

A Guide to Nottingham Trent University for External Providers of DSA Non-Medical Helper Support

INTRODUCTION AND PURPOSE OF THIS GUIDE

The university is aware that students receiving DSA-funded support may have Non-Medical Help (NMH) provided by external providers. This document is intended to assist these companies in navigating the processes of the university and to understand what internal support mechanisms exist for students.

NOTTINGHAM TRENT UNIVERSITY

Nottingham Trent University is one of the largest university in the UK with 29,370 students and 3,766 staff split over four different campuses. Approximately 10% of our students have declared a disability to the institution.

The university is made up of 11 Schools, across 4 sites:

City Campus:

Nottingham Business School
Nottingham Law School
School of Architecture Design and the Built Environment
School of Art & Design
School of Arts & Humanities
School of Social Sciences

Clifton Campus:

School of Arts & Humanities
School of Science & Technology
School of Social Sciences

Brackenhurst Campus:

School of Animal Rural & Environmental Sciences

Creative Quarter Campus

Confetti Institute of Creative Technology

Information about specific programs of study can be found in the Study and Courses section of our [website](#)

DISABILITY AND WELLBEING SUPPORT AT THE UNIVERSITY

The university has a strong commitment to equality and diversity and for promoting inclusive practice. Students who declare disabilities are supported by different support teams within **Student Support Services** at NTU: Autism Support, Dyslexia Support, Mental Health Support and Physical/Sensory Support, with offices on each campus.

Students receiving support from the team will be allocated a named Disability Officer at their site of study whom they can contact with any disability-support related queries.

The team provide 1-1 NMH support to students – both for those who are funded by DSAs and for students where funding is unavailable (e.g. FE, international or EU students), to ensure that disabled students are provided with the best opportunity to succeed.

Students declaring a disability will be contacted to discuss having an Access Statement to guide academic schools regarding the reasonable adjustments that a student requires for their learning, teaching and assessment.

As well as 1-1 appointments, the team also offers a number of advice sessions each week to

ensure students have good access to support.

OTHER STUDENT SUPPORT SERVICES

The Autism Support, Dyslexia Support, Mental Health Support and Physical/Sensory support teams are part of the wider Student Support Services department. Student Support Services provides a range of professional services available to all students on a variety of issues:

[Autism Support](#)
[Counselling](#)
[Dyslexia Support](#)
[Faith and Spirituality](#)
[Financial Support](#)
[Health Centres](#)

[International Support](#)
[Mental Health Support](#)
[Physical and Sensory Support](#)
[Student Support Officers](#)
[Wellbeing](#)
[Confetti NMH Support](#)

More detailed information about these services and contact details can be found on the [Student Services](#) page on our website.

Additionally, the [Skills for Success](#) website contains helpful study skills information and resources.

Libraries operate at each of the university campuses and specialise in the subjects that are taught at their local site. Information about the university libraries and their facilities can be found [here](#).

ACCESS TO CAMPUS AND COMPUTING FACILITIES

Rooming

NTU agree with DfE that the venue for NMH support should be a private room with a door that closes. DfE states that, NMH providers are expected to find somewhere private to hold recommended sessions. There is no expectation for HEPs to provide accommodation for NMH provision. The expectation is for HEPs to ensure that a student's access to rooms for DSAs' purposes is on the same basis as any other learning-related meeting they may wish to hold in the HEP. If a student is allowed to book accommodation at the HEP then they should be able to do so for DSAs as for any other learning-related activity.

Please note, at NTU there is no bookable accommodation for students at NTU to use for private study or learning related meetings. In the past, we understand that group study rooms in the library have been booked by students for this purpose at the request of their NMH, please note that these rooms are for collaborative group work with other students only. Using these rooms for NMH support prevents other students from using them for their groupwork, which is an essential part of their course.

We politely ask that third party providers of NMH support do not ask students to book rooms on their behalf. Instead, there are several flexible working spaces and offices available in the local area which NMH Providers may rent as required.

Access

Most areas of the university are restricted and require swipe card entry, this is for security reasons. It is not anticipated that access to these areas would be required by NMH providers, since it is unlikely that the type of support provided is location-dependent.

IT facilities

It is not possible to arrange visitor access to IT facilities for external staff for security reasons.

Transport

The university has good public transport links. [Campus maps and navigation information](#) can be found on our website.

Please note we cannot reserve car parking spaces for external NMH providers.

MISSED APPOINTMENTS

The university is unable to provide reimbursement to third party NMH providers where students miss appointments without giving 24 hours' notice. However, if a student is repeatedly missing appointments and there may be a concern for their welfare, it is suggested that the provider contacts **Student Support Services** using the details below so that we can ensure their wellbeing.

If you have concerns about a student's welfare, a third-party Wellbeing Referral form can be completed online [here](#).

STUDENT COURSE AND ACADEMIC REQUIREMENTS

Student module and course information is provided through "[NTU NOW](#)", the NTU virtual learning environment. Here, students should be able to see relevant module descriptors, course notes and lecture slides.

EXAMS

Information on exams can be found [here](#).

TERM DATES

NTU Term dates are published on our [website](#)

FEEDING BACK TO THE NTU SUPPORT TEAMS

External NMH providers are encouraged to feed back to Nottingham Trent University about the students they are supporting. Please contact:

Autism Support	0115 848 2085	Autism.support@ntu.ac.uk
Dyslexia and SpLD	0115 848 4120	Dyslexia.support@ntu.ac.uk
Mental Health	0115 848 6623	Mental.health@ntu.ac.uk
Physical/Sensory Disability	0115 848 2085	Disability.support@ntu.ac.uk
Confetti - Additional Learning Support team	0115 993 2321	heals@confetti.ac.uk