A Guide to the University of Southampton for External Providers of Non-Medical Help Support

Table of Contents

INTRODUCTION AND PURPOSE OF THIS GUIDE

The University is aware that students receiving DSA-funded support may have Non-Medical Help such as mentoring or 1:1 study skills support 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.

THE UNIVERSITY OF SOUTHAMPTON

The University of Southampton is a research-intensive university and a founding member of the Russell Group. Its world-class teaching and research activities are delivered across five faculties, within which there are over 40 academic schools and departments. They are supported by a number of professional services departments. The university also has a branch campus in Malaysia within the EduCity development in Iskandar that offers degrees in engineering.

- **Faculty of Arts and Humanities**
- **Faculty of Engineering and Physical Sciences**
- **Faculty of Environmental and Life Sciences**
- **Faculty of Medicine**
- **Faculty of Social Sciences**
- **University of Southampton Malaysia**

Information about specific programmes of study can be found through the 'course finder' function of our website Degree courses | A to Z | University of Southampton.

Many of its courses have a strong industry focus, with all undergraduate students being provided with the opportunity to undertake a Year in Employment. This is an opportunity for the students to complete a work placement between their second and third year as part of their degree. For more information please visit https://www.southampton.ac.uk/careers/students/work-experience/year-in-employment.page

DISABILITY SUPPORT AT THE UNIVERSITY

The Student Disability and Inclusion Service provides a wide variety of support for disabled and neurodivergent students, students with a specific learning difference (SpLD) and students with physical, long-term and mental health conditions.

We support students from application to enrolment and throughout their time with us at the University. For more information on the range of appointment options please visit https://www.southampton.ac.uk/edusupport/disability_support/index.page

We also provide specialist support for students with specific learning differences (SpLDs) such as Dyslexia and Dyspraxia. For more information please visit our site: https://www.southampton.ac.uk/edusupport/study_support/index.page

SUPPORTING STUDENTS IN THEIR LEARNING

The main focus of the Student Disability and Inclusion team is on recommending individual reasonable adjustments that may be applied to teaching, learning and all aspects of university life, so that disabled students can have a fully equitable experience as their peers without a disability.

Student Support Appointments: students with a disability, mental health condition and/or specific learning difference are encouraged to arrange a Student Support Appointment (SSA) with a Specialist Practitioner so that reasonable adjustments, including Additional Exam Recommendations (AERs), can be put in place.

Students must provide a copy of their medical evidence or diagnostic report or evidence of a working diagnosis for reasonable adjustments to be put in place, including Additional Exam Recommendations (AERs). Evidence can be emailed to studenthub@soton.ac.uk.

Students who do not currently have documentary evidence of their disability or specific learning difference, are still encouraged to make a Student Support Appointment to discuss the support available to them including:
- Specialist study skills support.
- Access to assistive technology software and spaces.
- Student peer support programmes.

- Access to wellbeing support.
- Short-term, specialist mentoring.

Additional Exam Recommendations (AERs)

Adjustments to exams can be requested by students using the AER Request Form or discussed during a student support appointment. Students will need to provide adequate evidence of their condition or working diagnosis. Students can contact studenthub@soton.ac.uk for more information.

Student Support Recommendations (SSR): reasonable adjustments, as discussed in a Student Support Appointment, are documented in an SSR document and shared with the student and the relevant Faculty, or other University stakeholder, e.g. Timetabling, Library or Accommodation, on a need to know basis.

Specialist Study Skills:

Student Disability and Inclusion Service provides a range of specialist study skills support for students who may have a Specific Learning Difference (SpLD). This includes 1:1 support from a Specialist Neurodiversity Practitioner and a range of informal group workshops focusing on developing transferable study skills. Study Skills Support can take place online via Teams or in person.

For more information please visit our site:

https://www.southampton.ac.uk/edusupport/study_support/one-to-one-study-support.page

SpLD Screening: If a student would like to be screened for a Specific Learning Difference (SpLD), such as dyslexia, they can request to complete an SpLD screening questionnaire by contacting Student Disability and Inclusion Service. The screening questionnaire will be reviewed by a Specialist Practitioner who will advise a student if they show any signs of an SpLD and recommend if a Full Diagnostic Assessment is appropriate. For more information please visit our site:

https://www.southampton.ac.uk/edusupport/study_support/i-do-not-currently-have-adiagnosis.page

Diagnosis: If it is recommended that a student would benefit from a full diagnostic assessment, they are provided clear information on how to access this and the qualifications required by the assessor. Student Disability and Inclusion Service can provide diagnostic assessments free of charge only to current students with a household income below £30,000. Students should contact Student Disability and Inclusion Service for more information on eligibility.

The University requires evidence of an SpLD to put Additional Exam Recommendations in place. More information on Additional Exam Recommendations can be found here:

https://www.southampton.ac.uk/edusupport/disability_support/ways_of_support/index.page?

Assistive Technology Learning Spaces:

The University has learning spaces dedicated to supporting students with disabilities, long-term health conditions and SpLDs at various campus locations. These dedicated learning spaces have a variety of equipment, such as height adjustable desks, dual monitors and soft screening to reduce noise and distractions. The University has a wide range of assistive technology software to support learning and study. This software is available to download on all University computers, with additional specialist software available in the dedicated learning spaces for students with disabilities, long-term health conditions and SpLDs. You can learn more by clicking through to the 'Specialist Software' tab on this page:

Assistive Technology Software

NEEDS ASSESSMENTS

Once student's eligibility for DSA is confirmed, student will have to contact an assessment centre to work out what help they need. A Needs Assessment normally takes from one to two hours, occasionally it may take longer. Many Assessment Centres also offer online appointments by Teams/Zoom or over the phone assessments, in addition to in-person appointments. Students can find the local Needs Assessment Centre on gov.uk website here: Find a Disabled Students' Allowance assessment centre - GOV.UK (www.gov.uk)

The Student Disability and Inclusion Team run drop-in sessions to answer questions relation to the Disabled Students' Allowance (DSA). This includes DSA drop-ins and bespoke 1:1 support sessions. Students can book on the sessions by emailing: studenthub@soton.ac.uk. The team can also support students in liaising with the suppliers identified in the Needs Assessment.

MENTAL HEALTH & WELLBEING SUPPORT

The Student Wellbeing team support the emotional wellbeing of students throughout their studies, enabling them to make the most of their time at the University and develop healthy habits to last a lifetime.

They are available to support all students, 24 hours a day, 7 days a week. Students can use the online chat, email studenthub@soton.ac.uk, call +44(0)23 80599 599, or book a wellbeing chat (in person or via Microsoft Teams). Their wellbeing advisors are based in the The Student Hub on Highfield Campus and can travel to meet students on other campuses or in halls when requested.
There is a wide range of further support available to students, which the Wellbeing team will help them explore and access where appropriate.

Although the Student Wellbeing Team are available 24/7 **they are not an emergency service**. If a student or someone else is in danger, they are advised to call 999 or go to their nearest A&E department. If a student requires help urgently for their mental health, but it is not an emergency, they can get help from NHS 111 online or call 111.

Counselling: short-term counselling is available free of charge for students through the University Counselling Service. To ensure that this type of support is appropriate for the student, they are encouraged to book a wellbeing chat to speak with a wellbeing advisor about available support. Following the discussion with one of the wellbeing advisors, they may be referred for counselling or to another support service.
For more information please visit our site:
https://www.southampton.ac.uk/edusupport/mental_health_and_wellbeing/counselling.page

OTHER SERVICES
THE STUDENT HUB:
The Student Disability and Inclusion and the Student Wellbeing Services are part of the Student Hub. The Student Hub can answer students' questions about accommodation, fees, funding and ID cards. If they are unable to help with a query, they will direct students to the best people to talk to for further support.
More detailed information about these services and contact details can be found here:

https://www.southampton.ac.uk/studentservices/index.page

SUSU (University of Southampton Students' Union) AND THE ADVICE CENTRE:
The Advice Centre provides free, independent and confidential support to all students. Please visit https://www.susu.org/support/advice-centre.html for details of the kind of practical help the Advice Centre offers. If the online guides don't answer your questions, please book an appointment using the contact details of the webpage.

LIBRARY AND THE ACADEMIC SKILLS HUB:
The Hartley Library is the main University Library and home to the University Archives & Special Collections. It is open seven days a week and moves to 24/7 opening during exam time. iSolutions, the University IT help, provide a helpdesk at Hartley.
For more information please visit https://www.southampton.ac.uk/library/index.page

Hartley library also hosts the Academic Skills Hub open from 10.00 – 16.00, Monday to Friday all year round. You can find them in room 2045 on Level 2 of the Hartley Library. Students can drop-in for sessions with their staff in 20 minute slots and do not need to make an appointment. The Hub can provide advice and guidance to students on a variety of study skills, academic writing and mathematical and statistical skills.
For more information please visit Home - Academic Skills Service - LibGuides@Southampton at University of Southampton Library (soton.ac.uk)

STUDENT COURSE AND ACADEMIC REQUIREMENTS

Student module and course information is provided through Blackboard. Blackboard is a web based service where you may find materials for your course, as well as interactive features such as online tests and discussion boards. Many lecturers will keep Blackboard content updated regularly and it can provide a concise and reliable source of information on your course and what is expected from you in your reports and essays.

For more information please visit https://blackboard.soton.ac.uk/

ACCESS TO CAMPUS AND COMPUTING FACILITIES

The university has an extremely limited number of confidential small meeting rooms and is unable to offer rooms for third party support providers.

We politely ask that third party providers of NMH (Non Medical Helper) support do not ask students to book rooms on their behalf.

Providers with a service level agreement with the University of Southampton should consult their agreement for guidance on room access.

Where necessary it might be possible to use public access areas on campus whilst being mindful of confidentiality and other users at all times.

Some areas of the university are security restricted because of the nature of the work that is carried out. It is not anticipated that access to these areas would be required by external providers, since it is unlikely that the types of support provided are location-dependent in this way.

Wifi facilities are provided at the university on the EduRoam network. Guests and visitors to the University can access free WiFi using the 'WiFi Guest' account. Please check our website for more information: https://www.southampton.ac.uk/isolutions/students/connecting-to-eduroam.page

TRANSPORT & ACCESSIBILITY

The university has good public transport links. Campus maps and navigation information can be found on our website at https://www.southampton.ac.uk/about/visit/getting-to-our-campuses.page

Information on the accessibility of the different parts of the university can be found on the AccessAble website: https://www.accessable.co.uk/organisations/university-of-southampton

Campus Maps website can be used to find accessible routes around Highfield Campus. Please find the link to the Campus Maps page here: https://campusmaps.soton.ac.uk/

MISSED/CANCELLED APPOINTMENTS

The university will not provide reimbursement to third party providers for missed or cancelled appointments

FEEDING BACK TO STUDENT DISABILITY AND INCLUSION SERVICE

For further information or feedback please contact studenthub@soton.ac.uk or telephone +44 023 80 599 599 in the first instance. We will then direct your enquiry/call to the appropriate staff member.

Updated: December 2023