementation of individual study arrangements depend on the student's needs and the nature of the circumstances. The implementation of individual study arrangements does not mean lowering the requirements or learning outcomes of the course. Individual study arrangements guarantee the student equal opportunities to participate in the teaching and demonstrate their competence. In the end, the course teacher is responsible for maintaining the same learning outcomes for all students.

Individual study arrangements may include:

- the opportunity for additional time or lighting, a separate exam room or other arrangements regarding premises.
- the opportunity to use special aids (such as a computer, braille display or induction).
- material arrangements (such as the opportunity to have exam questions in a larger font size, providing lecture materials in advance, audio books, or streaming or recording lectures).
- services (the opportunity to use an assistant or interpreter, Please note! the university is not responsible for obtaining an assistant or interpreter; it is the responsibility of the

- applicant/student).
- an alternative way of completing a study module or course exam (such as an oral exam, completing the course with learning assignments rather than an exam, completing the course in parts)

Further information: <http://esok.jyu.fi/suosituksset/> [Accessible student admissions, recommendations and guide]

If the applicant/student needs to use special aids in the entrance examination or exams, such as a computer, the university has the right to inspect the files and software before the beginning of the entrance examination or exam.

Students must make a note of the individual study arrangements granted to them in their personal study plan if they affect the planning of the studies.

## 6. Monitoring of individual study arrangements

Every year, under the supervision of the Student Well-being and Study Ability Team, the accessibility network discusses the quantitative and qualitative realisation of the decisions regarding individual study arrangements and presents the necessary indicators and improvement proposals to the Council for Teaching and Guidance and Student Services. For this, the faculties, the Language Centre and Aducate prepare summaries of the applications received, the arrangements granted, and the applications refused. Academic subjects should monitor the need for individual arrangements annually, for example, in connection with the personal study plan discussions, in order to observe any changes in the need for individual study arrangements.

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## APPENDIX 1. Division of tasks of the operators in the accessibility network

### Student Well-being and Study Ability Team

- coordinates and develops the overall operations
- The coordinator appointed under the Student Well-being and Study Ability Team with designated duties
  - o networks in accessibility matters nationwide
  - o coordinates the operator network
  - o works with other contact persons to compile information on the individual study arrangements applied for and granted related to entrance examinations and ensures that accessibility practices are discussed and policies reviewed annually if required, for example, at the meeting of the Academic Heads' Team and the Council for Teaching and Guidance
  - o is in charge of the centralised accessibility websites o coordinates the application for individual study arrangements related to entrance examinations (the joint application procedure)
  - o provides guidance and advice for applicants in general questions regarding individual study arrangements related to entrance examinations
  - o reports, as required, to the Council for Teaching and Guidance

### Contact person for accessibility, campus-specific

- informs other operators about accessibility matters on campus
- knows the facilities and aids on campus in terms of accessibility
- provides accessibility-related guidance and advice for applicants and students
- has contact with curricular work and promotes accessibility from this perspective
- if required, supports department/academic subject staff in finding suitable ways of implementing the agreed accessibility arrangements
- participates in statutory health and safety inspections on campus

### Contact persons for accessibility in local service units/faculties (decisions regarding individual study arrangements)

- prepare and make the faculty's decisions regarding individual study arrangements related to student admissions or teaching
- review the possibilities for implementing in practice the individual study arrangements applied for/proposed, with the help of network members and representatives of academic subjects as required
- if required, discuss the details of the decision with the applicant/student
- help students clarify the situation if the arrangements applied for are not realised for some reason
- if required, call for a network discussion when a broader perspective is needed to make a



decision regarding individual study arrangements

- if required, ensure that the views of the unit providing the teaching are considered
- ensures that the required information is transferred to the academic subject/departments
- are responsible for the appropriate processing of the information regarding students

### Educational psychologist

- if required, participates in nationwide networking cooperation (agreed with the coordinating body)
- provides other operators with information and training in matters in the psychologist's area of expertise
- expert consultation in learning-related special issues
- can lead network discussions regarding psycho-social accessibility matters in order to plan individual study arrangements that support learning
- can, based on guidance discussions with the student or a network discussion, give recommendations in their area of expertise on the type of individual study arrangements that may be well-suited for a student.

### Academic subject/Department/Independent institute

- identification of the need for individual study arrangements and monitoring of the efficiency of the arrangements with the student (e.g. during personal study plan discussions)
- if required, participation in the planning of individual study arrangements as requested by the faculty
- practical implementation of the individual study arrangements as agreed
- participation in training and the development of the process
- the Language Centre and Aducate appoint contact persons for accessibility to represent them in network discussions. In addition, independent institutes can process and make decisions regarding individual study arrangements for their teaching if this applies to their courses

### Facilities Management

- appoint campus-specific contact persons to participate in network discussions regarding facilities management
- consider accessibility when making decisions about facilities and improving their operations
- provide information on the accessibility of facilities

### ISYY

- expert consultation to support decision-making
- protecting the students' interests, and peer support as required
- participation in development and training

## FSHS

- expert consultation to support decision-making
- participation in network discussions as required
- participation in development and training

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*Yksiosainen henkilötunnistus (UEF käyttäjätunnus) Simple person identification (UEF user account)*