



Requesting DSA Funded Specialist Student Support

What should I be aware of when completing the form?

The *DSA Funded Specialist Support Request form* should only be used by those who are requesting their DSA funded support be put in place by Wellbeing Services at the University of Exeter. It is important that you check you are in receipt of a DSA2 Entitlement Letter that lists the University of Exeter as the provider for one of the following roles before requesting support via this form:

- Specialist One to One Study Skills support
- Specialist Mentoring for a Mental Health Condition
- Specialist Mentoring for Asperger's Syndrome/Autism
- Assistive Technology (AT) training

What happens after I have completed the form?

Once you have completed the form, we will be in touch within 24 hours (excluding weekends) to confirm we have received your request and to inform you of our availability for appointments.

At certain times of the academic year we experience a high demand for appointments, and so we may not be able to offer you an appointment for a number of weeks. If this is the case, we will inform you of waiting times and ask if you would like to wait for support from us. Students who do not want to wait for us to provide support can request to change their provider by contacting their funding body. Please be aware, waiting times may be just as long in these instances.

I don't have DSA, what should I do?

If you complete this form and you do not have a DSA entitlement letter we will be in contact with you to advise of other forms of support we can offer you as a service.

If you have not yet applied for DSA and you think you may be eligible, please start your application as soon as you can as the DSA process can take as long as 14 weeks. For information on what DSA is, who is eligible and the application process please click [here](#).

Data Processing

Any information disclosed to us via the *DSA Funded Specialist Support Request form* or in communication with Wellbeing Services (for example in an appointment with a member of staff at Wellbeing Services) is considered to be sensitive under the Data Protection Act 1998, and will be stored within the University of Exeter's Student Record Systems.

Wellbeing Services consists of the following support pathways: AccessAbility, Welfare, Residence Life Advisors, Psychological Therapies and Mental Health. Wellbeing Services respect your rights to privacy as outlined in our [confidentiality statement](#).



Should you commence your DSA funded support with us, you will be asked to complete a number of forms required by the Disabled Students' Allowances Quality Assurance Group (DSA-QAG). One of these forms is a *Consent for Sensitive Personal Data Processing* request. The request for your consent specifically relates to DSA-QAG's requirement to information or documentation relating to students' Non-Medical Helper (NMH) support. The form explains what type of information is required and states how this information is vital in auditing the service on an annual basis. Please note that you do have the right to refuse your consent for this form.

Data Retention

We will keep your data on our database for 7 years, following our last year of contact with you. This is to ensure that we can support you throughout your studies and afterwards should you continue to post-graduate study. We also have to ensure data is kept on file for compliance reasons and statistical reporting.