



Frequently Asked Questions

What do I do after I receive my report?

We send your report to your funding body for approval. Your funding body will then send you a letter confirming your approved recommendations. Once you have received this entitlement letter you will then be able to order/ arrange any support that may have been recommended by your assessor. Please inform us at assessment-centre@shu.ac.uk if you have not had any contact from your funding body five weeks after you have received a final copy of your report.

How do I order the equipment I have been recommended?

Your entitlement letter will tell you which supplier you will need to contact to order your equipment and software. Please be aware that it is your responsibility to contact your supplier to arrange this. Your supplier will advise you of the next steps you need to take when ordering your equipment. If you have any questions at all regarding this process you should contact SRAC directly and we will help with this.

I am not happy with the specification of the laptop I have been recommended; can I change it?

We recommend technology of a specification adequate to support recommended software, but it is recognised that some students may wish to improve on this. We hope funding bodies will be willing to agree to this, provided students are prepared to pay any additional cost and the efficacy of recommendations remains unaffected. Sheffield Regional Assessment Centre highly recommends that if you think you may need to use any other software or applications during your course you should contact your supplier before ordering and delivery to discuss upgrading your equipment (this upgrade cost is to be funded by yourself).

How do I book the Assistive Technology training recommended in my report?

Your entitlement letter will tell you which supplier you will need to contact to book your Assistive Technology Training. Please be aware that it is your responsibility to contact your supplier to arrange your support. Your supplier will advise you of the next steps you need to take when booking your training. If you have any questions at all regarding this process you should contact SRAC directly and we will help with this.

How do I book the non-medical helper support recommended in my report?

Your entitlement letter will tell you which supplier you will need to contact to book your non-medical helper support. Please be aware that it is your responsibility to contact your supplier to arrange your support. Your supplier will advise you of the next steps you need to take when booking your support. If you have any questions at all regarding this process you should contact SRAC directly and we will help with this.

How do I organise the insurance and warranty for my equipment?

If you have been recommended equipment and software through your Study Needs Assessment, insurance and warranty will be provided by your equipment supplier. If you are using your own

equipment you **must** organise this insurance yourself which you can claim reimbursement through DSA for.

How can I claim back reimbursement for costs such as paper and ink?

You can claim for reimbursement of consumables costs through your funding body's website: [\(SFE\)](#) [\(SFW\)](#) [\(SFNI\)](#) [\(NHS\)](#)

What do I do if I want to complain?

We take any complaint very seriously. If you have concerns about any part of the assessment process, please contact Sheffield Regional Assessment Centre's manager who will work with you to correct any issues. Our full complaints procedure can be found [here](#).

If you have any further questions about DSA, your Study Needs Assessment or any other part of the process please do not hesitate to contact us and we will be happy to support you.