

Information for DSA Needs Assessment Providers

Student Services at the Royal Agricultural University

Student Services are committed to reducing barriers to students and providing the best possible support along their studies. Student Services encourage students to get in touch with any concerns so that they can ensure they have the right support in place and can access the resources they need.

Student Services provides specialist advice, guidance and support for students in the following areas:

- Disability and accessibility
- Mental Health and Wellbeing
- Financial Support and Welfare

Services Offered:

- Wellbeing and individual mental health support. Signposting or linking students to external support services, including counselling and psychological support.
- Provide advice and guidance about the potential impact of a student's disability or mental health difficulty on their studies and how this can be accommodated within a student's course.
- Discuss and implement reasonable adjustments (Reasonable Adjustment Plans) for teaching and learning, including alternative exam adjustments.
- Support students when applying for funding, such as Access to Learning funding or Disabled Students' Allowances (DSA).
- Link students to appropriate non-medical helper support on an interim or ongoing basis.
- Arrange screening and possible referral if students think they may have a Specific Learning Difference such as dyslexia, dyspraxia, dyscalculia or AD(H)D.

Contact information:

Email: studentservices@rau.ac.uk

Phone: 01285 652531 Extension 5049

In person: Visit the Student Hub desk in the Emrys Jones building

Opening Times:

The Student Hub desk is open Monday - Friday 9am to 4pm

Private appointments are also available on weekdays.

Assistive Technology

RAU has Sensus Access. Sensus Access is an alternate media solution that allows students to convert documents into a range of alternate media types (MP3 Audio files, Structured Audio Books, E-books, Digital Braille books, Etc.). It can also convert inaccessible documents into more accessible types.

The RAU Library also houses a Tieman Optelec Text Magnifier which is available next to the Dissertation section.

More information and advice about accessibility and assistive technology can be found on the students Gateway portal or by contacting Student Services.

Microsoft 365

Students at the university can download Microsoft Office 365 once they have received their student email address at <https://www.office.com>

Lecture Capture

Lecture capture is not currently available at the university. However, the university does have a limited number of licences for Glean software available. Further details can be found by contacting Student Services.

Online reading resources

There is a built-in accessibility tool within Gateway (RAU's virtual learning environment) that allows users to adjust text and reading preferences in order to navigate the site with greater ease.

RNIB Bookshare UK education collection provides textbooks and materials to support the UK curriculum. It offers a range of accessible formats that can be read electronically or adapted to suit personal reading needs. To access RNIB Bookshare students should contact Student Services.

Student Assistance Programme

All RAU students also have access to a Student Assistance Programme by Health Assured.

To access 24/7 support on a range of topics from legal information to mental health, call their free student helpline on 0800 028 3766.

Students can also search the app store for 'Wisdom: Learn, Grow, Thrive' and register using the RAU's unique code: MHA292867.

Access to Learning Fund

The Access to Learning Fund exists to support students who experience unforeseen changes of circumstances which cause a significant and immediate impact on their ability to make essential payments. please contact Student Services or drop into the helpdesk in the Emrys Jones Student Hub.

Non-medical help (NMH) support

Some interim support can be put in place for students awaiting DSA assessments alongside lower band NMH support where needed.

The RAU preferred supplier for the following NMH support is:

Cosmic People Limited

Cosmic House
Main Street
Walton on Trent
Swadlincote
South Derbyshire
DE12 8LZ
administration@cosmic.co.uk
01283 716333

- Band One – Support Assistants
- Band Two – Enhanced Support Assistants
- Band Three – Specialist Enabling Support
- Band Four – Specialist Access and Learning Support

Our secondary supplier is:

Clear Links

The Portergate Building
Ecclesall Road
Sheffield
S11 8NX
info@clear-links.co.uk
01142 786866

Needs Assessment Reports should be sent to:

Email:

StudentServices@rau.ac.uk

Postal Address:

Student Services

Emrys Jones Building

Royal Agricultural University

Cirencester

Gloucestershire

GL7 6JS

United Kingdom

Individual contact only for direct queries from DSA needs assessors:

Andrew Warrington (Senior Disability and Wellbeing Adviser)

Email: Andrew.warrington@rau.ac.uk