



The
University
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Sheffield.



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Sheffield.

Information For Disabled And Dyslexic Students.

Please contact our service if you
require this guide in large print,
Braille or electronic/audio format.

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1 WHAT IS THE DISABILITY AND DYSLEXIA SUPPORT SERVICE (DDSS)?

The DDSS is a friendly and confidential service made up of a team of disability advisers, support workers and clerical staff. We provide support and advice to disabled students who are registered at the University of Sheffield with the aim of enabling them to access their studies and perform academically to the best of their abilities. We also offer advice to prospective students and applicants with disabilities.

How we define disability

The Equality Act 2010 defines a disabled person as someone who 'has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day-to-day activities.' In an educational setting 'normal day-to-day activities' are taken to include everything from reading and writing to attending taught sessions. Therefore, for the purposes of our service (and within this handbook) the term 'disability' refers to any impairment that has lasted or is likely to last for more than 12 months and which has a significant and sustained impact upon an individual's ability to access and perform on an academic course.

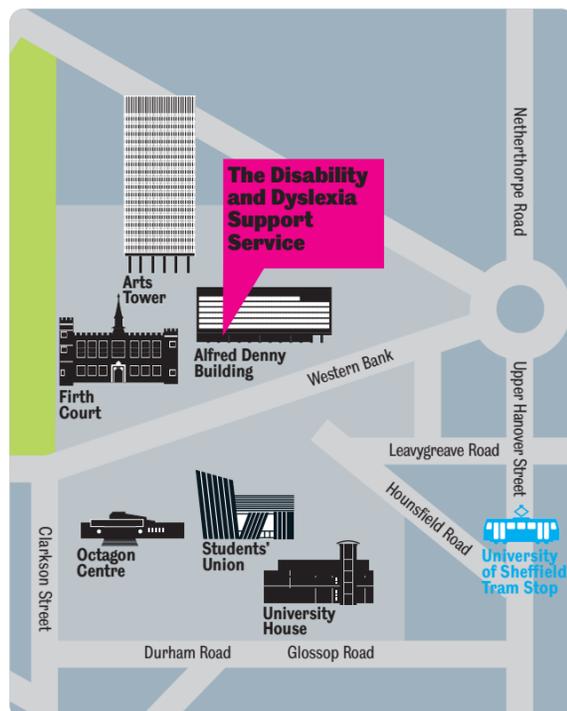
Any student with an impairment which falls within this definition is eligible for support, and individuals with a huge variety of respective disabilities (from specific learning difficulties and sensory impairments to medical conditions and mental health difficulties) access our service. If you have any queries about whether you will qualify for support please contact us.

This booklet aims to give you an idea of the support available for disabled students at the University and how to go about accessing it. However, it is not an exhaustive guide. If you have any other disability-related questions about studying here do get in touch and we will be happy to provide additional information and advice.

Any quotes contained within speech bubbles (like this) in section 4 of this booklet come directly from disabled students who have accessed disability support during their time at the University.



2 HOW TO CONTACT US



Postal Address:

The Disability and Dyslexia Support Service
The Hillsborough Centre,
The University of Sheffield
Alfred Denny Building,
Western Bank,
Sheffield
S10 2TN
United Kingdom

General enquiries regarding disability support can be made via the reception desk.



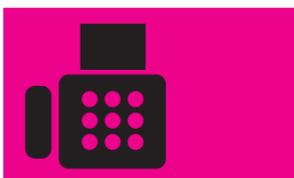
Telephone:

+44 (0)114 22 21303



Email:

disability.info@sheffield.ac.uk



Fax:

+44 (0)114 22 21373



Our opening hours are outlined on our website:

www.sheffield.ac.uk/ssid/disability

3 APPLYING TO THE UNIVERSITY AND ACCESSING YOUR SUPPORT



3a Making your application

We aim to be in contact with disabled students from the point of application onwards. Both the University and the UCAS application forms ask students to indicate whether they have a disability and it is helpful to let us know at this stage so that we can offer timely advice on the facilities and services available for disabled students at the University. This will mean that you are well-equipped to decide whether the support that we can offer will suit you.

In line with the University's Admissions Policy any applications from disabled students are considered on an individual basis and assessed against the same academic criteria as all other applicants. No presumptions will be made about an individual's disability and how it may impact upon his/her performance on a chosen course.

Disclosure

Whilst it is not essential for you to disclose your disability at the point of application - or at any stage during your time at university - we believe that doing so is a positive step.

Disclosing information about your disability and support requirements will enable us to both provide you with details of what our service can offer you and ensure that appropriate support is put in place when you arrive. Anything you tell us about your disability will be

dealt with sensitively and confidentially, and you can choose to either not disclose to other University departments or to limit the information which is passed to them. However, in order for our service to facilitate some types of adjustment being made for you during your time at University (such as alternative exam arrangements) we will need to liaise with other staff/departments within the institution. We will ask for your consent to do this, and it is important to note that not permitting us to share your disability information may limit the amount of support that you can be offered.

Please do contact our service if you would like further information on our disclosure and confidentiality policy or if you have any questions regarding it.



3 Applying to the University and accessing your support



If you are applying to the University and have a disability it is particularly important that you attend an open day as this provides an ideal opportunity to go on a tour of the campus (including accommodation), visit your chosen department, discuss your course and assess the facilities and support available. It is also important to note that the University of Sheffield's buildings are spread out over relatively hilly terrain. Visiting the institution on an open day can be useful as it provides an opportunity for you to ascertain whether the layout of the University and the geography of the city in general will suit you – a key consideration for students with disabilities which result in impaired mobility.

If you decide to attend an open day, please inform your chosen department well in advance of any disability support you are likely to require both when you visit and throughout your time on your chosen course. This will help them to ensure that your visit goes smoothly, and that where possible any disability-related requirements that you have are met.

You can find information about upcoming open days by visiting: www.sheffield.ac.uk/undergraduate/opensdays

It is often also useful to arrange for a meeting with a member of staff from our service to take place on the same day as your open day visit. This provides an ideal opportunity for one of our disability advisers to discuss your individual support requirements with you, and for you to ask any questions which you may have about the support available. To arrange an appointment please contact our service as far in advance as possible and we will try to schedule one.



If you are offered a place at the University and have disclosed a disability on your application form you will receive a welcome letter from our service. This will ask you to fill in an online Registration Form, which asks you to outline your likely academic support requirements. Please make sure that you complete the Registration Form as early (and in as much depth) as possible so that before your course begins we have a clear idea of the support you may need.

At this stage, any student who has been offered a conditional place on a course which is overseen by a professional body with its own fitness to practice criteria will be expected to complete an Occupational Health Questionnaire. This is intended to gather information on whether any health problem or disability is likely to impact upon an individual's capacity to train or practise as a professional in his/her chosen field, and if so how. Most importantly, the questionnaire also aims to ascertain how an



individual can best be supported whilst s/he undertakes the course.

If you have any disability-related queries at this stage you can also contact our service directly.



To start the process of accessing support you will need to provide our service with documentary evidence of your disability. You can send this through to us at any point after you have received an offer from the University. Below is information on what we will require from you as evidence, depending upon your disability.

Students with Specific Learning Difficulties

You need to provide us with a post-16 diagnostic report produced by either an Educational Psychologist or a teacher who has 'Approved Teacher Status' awarded by either

3 Applying to the University and accessing support

the British Dyslexia Association or PATOSS (the Professional Association of Teachers of Students with Specific Learning Difficulties).

The PATOSS website provides extensive information on what constitutes appropriate evidence of SpLD in order for students to qualify for disability support at university level.

www.patoss-dyslexia.org/SupportAdvice/DisabledStudentAllowances/

If you arrive at University without this documentation but have some written evidence from (e.g.) a specialist teacher which indicates that you have a specific learning difficulty then we will generally make support recommendations to ensure that you are not disadvantaged. However, these adjustments will usually only be in place for an 'interim' period of one semester, after which you will generally be required to provide more extensive evidence in order for support to continue.

If you are unsure whether your evidence is suitable or needs to be updated please contact our service and we will advise. It is best to ensure that you have had the appropriate diagnostic tests before your arrival at University, as you can then apply for Disabled Students' Allowances (see section 4g) in advance and we can ensure that all the support you require is in place from early on in your course. However, if after you have registered at the University you do not have the evidence required to access our support or apply for Disabled Students' Allowances (DSA) then we can refer you for a comprehensive diagnostic assessment which we will contribute towards the cost of.

Students with other disabilities

Evidence is usually in the form of an up-to-date GP or consultant's letter, ideally with information detailing:

- how your disability is likely to impact upon your ability to study
- any treatment/support you are currently receiving or have received
- information about the side-effects of any medication you are taking



It is important to note that academic disability support which has been identified as suitable for you during the application process will not be put in place automatically after you have registered to study at the University.

As well as providing us with evidence of your disability (if you have not already done so by this point), upon arrival you should arrange to meet with a disability adviser in order to discuss your support requirements. Where possible, we encourage you to make an appointment to meet one of our advisers in person, but discussions can also be held over the phone or by email. It is crucial that you contact us as soon as possible after your arrival at the University to ensure that we have plenty of time to meet with you and put any required support in place.

If you have a disability but have not disclosed it on your application form – or if you develop a disability whilst you are studying – you should contact our service in order to begin the process of accessing support.

4 WHAT SUPPORT IS AVAILABLE?

4a. Disability advisers

The team of disability advisers working in the DDSS have a great deal of knowledge and experience of supporting disabled students at university level.

Your disability adviser can support you in many different ways during your time at University, from arranging support workers and ensuring that alternative exam adjustments are made where required to liaising with your academic department and other services in order to ensure that you receive support to enable you to fully engage with your studies. Some students may meet with an adviser only a few times during their time at University, whilst others may find that regularly catching up helps them to feel in control and supported. The service is flexible enough to allow for a wide range of different requirements.

'Accessing the DDSS will not set you apart from your peers or diminish your independence; it will enhance it, because the service works for each student on an individual basis and will only get involved if you request it.'



4 What support is available?

4b. Mental health advisers

If you are struggling with your mental health at University, the mental health advisers can provide a confidential and supportive place to discuss how your mental health difficulties are impacting on your studies and University life. This might involve helping you to assess your mental health and wellbeing and monitor changes in your mental health. It could also involve helping you to identify and reduce triggers that induce stress and working together to focus on solutions. The mental health advisers can support you at times of crisis and enable you to develop coping strategies. Signposting to other support services within and outside of the University and liaison with University services and departments to facilitate support is also part of this role. If you have taken a leave of absence because of mental health difficulties, the mental health advisers can offer you support to manage the return to University.

'I felt that the service was supportive and non-judgmental which is exactly what you need when worried about disclosing mental health issues.'



Booking an appointment

Both the disability advisers and the mental health advisers work with an appointment system. You can book a meeting with an adviser either by popping into our reception or by phoning us on 0114 22 21303.



'My mentor was particularly invaluable when I had a breakdown, and helped me get major extensions on my work. Thanks to her, I was able to talk to my department so they could give me the extra time I needed, and now I'm set to graduate on time.'



4c. Support Worker Service

Our Support Worker Service has a pool of skilled workers dedicated to assisting disabled students in accessing their studies at the University.

Below is an outline of the main roles which support workers undertake. Your disability adviser will be happy to discuss the different options available and whether particular kinds of support are likely to meet your individual requirements.

- **Note-takers** attend and make notes in students' taught sessions to ensure that they have an accurate record of what is covered.

- **Readers** read and make audio recordings of course material for students, enabling them to access written resources in a preferred format.
- **Library support workers** provide support to students with accessing library resources. They can take out library materials and undertake photocopying, scanning and printing at the student's request.
- **Personal assistants** provide individual study-related support for disabled students which can include mobility support around campus (including guiding), and practical assignment support.

'The SpLD support tutorials have been very useful. I find organising my ideas in essays very difficult and working through them with someone has made me feel more confident about my academic writing.'



- **Induction support workers** are primarily intended for students with Asperger syndrome. These support workers help to familiarise new students with the University campus and increase their confidence in a new environment.
- **Support and guidance mentors** offer support which is individually tailored to students' requirements. Mentors provide advice and assistance in one-to-one sessions to help students to work in an organised and effective manner to minimise the impact of a disability on their studies.
- **Proof-readers** read through students' academic work prior to submission and provide comment on areas for improvement.

- **Exam support workers** work with students in formal exams and can take on a number of roles including scribing, reading and acting as an exam prompt.
- **Study skills tutors** aim to increase a student's competence in learning independently through developing the skills needed to cope with study difficulties. For students with specific learning difficulties these sessions are provided by specialist staff working in the University's English Language Teaching Centre (ELTC), although referrals for this support are made by our service.

4 What support is available?

4d. Loan equipment

Students who apply for Disabled Students' Allowances ('DSA' - see section 4g) are often provided with an individually-tailored equipment and software package. Our service also has a small bank of equipment (including items such as laptops and digital recorders) which can be loaned to students for short-term periods. Equipment is loaned to students who are either not eligible for DSA or are in the process of applying for it.

'I was provided with equipment which has eased the pressure and increased the quality of my work.'



4e. Learning and teaching support

The University strives to ensure that all aspects of learning and teaching are inclusive and accessible. MOLE ('My Online Learning Environment') provides a prime example of this approach. Through MOLE all students at the University are given 24/7 access to course information and printable notes/handouts via the internet. This electronic resource also enables students to view and produce materials in their choice of formats.

All University IT centres have a number of computers with large screens, and there are also a number of computers in University open access areas with assistive software such as Zoomtext and Jaws. Texthelp Read & Write and Inspiration are also available on all University managed computers.

The University also has a dedicated student skills and development centre which offers a range of resources. These include maths/statistics support and assistance aimed at enhancing students' academic

learning/writing skills, as well as workshops and skills development events.

Our service works closely with academic departments to see that the specific support needs of individual disabled students are met. Once you are registered as a student and have met with a disability adviser a number of support adjustments may be recommended for you on your chosen course – often informed by suggestions made in a Disabled Students' Allowances needs assessment (see section 4g for more information).

Usually your disability adviser will communicate your individual support needs to your department, but where possible it is also useful for you to discuss these with a member of the academic staff. Ideally this should be either your personal tutor or your departmental Disability Liaison Officer (DLO) – the member of staff who we will generally contact regarding your academic support requirements. More details of the DLO role can be found in section 4i.

4 What support is available?

Please be assured that articulating support adjustments to a department does not necessarily require us to disclose information about your disability.

Examples of support and adjustments include:

- Ensuring that teaching environments are accessible, e.g. adequate lighting, access to power sockets for laptops, and wheelchair space.
- The provision of specialist equipment such as ergonomic chairs, height adjustable desks and portable induction loops.
- Conversion of teaching materials into large print, E-Text or Braille.
- Permitting the use of digital recorders in taught sessions so as to ensure that you are able to concentrate on participating and developing your note-taking skills.
- Support workers (e.g. note-takers, library support workers and support and guidance mentors) to assist you with your academic studies.
- Liaison with your department's placement coordinator in order to ensure that support recommendations are communicated to your placement provider.
- Negotiation of alternative forms of assessment, depending upon individual support.

'The greatest support the DDSS has provided me with during my studies is advocacy. Understanding and well-informed staff have listened to my concerns and have consequently had dialogue with my department, other University services and external agencies on my behalf to achieve a successful outcome.'



4f. Exams and assessments

The University works to ensure that exams and assessments are accessible for all students. Academic departments generally use a range of assessment methods (e.g. coursework, exams and presentations) in order to take account of the different learning styles of students, and feedback is given on all formal assignments undertaken by students in order to assist them in developing their academic skills and abilities.

Adjustments to exams

Exams are the types of assessment which most frequently require alteration. There are a wide range of adjustments which can be made

to these for disabled students, from the provision of extra time and use of a computer to the arranging of alternative exam locations and production of language-modified assessment papers. These kinds of adjustments are arranged on an individual basis after a student has met with a disability adviser to discuss his/her support needs.

Adjustments to assessments

Departments will always consider requests for adjustments to assessments in cases where a student feels that the standard assessment method may unfairly disadvantage him/her as a result of a disability. In the first appointment you have with your disability adviser you will discuss

4 What support is available?

the types of assessment you are likely to undertake on your course. After this (if necessary) we will work with you and your department to both identify any assessments which might be difficult for you to complete due to your disability and agree adjustments to these to ensure that you are not disadvantaged.

Adjustments are made on an individual basis and are tailored to fit a student's particular support requirements. In some cases the adjustments made may be minor (allowing a student extra time to deliver a presentation, for example), whereas in other cases they may be more significant (e.g. creating a substitute non-oral assessment for a student so that s/he does not have to deliver a presentation).

Accessible Assessment Scheme

Students with written communication difficulties (generally either specific learning difficulties, hearing impairments or Asperger syndrome) can opt into the accessible assessment scheme, whereby they will be provided with a set of stickers which can be affixed to each piece of written assessed work they submit. Stickers can be used on both electronically and paper-submitted coursework as well as on exam answer papers.

Using a sticker does not mean that your assignments will be marked more generously - its purpose is to let markers know that the work in front of them was produced by a student with written communication difficulties, so that they can ensure that the feedback they provide is as constructive as possible. If you think you are eligible for the sticker scheme and wish to opt in you should discuss this with your disability adviser.

'The DDSS helped me through liaising with my department concerning the provision of clinical placements – which I must undertake on my course and which are formally assessed. Through constant negotiation with DDSS and clinical tutors my department agreed to let me undertake block placements on a part-time basis, which made them more manageable for me. My department also ensured that the placements were local and physically accessible for me.'



4g. Disabled Students' Allowances (DSA)

1. What is DSA for?

DSA helps to pay for extra study-related costs that you may incur as a direct result of your disability.

DSA can help with the cost of:

- support workers such as note-takers and mentors (as discussed in section 4c)
- items of specialist equipment (e.g. computers and assistive software)
- travel between your accommodation and University premises
- other academic expenses such as photocopying and printing.

2. Am I eligible to apply for DSA?

DSA is non-means tested. You can apply for it if you are:

- A UK student
- An EU student who has been living in the UK for the three years

immediately before the start of your course

- An international student with either settled status or indefinite leave to remain in the UK.

In addition to falling into one of the above categories, you also need to be doing an undergraduate or postgraduate course (including a distance-learning course) that is either:

- full-time and lasts at least one year
- part-time, lasts at least a year and doesn't take more than four times as long to complete as an equivalent full-time course.

*If you do not think you are eligible for DSA please refer to question 9 in this section.

3. When should I apply for DSA?

You can apply at any stage of your course, but as the process can take several months to complete it is best to get started as soon as possible. As your support needs are likely to be similar whichever university you go to, you can apply for DSA before you have a confirmed place at any

4 What support is available?

'Through the DDSS's support I have been awarded Disabled Students' Allowances, which have provided me with equipment to aid my studies and to allow me to work effectively from home despite my limited income. I was also awarded the assistance of a University mentor to aid me in developing skill sets required for University study. She has liaised at points with my lecturing and support staff to ensure everyone is aware of my limitations and special requirements.'



institution. Applying early will maximise the chances of support being in place from the outset of your course.

4. To whom do I apply for DSA, and how?

You apply to your funding body - the organisation which provides you with a student loan, bursary or scholarship to pay for some or all of the costs associated with your studies. Even if you are not in receipt of this kind of funding (and do not intend to apply for any) you can still apply for DSA; in such cases you simply apply to the organisation that you would be eligible to receive funding from.

- Depending upon his/her home address, a new undergraduate student will usually apply to either Student Finance England, Student Finance Wales, Student Finance Northern Ireland or the Student Awards Agency for Scotland for DSA, as will a postgraduate student not in

receipt of any Research Council funding for his/her course of study.

To apply for DSA students within these categories simply fill out a DSA application form and send it to the relevant funding body with the appropriate evidence. The forms are available from the Directgov web-page:

<https://www.gov.uk/disabled-students-allowances-dsas>

- Students who are eligible for NHS funding for their courses (postgraduate Social Work students, for example) apply for DSA through the NHS Grants Unit. The process of applying is the same as the one outlined in this section, but is done using an NHS-specific DSA application form. This (along with other information on how to apply) is available from the NHS bursaries website: www.nhsbsa.nhs.uk/Students.aspx



- Postgraduate students who are funded by a particular Research Council need to apply to this organisation for DSA. If you are likely to be funded in this way please contact us so that we can offer specific application advice/assistance.

5. What evidence do I need to provide with my application?

Students with specific learning difficulties

As outlined in section 3d, in order to apply for DSA your diagnostic evidence must be in the form of a post-16 report from either an appropriately trained Educational Psychologist or from a teacher who has 'Approved Teacher Status' awarded by either the British Dyslexia Association or PATOSS (the Professional Association of Teachers of Students with Specific Learning Difficulties).

The PATOSS website provides extensive information on what constitutes acceptable evidence of SpLD in order for students to qualify for DSA. www.patoss-dyslexia.org/

SupportAdvice/DisabledStudent Allowances

Students with other disabilities

An up-to-date GP or consultant's letter, ideally with information detailing how your disability is likely to impact upon your ability to study.

6. What happens after I've applied?

Your funding body will write to you giving permission for you to go for a study needs assessment, where you will meet with a qualified assessor to informally and confidentially talk about your study needs in relation to your course. There are assessment centres around the country, and you can consult the DSA-QAG website in order to locate the one nearest to you.

www.dsa-qag.org.uk

7. What happens after my needs assessment?

Based on the support requirements identified at your needs assessment, the needs assessor will write a report detailing the equipment and support you are likely to require during your time at

4 What support is available?

university in order to ensure that you are not disadvantaged by your disability. Copies of this document will be sent to you, your funding body and also (with your permission) to the disability adviser at the university you are likely to be attending. Your funding body will consider the recommendations in the report and will write to you confirming what they are willing to pay for.

8. When and how do I get the support recommended in my needs assessment report?

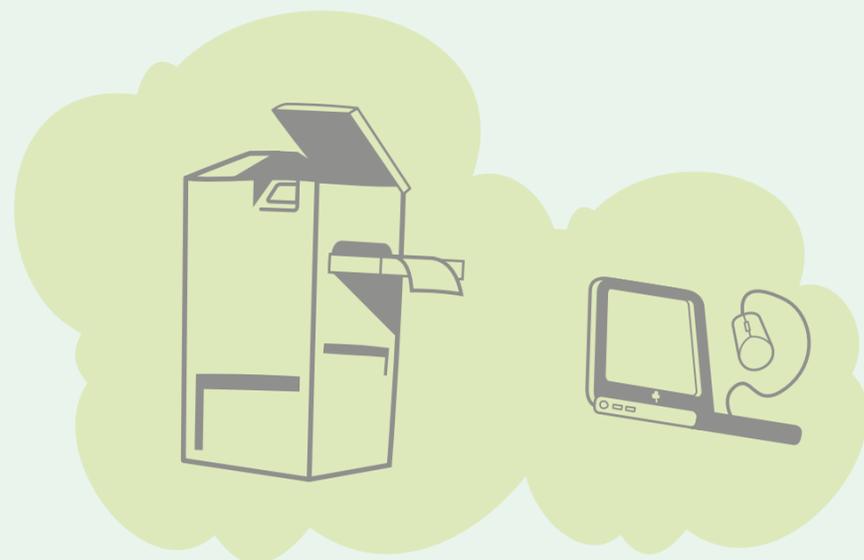
Equipment

The funding confirmation letter that you receive from your funding body will outline how to go about ordering equipment. This letter is important as it provides evidence that your funding body has agreed to pay for your support, and you may be asked to show it to equipment suppliers before they will deliver equipment to you. Generally students are not allowed to

arrange for their equipment to be delivered until after they have formally registered at university. However, in some cases (generally where the equipment which is to be provided will take a lot of getting used to, or where a student will require support in the run-up to the start of the year), specialist equipment and support can be provided before the start of a course. The letter will indicate whether this is possible in your case.

Non-medical help and other support

When you arrive at the University it is important that you make an appointment to meet with one of our disability advisers as soon as possible so that they can talk to you about the support which you have been recommended and arrange for it to be put in place. Be sure to bring a copy of both your needs assessment report and your funding body approval letter to this meeting. If you receive your funding



confirmation letter in advance of your arrival at University it is helpful if you send a copy of this to our service as soon as possible. This enables us to begin making arrangements to ensure you are supported from the outset of your course (or before it begins in some cases), although you will still need to come in and meet with an adviser upon arrival in order for support to be put in place.

9. I'm not eligible to apply for DSA: what should I do?

Generally funding is available to ensure that disabled students who cannot apply for DSA are supported and can fully engage with their studies.

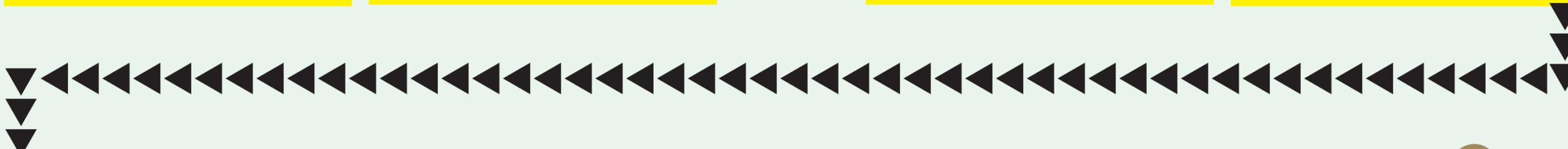
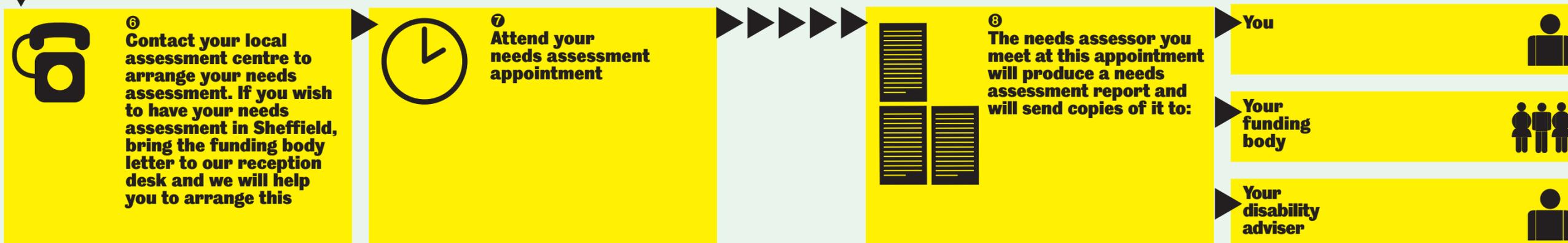
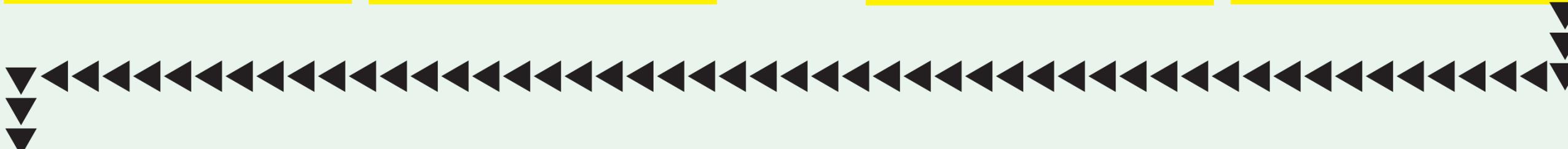
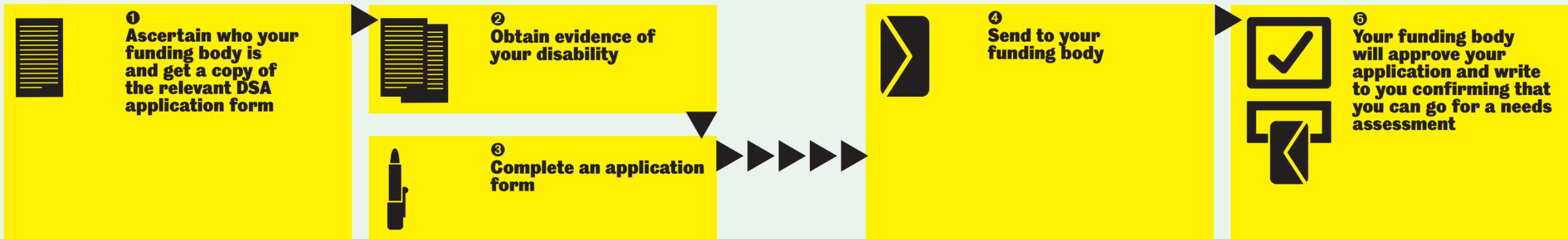
As soon as you have a fully confirmed place at the University contact our service, outlining the nature of your disability and its likely impact on your studies. An adviser will then contact you in order to begin assessing the academic support you may require.

More information on the support available for international students can be found in sections 4h and 5b.

'As well as providing me with funding to cover some of the cost of printing lecture handouts, my DSA paid for voice recognition software (which helps me to complete essays) and also covers some of the cost of taxis to and from University.'



APPLYING FOR DISABLED STUDENTS' ALLOWANCES



4 What support is available?

4h. Support for international disabled students

As an overseas student you are not eligible for Disabled Students' Allowances (DSA). However, there is potentially a lot of support available through our service to ensure that you are not disadvantaged during your studies as a result of a disability.

We appreciate that it may be difficult for you to visit the University in advance in order to ascertain exactly what academic support you will need. However, it is very helpful if you provide us with as much information as possible about your disability before you arrive in Sheffield. This way we can begin to discuss your requirements with you and can then make plans to ensure that support is in place from the outset of your course. As soon as you arrive at the University you should make an appointment to see a disability adviser.

Please note that the University is unable to fund any individual personal care support, such as assistance with cooking, cleaning or shopping.

'Before coming to Sheffield as an Erasmus student, I was a bit scared about studying on my own in a big city with unfamiliar faces and a foreign language. Fortunately, a few calls from my disability adviser helped me to feel reassured.'



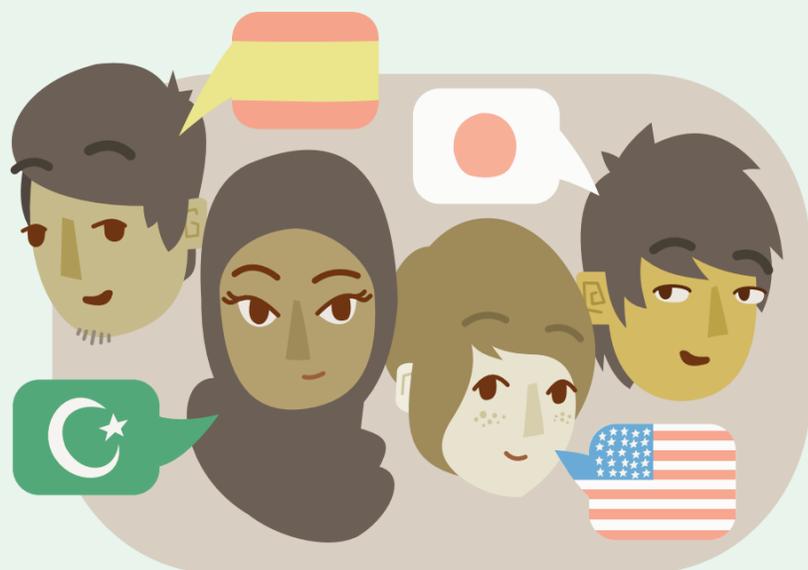
4i. Disability Liaison Officers

We have a network of Disability Liaison Officers (DLOs) who are responsible for helping to ensure that disabled students are supported.

There is a DLO based within each academic department at the University. Our service liaises with DLOs to specify the support requirements of individual students within their departments. One of the key

roles of the DLO is to communicate this information to the academic staff who will be working with the student. Your DLO should usually be your first academic point of contact for disability issues or concerns which relate to your course. More information about the role of DLOs and a list of departmental contacts can be found at:

www.shef.ac.uk/ssd/ddss/staff/dlo



5 OTHER INFORMATION



5a. Getting to/from the University

Public Transport and the Sheffield Mobility Pass

The University is served by a large number of bus services and also has its own Supertram stop – connecting it with the train station and city centre as well as to numerous other parts of Sheffield.

All Supertram stops/trams are accessible for people who have mobility impairments and/or are wheelchair users.

More information about local transport links can be found on the Travel South Yorkshire website:

www.travelsouthyorkshire.com

Some disabled students may be entitled to a mobility pass or a mental health bus pass, meaning that they can travel at a concessionary rate or sometimes for free. For further information on travel passes and parking permits visit:

<https://www.sheffield.gov.uk/caresupport/adult/support-available/travel-pass.html>



Car Parking Facilities

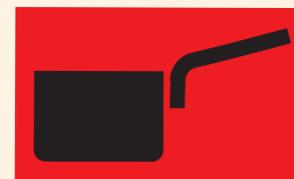
Parking around most academic departments and on other University property (including student accommodation) is restricted to permit holders only.

Disabled students will be issued with University disabled parking permits free of charge if they are holders of a disabled person's blue badge. Information on how to apply for a blue badge can be found at the Sheffield government web-address given in the section regarding public transport.

Once you are formally registered on your course of study, you can apply online for University parking permits.

Estates and Facilities Management Helpdesk
Telephone: +44 (0)114 22 29000

Email:
EFMHelpdesk@sheffield.ac.uk



5b. Securing Personal Care Support

UK students

If you will need assistance during your time at university with aspects of personal care (e.g. cooking, shopping or toileting) this is normally arranged through Social Services. Arranging personal care support can take a very long time; as soon as you have chosen which university you will be going to you should contact your local Social Services to discuss your personal care requirements. The charity *Disability Rights UK* have

produced a set of fact sheets about personal care for students at university. To view these visit:

www.disabilityrightsuk.org/personal-care-university#one

International Students

As an overseas student you will not be eligible for personal care support through Social Services, and the University is unable to fund this kind of assistance. Therefore, if you are likely to require any personal care support you need to ensure well in advance of arrival that you have sufficient funding to cover the cost of this. It is also important that you provide our service with as much information as possible about your disability so that we can assist you in establishing exactly what support you are likely to require.

6 OTHER UNIVERSITY SERVICES



Accommodation and Commercial Services (ACS)

You can apply online for University accommodation at any point after you have notified UCAS that the University of Sheffield is your firm or insurance choice. Disabled students' individual requirements are given special consideration when places are allocated in University accommodation.

www.sheffield.ac.uk/accommodation

Email: accommodationoffice@sheffield.ac.uk

Telephone: +44 0114 2224488



University Health Service (UHS)

The UHS is an NHS practice which offers full health services to any University of Sheffield students who choose to register. All students are advised to register with the UHS during Intro/Fresher's Week.

www.sheffield.ac.uk/health

Email: health.service@sheffield.ac.uk

Telephone: +44 (0)114 22 22100 (24hrs)

Fax: +44 (0)114 22 22123



University Counselling Service (UCS)

Free and confidential support available to all students. The UCS provides many different kinds of individually-tailored support, and also operates a drop-in service at set times every day during term-time.

www.sheffield.ac.uk/counselling

Email: UCS@sheffield.ac.uk

Telephone: +44 (0)114 22 24134



English Language Teaching Centre (ELTC)

The ELTC offers a wide range of English language courses and services to all University students, as well as specialist 1:1 support sessions for students with specific learning difficulties.

www.sheffield.ac.uk/eltc/language/support

Telephone: +44 (0)114 222 1780



Student Services Information Desk (SSID) and the Student Advice Centre

SSID is a one-stop information service which deals with enquiries covering all aspects of student life, whilst the Student Advice Centre provides free, professional and confidential advice, information and advocacy for students on a wide range of issues.

www.shef.ac.uk/union/advice



Careers Service

The Careers Service is available to offer confidential and individually-tailored advice and guidance to students on occupations, employment, any issues surrounding disclosure and further study at any point during their time at the University.

www.sheffield.ac.uk/careers/students/equalops

Telephone: +44 (0)114 22 20910



Library Services

The Library aims to ensure that all of its resources are accessible to all students, and Library staff can assist disabled students in numerous ways to achieve this.

www.sheffield.ac.uk/library/services/addsupport.html

Email: lib-support@lists.shef.ac.uk

Telephone: +44 (0)114 22 27294



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