

Disability Services Student Checklist

We are pleased to be able to meet with you in person. However before attending your pre-booked appointment and to ensure that you and all members of staff remain safe, please be aware of the following:

Prior to your appointment

1. Appointments are for one person only unless arranged otherwise in advance.
2. Based on what you have already told staff, you will be given a specific appointment – usually up to **45 mins**. If during your meeting it becomes apparent that you may require additional time, the member of staff will either arrange another appointment or arrange a follow up online. **Appointments cannot be extended.**
3. Check your e-mails before attending your appointment for any changes for example staff illness or location change.

At your appointment

4. Observe the 2-metre rule during your visit to Rathbone even when waiting outside the building.
5. Keep to your allocated appointment; do not arrive too early as you will be asked to return at the designated and confirmed time.
6. When you arrive at the building, wait for the Adviser to come and collect you. There is a porch area with two seats, which are socially distanced. If both seats are taken, or it is not possible to maintain a 2m distance, please wait outside, with at least 2m between you and any other people waiting.
7. If you are late, or other problems arise, please phone the number of the person you are booked to see (their phone number will be provided in your appointment confirmation email). The intercom is available only as a back-up option, for example, if you are unable to phone.
8. Wear a face covering and sanitise your hands upon entering the building. If you are exempt from wearing a mask, inform the member of staff immediately. For details of who should or may not be able to wear a mask click [here](#).
9. Bring all relevant information / evidence with you to your appointment, in electronic format wherever possible. Details of any evidence / information needed will be detailed in the e-mail sent to you confirming your appointment.
10. In some situations, you will be asked to bring your own laptop / tablet / smartphone to the appointment – again we will detail this in the confirmation e-mail we'll send to you.

11. Do not eat or drink during the appointment.
12. Please note that during the COVID 19 pandemic, if you attend face to face sessions the service may be obliged to pass on your contact details if asked to do so for [‘Track and Trace’](#).

What you can expect from staff:

1. Staff will wear a Perspex visor during the meeting.
2. Staff will ensure that their office space is cleaned and sanitised before each meeting.
3. Staff will meet you at the front door of Rathbone, take you to their offices and take you to the building exit at the end of the appointment.
4. Staff will sanitise their hands upon returning their office.

Watch our video to familiarise yourself with procedures and for directions to Rathbone - [What to expect at a face-to-face appointment.](#)