



Nottingham Trent
University

Student Support Services

A guide to Nottingham Trent University

for external providers of DSA Non-Medical Helper support

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1. Introduction and purpose of this guide

Nottingham Trent 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.

2. Nottingham Trent University

Nottingham Trent University (NTU) is one of the largest universities in the UK, with over 43,000 students and 4000 staff. Approximately 20% of our students have declared a disability to the institution.

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

City Campus	Clifton	Brackenhurst	Mansfield Hub
School of Architecture Design and the Built Environment	School of Arts & Humanities	School of Animal Rural & Environmental Sciences	School of Social Sciences
Nottingham Law School	School of Science & Technology		
Nottingham Business School	School of Social Sciences		
School of Art & Design			
School of Arts & Humanities			
School of Social Sciences			

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

Confetti has its own Student Support Services, which can be found here: [Advice and Support - Degree-level - Confetti, Nottingham](#)

3. Disability and Wellbeing Support at NTU

3.1 Disability & Inclusion Services

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 [Disability & Inclusion Services](#) at NTU with offices on each campus:

- Autism Support
- Dyslexia & SpLD Support
- Mental Health Support
- Physical/Sensory/Long term health Support

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. international or EU students), to ensure that disabled students are provided with the best opportunity to succeed.

The teams also provide ongoing support and advice for all students with Disabilities. 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.

If the student you are supporting has not declared a disability to the university, they may not have this support in place, so please do refer them to us so we can address this:

disability.support@ntu.ac.uk

3.2 Wellbeing & Safeguarding

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

3.3 Report & support

Everyone at Nottingham Trent University, whether studying, working, or visiting, has the right to feel safe. If you or someone you know has experienced or witnessed a sexual assault, harassment, bullying, discrimination or hate incident please tell us. If you would rather report anonymously you can do so: [Report + Support - Nottingham Trent University](#)

4. Other Student Support Services

Disability & Inclusion Services is part of the wider Student Support Services department. Student Support Services provides a range of professional services available to all students

- [International Support](#)

- [Faith and Spirituality](#)
- [Support for Students with individual needs](#)
- [Financial Support](#)
- [Wellbeing](#)
- [Health Centres](#)
- [Sexual Violence Support](#)
- [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.

5. Access to campus and computing facilities

5.1 Rooming

The university has an extremely limited number of confidential 1-1 spaces and so is presently unable to offer rooms for third party support providers. Students are also unable to book rooms on campus that would be suitable for 1-1 support.

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

5.2 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 providing 1-1 mentoring or study skills support, since this support is not location-dependent.

If you are providing BSL or Electronic Notetaker support, please contact disability.support@ntu.ac.uk to discuss access requirements

5.3 IT Facilities

If you are providing BSL or Electronic Notetaker support, please contact disability.support@ntu.ac.uk to discuss access requirements

5.4 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.

6. 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](#).

If students have missed appointments because of NTU changing timetables etc, please contact disability.support@ntu.ac.uk We will look into each case to determine whether the student was given more than 24 hours notice of the timetable change, as this is normal practice for timetable changes.

7. Student course and academic study

7.1 Course Content

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.

7.2 Exams

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

7.3 Term Dates

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

8. How to feedback to NTU Support Teams

External NMH providers are encouraged to feed back to Nottingham Trent University about the students they are supporting. Please email us at disability.support@ntu.ac.uk

Disability Services	Confetti
Disability.support@ntu.ac.uk	heals@confetti.ac.uk