A close-up of a logo

Description automatically generatedDisabled Student Support - a guide for external providers of DSA Non-Medical Helper support

# Sheffield Hallam University

Sheffield Hallam University (SHU) is one of the largest universities in the UK, with over 37,000 students and 4500 staff. Over 7,000 students have let us know they have a disability. You can read more about SHU on our [Who We Are](https://www.shu.ac.uk/about-us/who-we-are#:~:text=Founded%20in%201843%20as%20the,295%2C000%20alumni%20around%20the%20world.) pages on our website.   
  
University structure  
The university is made up of [3 Colleges, across 2 main sites](https://www.shu.ac.uk/about-us/academic-departments):

* College of Business, Technology and Engineering (BTE)
* College of Social Sciences and Arts (SSA)
* College of Health, Wellbeing and Life Sciences (HWBLS)

# Courses and academic study

## Course Content

Information about specific programs of study can be found on our website in the [Study Here](https://www.shu.ac.uk/study-here) section. Student module and course information is provided through Blackboard, the SHU virtual learning environment. On Blackboard students can see their module descriptors, course notes and lecture slides.

## Exams

Our exams team have useful [Student Examinations Guidance](https://www.shu.ac.uk/myhallam/study/student-examination-guidance) on our website. At SHU all students receive 25% extra time in exams. This is 15 minutes extra per hour. The extra time is automatically included in the exam time, students do not need to do anything to receive this. This is an inclusive measure in recognition of the fact that timed assessments can unintentionally present a range of barriers to a diverse range of learners, which may result in some being disadvantaged. Sheffield Hallam University is committed to building an inclusive teaching and learning community, and this approach aspires to embed inclusivity for all students so that as many as possible can achieve their potential.

## Term Dates

SHU semester dates are published on the [Key Dates](https://www.shu.ac.uk/myhallam/key-dates) pages of our website

# Support for Students at SHU Disabled Student Support

If a student has a disability or long-term medical condition, we support them to succeed in their studies and make the most of university life. We tailor support to [specific needs](https://www.shu.ac.uk/disabled-student-support/conditions) to ensure students have all they need. Once a student has [registered with us](https://www.shu.ac.uk/disabled-student-support/registration) and provided evidence of disability, we will contact them as soon as possible to discuss your needs. Support we may be able to offer includes [a learning contract](https://www.shu.ac.uk/disabled-student-support/learning-contracts) personalised to their needs, a support worker or specialist equipment where needed and ongoing support throughout their course.

Our [Assistive Technology Team](https://www.shu.ac.uk/digital-skills/study/assistive-technology) provide group training sessions on a range of software available to SHU students including [GLEAN](https://www.shu.ac.uk/digital-skills/study/assistive-technology/glean), [MindView](https://www.shu.ac.uk/digital-skills/study/assistive-technology/mindview) and [Microsoft Learning Tools](https://www.shu.ac.uk/digital-skills/study/assistive-technology/microsoft-learning-tools). If a student needs a 1:1 session, they can [contact us](https://www.shu.ac.uk/disabled-student-support/contact) to chat with a Disability Adviser about a referral to the team.

Our [Inclusive Support Team](https://www.shu.ac.uk/wellbeing/appointments/inclusive-support-team/practical-support-sessions) helps students adjust to university life and is available to students who have a mental health difficulty, ADHD or are on the autism spectrum. They offer [Autism Socials](https://www.shu.ac.uk/wellbeing/appointments/inclusive-support-team/autistic-student-support) and [1:1 practical support sessions](https://www.shu.ac.uk/wellbeing/appointments/inclusive-support-team/practical-support-sessions).

If the student you are supporting has not declared a disability to the university they may not have this support in place – please do support them to get in touch with us.

## Other Student Support Services

Disabled Student Support is part of a wider Student Support Services department that provide a range of professional services:

• [International Experience Team](https://www.shu.ac.uk/study-here/international) – provide specialist advice and support for international students pre-arrival, on-arrival and on-course.

• [Multifaith Chaplaincy](https://www.shu.ac.uk/wellbeing/faith-and-chaplaincy) - offers support to students of different religious beliefs and none.

• [Student Funding](https://www.shu.ac.uk/funding) – offers information on the scholarships and bursaries SHU offer, as well as support and advice on managing money and what to do if experiencing financial difficulties.

• [Student Wellbeing Service](https://www.shu.ac.uk/wellbeing) - help students who need someone to talk to or want help working out the right support.

• [Student Health Centre](https://www.studenthealthatshu.co.uk/) - provide a full range of general medical services at our City Campus.

• [Report and Support](https://reportandsupport.shu.ac.uk/) - offer a secure way to report bullying, online abuse, harassment, hate crime and sexual assault and harassment. **To access this support, students need to**[make a report on the Report and Support site](https://reportandsupport.shu.ac.uk/).

The Students’ Union  
Students automatically become a member of our [Students’ Union](https://www.hallamstudentsunion.com/union/) when they start at Hallam. They support students to get the most out of their time at university including offering advice, advocacy and a wide range of social events.

# Support for Study

Student Support Advisers  
A team of [Student Support Advisers](https://www.shu.ac.uk/myhallam/help-and-support/student-support-advisers) work to a key set of principles and core values to deliver an accessible, inclusive and high-quality support and guidance service to all students. Student Support Advisers recognise that it isn’t always easy to manage academic studies alongside day-to-day life, they are there to listen and advise students on a range of issues and advise on other specialist services they can access across the university. The services are all confidential and non-judgemental.  
  
Academic Advisers  
All students are allocated an [Academic Adviser](https://www.shu.ac.uk/myhallam/help-and-support/academic-advisers). They are a personal named contact and first point of reference for questions students may have about their studies and are there to support academic progression and personal and professional development. Students will be told who academic adviser is by a member of their teaching team and can find their contact details on the ‘Key Support Advisers’ section of Blackboard.  
  
Libraries  
Our [libraries](https://www.shu.ac.uk/libraries) operate at both of our campuses and specialise in the subjects that are taught at their local site. There are two campus libraries, Adsetts Library at City campus and Collegiate Library at Collegiate campus - open 24 hours a day, 7 days a week, 365 days a year. There are [over 2450 learning spaces](https://libguides.shu.ac.uk/pages/24_hour_learning_spaces) to support independent study, with quiet and silent areas for reading or individual study, and flexible collaborative rooms and spaces to work with others.   
   
The Skills Centre  
Our [Skills Centre](https://libguides.shu.ac.uk/skills/skillscentre) offer 1:1 sessions and a range of group workshops to support students develop their academic skills.   
  
Employment Advisers  
All students are allocated a named [Employability Adviser](https://www.shu.ac.uk/careers/see-an-adviser). Employability Advisers can help students with researching sectors, organisations, and career paths, finding and applying for jobs and placements, writing a CV, application form or personal statement and other career related queries.

# Providing support on-campus

Transport  
The university has excellent public transport links by train and bus. Campus maps and navigation information can be found on the [How To Find Us](https://www.shu.ac.uk/visit-us/how-to-find-us) pages of our website. If you require additional help with transport, you can [get in touch with us using our ask a question form](https://www.shu.ac.uk/study-here/ask-a-question) and we will do our best to assist you. We cannot reserve car parking spaces for external NMH providers.  
  
Building accessibility  
You can find detailed information about the accessibility of our buildings on the [**AccessAble website**](https://www.accessable.co.uk/organisations/sheffield-hallam-university). AccessAble produce detailed information about a range of locations, so you can work out if a place is accessible.   
  
Rooms  
The university has a limited number of confidential 1-1 spaces and is unable to offer rooms for third party support providers. We 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.   
  
Building Access on Campus  
Many 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 needed by NMH providers offering mentoring or study skills support. If you are providing BSL or Specialist Notetaker support, please contact disability-support@shu.ac.uk to discuss access requirements to student teaching spaces.

# Providing remote support

Access to Blackboard  
If you are a BSL Interpreter or Specialist Note taker and expect to be providing regular support for a student, an external Blackboard account can be arranged for you so that you can access relevant materials for the modules you are providing support for, including access to live and recorded online sessions. In the first instance, please ask the student you are supporting to chat with the module leaders about arranging Blackboard access for you. If any support is needed with this, please email us at: [disability-support@shu.ac.uk](mailto:disability-support@shu.ac.uk).

## Other issues Safeguarding

If you have concerns about a student’s welfare, please email us at: [disability-support@shu.ac.uk](mailto:disability-support@shu.ac.uk).

## Missed appointments

The university is unable to provide reimbursement to third party NMH providers where students miss appointments without giving 24 hours’ notice. If a student is repeatedly missing appointments and there may be a concern for their welfare, it is suggested that the provider contacts us so that we can ensure their wellbeing.

If students have missed appointments because of SHU changing timetables etc, please contact disability-support@shu.ac.uk . We will look into each case to determine whether the student was given more than 24 hours notice of the change, as this is normal practice for timetable changes.  
  
Feedback for us  
External NMH providers are encouraged to feedback to Sheffield Hallam University about their experiences supporting our students. Please email us at [disability-support@shu.ac.uk](mailto:disability-support@shu.ac.uk).