

## Disabled Students' Allowances (DSA) - Assessor Information Sheet

This document aims to provide information that is commonly required for Study Needs Assessment Reports. If you require further information not otherwise covered in this document, then please contact Wellbeing Services for further details.

### Wellbeing Services Contact Details

The University of Exeter's Wellbeing Service includes two teams that support students with disabilities or health conditions during their time as students.

#### AccessAbility Team

Our AccessAbility team commonly work with students who have:

- Specific learning difficulties (SpLDs)
- Autism Spectrum Conditions including Asperger's syndrome
- Physical disabilities
- Sensory impairments
- Long term health conditions such as epilepsy, diabetes or arthritis

**Phone:** 01392 723880

**Email:** [Accessability@exeter.ac.uk](mailto:Accessability@exeter.ac.uk)

**Web:** <http://www.exeter.ac.uk/wellbeing/accessability>

**Opening hours:** Mon-Fri 9-5pm

#### Mental Health Team

Our Mental Health team commonly work with students who experience a range of mental health conditions including:

- Anxiety and Obsessive Compulsive Disorder
- Depression
- Eating Difficulties
- Bi-Polar Disorder
- Psychosis
- Personality Disorders

**Phone:** 01392 724381

**Email:** [wellbeing@exeter.ac.uk](mailto:wellbeing@exeter.ac.uk)

**Web:** [http://www.exeter.ac.uk/wellbeing/mental\\_health](http://www.exeter.ac.uk/wellbeing/mental_health)

**Opening hours:** Mon-Fri 9-5pm.

### Prospective Students

Prospective students who declare a disability to the University of Exeter on their UCAS application will be contacted by Wellbeing Services and asked to complete a prospective student online form. If you have contact with a prospective student who has not yet been in

touch with Wellbeing Services, please encourage them to complete the form which can be found at:

<https://www.exeter.ac.uk/wellbeing/prospectivestudents/>

### Individual Learning Plan

The University of Exeter will make reasonable adjustments on the basis of diagnostic or medical evidence of a disability or condition. Our AccessAbility and Mental Health teams can provide eligible students with an Individual Learning Plan (ILP). An ILP is a document that recommends reasonable adjustments in line with the Equality Act (2010) and is shared, after the student has given their permission, internally with other key staff in the University.

Please note recommended teaching and exam adjustments are not automatically put in place and students are required to contact the relevant Wellbeing Team in order to ensure permissions are sought and adjustments agreed.

Adjustments can, for example, be made to physical features such as access to buildings, auxiliary aids such as materials in a different format and materials available online prior to classes. Please bear in mind that adjustments cannot be made to the core competencies of a course. Students who do not believe they are accessing their full entitlement to support should contact AccessAbility or the Mental Health team for support.

If you need to discuss whether a particular DSA funded adjustment can be accommodated, please contact Wellbeing Services for further details.

### Library and Printing Facilities

Information regarding the University's Library Service, including borrowing times, can be found here: <http://www.exeter.ac.uk/library/usingthelibrary/>

The Library Service offers a library induction package online via the Exeter Learning Environment (ELE). For additional support using the library, including using electronic resources, ELE and the library catalogue, one to one help can be arranged with the student via contact with the library service. If a student requires support with collecting books, students can contact the library help service via email and a bespoke service can be discussed.

The library has 1.2 million e-books and most journals are now online with the library providing a reading list service where chapters/articles can be scanned and put into the ELE.

Full details of the printing and scanning available on campus can be found here:

<https://as.exeter.ac.uk/it/openaccess/>

### Study Support

The University of Exeter provides a number of support pathways to facilitate students' academic progress. More information can be found here: <http://www.exeter.ac.uk/student-engagement-skills/academic/>

Wellbeing Services also offer a regularly reviewed range of support which can include the following (please follow the hyperlinks for more information):

- Wellbeing workshops and webinars

<https://www.exeter.ac.uk/wellbeing/support/workshopsandwebinars/>

- Wellbeing Services study skills workshops and webinars  
<https://www.exeter.ac.uk/wellbeing/support/workshopsandwebinars/>
- Wellbeing Services events
- Wellbeing Services groups and courses  
<https://www.exeter.ac.uk/wellbeing/support/groupsandcourses/>

### DSA funded support

The University of Exeter offers in-house provision of the following Non-Medical Helper (NMH) support, funded through the Disabled Students' Allowances.

**Please note that we are currently at capacity for all NMH support as below for the 2020/21 academic year. This will be reviewed regularly and includes:**

- Specialist Mentor - Mental Health Difficulties (MH)
- Specialist Mentor - Autism Spectrum Conditions (ASC)
- Specialist one-to-one Study Skills and Strategy Support - Specific Learning Difficulties (SpLD)
- Specialist one-to-one Study Skills and Strategy Support - Autism Spectrum Conditions (ASC)

As a registered provider of NMH support, our specialist one-to-one study skills and strategy tutors and mentors are either permanently employed or are contracted by the University on a freelance basis. This enables Wellbeing Services to offer a consistent, high quality and student-centred service.

### COVID-19 Update

In line with our Institution policies and procedures we usually provide face-to-face onsite support only at our Streatham and St Luke's campuses. Due to the current COVID-19 situation our NMH support are offering remote appointments; telephone or video via Zoom, or Microsoft Teams. Please contact us to discuss face-to-face support at this time.

### Wellbeing Support

The University of Exeter's Wellbeing Service offers a range of support for students. Full details can be found here: <http://www.exeter.ac.uk/wellbeing/about/>

Support offered by the Wellbeing Service includes:

- Therapy Talking therapies support, which may include short term counselling and CBT
- Mental health advice and support
- DSA funded specialist mental health mentor service
- Groups and workshops on a range of topics including stress, anxiety and mindfulness
- SilverCloud – secure, immediate access to online cognitive behavioural therapy programmes accessible to all Exeter students. See:  
<http://www.exeter.ac.uk/wellbeing/support/self-helpandpeersupport/onlinehelp/silvercloud/>
- A range of self-help online resources which can be found here:  
<http://www.exeter.ac.uk/wellbeing/support/self-helpandpeersupport/>

### **Welfare Advisors (Education Support Advisors for Welfare, or ESAWs)**

Alongside personal tutors, the College 'Info Point' is the first point of contact for any queries relating to a student's academic study including personal issues which may be impacting upon studies.

Welfare Advisors are available to talk to students in a confidential and non-judgemental space about any issue they feel they may need support with. Welfare Advisors offer practical support, as well as access to self-help materials and signposting to specialist advice and support services. Advisors can offer telephone and Microsoft Teams appointments. Face-to-face appointments will recommence when these are allowed in line with the Government COVID-19 recommendations.

### **Assistive Technology and Study Rooms**

The University of Exeter has a range of assistive technology software available to students.

The following assistive software is available on all networked computers for all University students:

- Inspiration mind mapping software
- Text help Read & Write
- MindGenius
- Microsoft assistive software (screen reader and magnifier allowing customisation of screens)

The University also subscribes to SenusAccess file convertor, available to all staff and students with a registered University email address, both on campus and remotely. More product information can be found at: <https://sensusaccess.com/> or current students can visit: <https://libguides.exeter.ac.uk/AlternativeFormats>

Students can also access the AccessAbility Library Rooms at the Streatham and St Luke's campuses. Full details can be found here: <https://libguides.exeter.ac.uk/studyspace>

The following facilities are available in the AccessAbility study rooms:

- Dragon Naturally Speaking voice to text Software
- Audio Notetaker
- Jaws Screen Reading Software
- TextHelp Read & Write Gold
- Inspiration Mind Mapping software

### **Equipment for student loan and use**

- General equipment for loan (laptops, digital voice recorders, ergonomic equipment e.g. back support and gel wrist rests, headsets)
- Forum Multimedia Room - with Adobe Production Premium Creative Suite

The University of Exeter offers students free access to the latest version of the Microsoft Suite. Office is also available for free download on PCs and Mac OS X. Full details can be found at: <https://as.exeter.ac.uk/it/software/office/>

All students have access to Exeter Learning Environments (ELEs) integrated tools which enable students to access course materials and interact online. Documents can be made available in a variety of formats, including PowerPoint and Adobe PDF. Links to comprehensive lecture recordings can be provided and video can be embedded and displayed.

### Teaching Environment

Recap is the University's new lecture streaming and recording system. It replaced Echo360 from Summer 2016, and is based on Panopto. Whilst the University is actively rolling out lecture capture facilities across the campus, lecture recording is not yet available in all teaching spaces. Therefore, we advise that Recap is not yet a replacement for any Disabled Students' Allowances recommendations such as digital recorders.

There are induction loop systems in the larger lecture theatres but not in smaller teaching spaces. Students with hearing difficulties should access Disabled Students' Allowances for a personal listening system appropriate to their requirements.

### Practical Sessions and Workshops

The University aims to provide a range of practical support sessions to enable students with disabilities to participate fully in all activities of the University. Wellbeing Services currently offer:

- Wellbeing Services library and study space tours
- Weekly term time social group for students with Autism Spectrum Conditions run by the AccessAbility service. This is a friendly, welcoming place for students with Autistic Spectrum Conditions to meet with their peers and enjoy social activities
- Anxiety Management Group
- Mindfulness Courses
- Compassion Focused Courses
- Fatigue Social Group run by the AccessAbility service. Again, a friendly and welcoming place for students to meet their peers and enjoy social events
- Employability Workshops - focussed workshops run by CareerZone and Wellbeing Services offering additional support throughout the whole career decision-making process

For further information on groups and courses please visit:

<https://www.exeter.ac.uk/wellbeing/support/groupsandcourses/>

For further information on workshops and webinars please visit:

<https://www.exeter.ac.uk/wellbeing/support/workshopsandwebinars>

### Examinations

Under exceptional circumstance the method of an assessment may be changed. This will be recommended on the ILP following an appointment with the Mental Health Team and/or AccessAbility and in partnership with the Academic College. The ILP will detail which time period and which modules require consideration for alternative assessment methods.

### Accommodation

The University of Exeter Accommodation webpage provides detailed information of the type of accommodation available. This can be found here: <http://www.exeter.ac.uk/accommodation/>

The University of Exeter endeavours to make reasonable adjustments to support individuals who, due to disability, a long-term medical condition or physical or sensory impairment, require prioritisation, adapted accommodation or a particular location to help them participate in a fulfilling university experience in line with the Equality Act (2010).

Students should be aware that medical evidence is required to support all accommodation requests. We have a limited number of adapted and accessible rooms so students should apply as early as possible for their accommodation and contact Wellbeing Services to discuss arrangements so that any reasonable adjustments can be implemented before a student arrives.

Prospective students can contact us via our Prospective Student online form <http://www.exeter.ac.uk/wellbeing/prospectivestudents/> , and current students can email [accessability@exeter.ac.uk](mailto:accessability@exeter.ac.uk) to arrange an appointment to discuss their options.

### Campus Information

#### AccessAble

The AccessAble website has detailed access information on our campus which can be found here: <https://www.accessable.co.uk/organisations/university-of-exeter>

#### Campus Layout

Please be advised that the Streatham campus is a hilly campus which may impact on accessibility for students with mobility difficulties. The University also has a number of older University buildings which may not be fully accessible. However, individual reasonable adjustments can be discussed and arranged with the timetabling team as required. Therefore, we encourage students to contact Wellbeing Services as soon as possible to discuss their needs.

#### Parking

There are a number of accessible parking spaces located across the Streatham and St. Luke's campuses. Students can be provided with a permit to use these spaces and should be advised to contact Wellbeing Services to discuss requirements for these permits.

### Financial Assistance

Information about student funding, including the University of Exeter's Success for All Fund, can be found here: <https://www.exeter.ac.uk/students/finance/studentfunding/>

The University of Exeter's [Success For All Fund](#) is available to help students who need extra financial support during their course. Most awards from the fund are in the form of grants, although some short term loans may be available to meet temporary hardship such as delayed Student Maintenance Loan or severe cash-flow problems. For further details please see: <https://www.exeterguild.org/advice/finances/>

### **Band 1 and 2 Support**

The University of Exeter welcomes all students and offers the best support and advice possible under the Equality Act (2010). We value the information assessors can provide regarding a student's disability or health condition. We ask all student applicants to contact Wellbeing Services to discuss the support the University will make available to them that would have previously been assessed as benefiting from band 1 and/or 2 non-medical helper support.

The University offers a range of group and online support in addition to assistive technology support. We ask that assessors do not make specific recommendations for institutionally funded support as each student's Study Needs Assessment will be reviewed on an individual basis by AccessAbility and/or our Mental Health team. If an assessor identifies that a student may require individual support then the University welcomes contact from assessors to discuss support options available. The University would ask that assessors encourage students to speak to the University as soon as reasonably possible to ensure timely and appropriate individual support can be put in place.

### **Any other information**

Additional services and support available for all students at the University of Exeter, including students with disabilities, includes:

- Residence Life Team <http://www.exeter.ac.uk/accommodation/students/currentstudents/residencelifeteam/>
- Student Ambassador Scheme <https://www.exeter.ac.uk/ambassadors/>
- Student Welfare Consultants <https://www.exeter.ac.uk/wellbeing/studentwelfare/>
- Chaplaincy <https://www.exeter.ac.uk/chaplaincy/>
- Career Zone <http://www.exeter.ac.uk/careers/>
- The Students' Guild (Exeter's Students' Union) <https://www.exeterguild.org/>