

# Guide to your DSA approval

## Accessing your support

### Alternative formats

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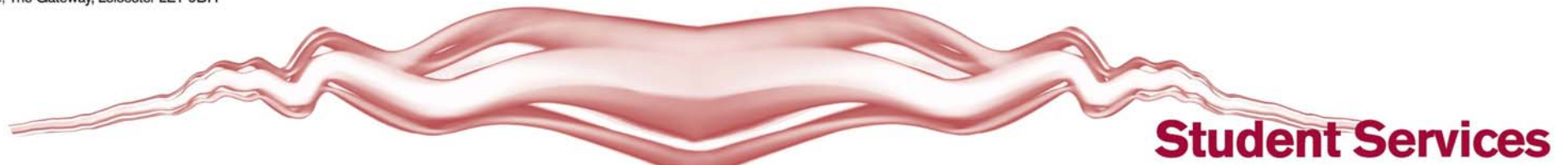
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Disability Advice and Support



**Student Services**

## Your DSA Approval

Staff in Disability Advice and Support (DAS) are happy to help you with your DSAs, but can only do this if they have the information required. It is important therefore, to check that DAS have a copy of medical evidence, diagnostic assessment report, needs assessment report and DSAs approval letters.

### What must I do?

- Carefully read through your letter to make sure that you are clear about what support/ equipment has been agreed.
- If your Funding Provider has not agreed to something which was recommended in your needs assessment report, then check with them why they have made this decision.
- If you are still unhappy with the
- Funding Provider's decision after you have spoken to them, then book an 'Ask Here' appointment with Disability Advice and Support. Contact details can be found at the end of this leaflet.
- Read 'Ordering Your Equipment' so you are sure about the process

- Check if insurance for your equipment has been included in the quote approved by your Funding Provider. If not you will need to arrange this. This is essential
- Keep all your documents in a safe place. This includes the Funding Provider letter and also equipment guarantees and warranties.
- Keep internet, photocopying and book receipts. You may be able to reclaim the costs if this has been agreed in your needs assessment report. SFE and local authority students can download a reclaim form from

[direct.gov.uk/prod\\_consum\\_dg\\_groups/dg-digitalassets/@dg/@en/@educ/documents/digitalassets/dg\\_187267.pdf](https://direct.gov.uk/prod_consum_dg_groups/dg-digitalassets/@dg/@en/@educ/documents/digitalassets/dg_187267.pdf)

- Make a note of who supplies what to you, so that if the equipment breaks down then you know who to contact.
- If you have any other support such as one-to-one dyslexia tuition agreed by your Funding Provider, then book an 'Ask Here' appointment with Disability Advice and Support.

### What must I not do?

- Don't order anything which is not agreed by your Funding Provider.

- Don't use a supplier other than the one which was agreed in your letter.
- Don't get a 'cheaper' quote because it has more items. You must contact your Funding Provider and get their written approval before you change supplier or costs.
- Don't buy a laptop when a PC was agreed unless you have discussed this with your Funding Provider in advance and have their written approval.
- Don't throw away any receipts, documentation, warranties etc for your computer equipment.

## Setting up your Human Support

### What must I do?

- Check your DSAs approval letter and needs assessment report so that you are sure what support has been approved and the details of the company who will provide the support.
- Think about what you would like from the person/company providing the support and discuss this with them.

- You can ask Disability Advice and Support to contact the company and ask them to set up your support.
- Keep the person's/company contact details in a safe place, making sure that you inform them of yours too.
- Inform the person/company of any change to your contact details.
- Arrive on time.
- Check the notice period required for cancelling an appointment/session. If you do not go to appointments arranged, your Funding Provider may not agree payment and you could be liable.

### What must I not do?

- Fail to inform the person/company providing your support that you are unable to attend an appointment/session within the specified notice period.
- Ask the person/company providing your support to give you support which is not detailed in your needs assessment report.

## Ordering your equipment

### What must I do?

- Check which equipment the Funding Provider has agreed, especially if

you have two quotes attached to your needs assessment report. This is very important.

- If you have a letter from your Funding Provider which agrees you can pay the upgrade costs of any equipment then you must send that to the supplier as well. The supplier will then invoice you directly for the money cost of the upgrade.
- Check that your contact details are correct ensuring an up-to-date contact telephone number which the supplier can contact you on.
- Check what the supplier needs from you to enable them to process your order, for example a copy of the Funding Provider letter agreeing your DSAs funding.
- If you need to fax documents to the supplier, then you could use the fax machines in the Students' Union in the Campus Centre building (Leicester).
- Make sure you ask about delivery details.
- Contact the supplier if you have any concerns about delivery times and dates.
- You must be at your delivery address when the equipment is delivered as

the supplier will need to install it or the warranty will not be valid.

- If your Funding Provider has paid the cost of your equipment directly into your bank account, you will need to send them proof of purchase for your equipment.
- If you are unhappy with the supplier or the service you receive from them, discuss this with the supplier.
- Contact the supplier if your computer is not working or breaks down.
  - If your equipment needs to be repaired and a cost is involved, contact your Funding Provider before you do anything.

#### **What must I not do?**

- Don't order any equipment from an alternative supplier unless you have written agreement from your Funding Provider.
- Anything which invalidates your warranty – check your warranty documents for details.

## **Setting up your IT training**

#### **What must I do?**

- Make sure that you are clear about what training has been agreed – check your needs assessment report and Funding Provider letter.
- Contact the company who will provide your training - contact details are included in your needs assessment report.
- If you cannot find your needs assessment report, contact Disability Advice and Support or your Faculty Disability Contact.
- Make sure you have your timetable available when you contact the company.
- Agree with the company a time for them to provide the training which suits you.
- Make a note of the date and time the company agree to provide the training.
- Make sure you give the company a current contact number so that they can contact you if they are delayed. Inform the company if you change your contact details.

- If you are not sure about anything during the training ask the trainer to repeat themselves.

- Have a note pad available so that you can make notes.
- Make sure you attend the training. This support has been agreed with your Funding Provider and is being paid for by them.
- Be prepared when you have the training. Ensure that you know what you want to get from the session to get the most out of it.

Remember if you fail to attend your training and you do not give notice then the Funding Provider may refuse to pay and you may have to pay for the training yourself.

#### **What must I not do?**

- Fail to arrange your training. If you do not have the training you may struggle to use the equipment to its full potential.

## Contact details

The contact details for Disability Advice and Support at De Montfort University are:

T: (0116) 257 7595  
E: [disability@dmu.ac.uk](mailto:disability@dmu.ac.uk)

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**Notes**