

**What does 'using an ISSA' involve?**

An ISSA is an Individual Student Support Agreement. It is drawn up by a member of the Disability and Well-being Service in consultation with the student concerned, and is based on formal documentary evidence, for example, a letter from a medical specialist or a diagnostic assessment by a psychologist. An ISSA is LSE's system of recording the adjustments and resources which are deemed necessary to meet the individual needs of a disabled student. The ISSA is then circulated to services or members of staff who will be responsible for providing the recommended support or accommodations.

**How can staff help?****Do**

- Implement any recommendation that is relevant to your role
- Be discreet
- Maintain confidentiality
- Invite the student to meet with you privately if you are unsure of what is needed
- Contact the Disability and Well-being Service for guidance or clarification

**Don't**

- Mention the student's ISSA or disability in front of other students or staff