



Amano Student Support - Disabled Students Allowance (DSA) and Apprentice

Covid-19 – Questions and Answers – 1st October 2020

We are all only too aware of the disruption that Covid-19 is causing to your study, work, and all our family and social lives. Like you we have had to follow the Government advice on the restrictions to social contact, travel, and the guidance on our hygiene and health. Hence, we have had to change to providing Amano student support mostly by remote means although we will provide face-to-face support where possible.

You may have an Amano Mentor, Study Skills Specialist, Technology Trainer, or other support, and we expect you may have some questions regarding the Covid-19 situation.

1. Why does my Amano DSA support have to be remote?

- a. We must follow the Government advice which is intended to protect you, our support consultants, and our respective family and friends.
- b. This is consistent with the actions that universities and colleges are taking in moving much of your teaching online.

2. Can my Amano DSA support continue?

- a. Yes. Please be reassured that your support can continue by remote, online methods, and this applies whether you are residing in university accommodation, near your university or college, or if you have moved home.
- b. You will hear from your support consultant directly about your learning support, but if not, please contact us: 01822 600060 and 01822 600060.

3. Can my support consultant help me with the university/college arrangements for my online learning?

- a. Yes. Part of the role of your Amano consultant is to ensure that you can access your learning. Do contact them to discuss this.

4. What is Amano remote support?

- a. Your remote support can take place in several ways. These include video calls (e.g. Skype, Zoom or Facetime), document sharing platforms (e.g. Dropbox or Google Docs), remote computer control tools (e.g. TeamViewer), and telephone support.
- b. Please discuss with your consultant the most appropriate remote support for yourself.
- c. Your remote support cannot be by email, messaging or text, but of course do use email and messages to arrange and book your support sessions.

5. What happens about the support session timesheets?

- a. Your session timesheets will show your support as 'remote'; they will be sent by email and text in the normal way, please do sign them promptly.

6. My Amano support was in lectures or on campus, what will happen now?

- a. If your Amano support was in lectures and seminars e.g. note-taking or communication support, we may still be able to offer help face-to-face or remotely. Please discuss this with your Amano consultant as well as your course tutor for advice.

7. Who do I speak to if I have increased worries and anxiety, or feel that the situation might impact my mental wellbeing?

- a. You may wish to contact your university or college support services, please check their websites for the contact numbers, and the most up-to-date information about Covid-19.
- b. You may wish to discuss things with your Amano consultant, and they will advise you on other support services.
- c. Useful contact details for mental health support organisations are at the end of this document.

8. What do I do if I have other questions about my Amano DSA and learning support?

- a. Please contact your support consultant, or contact the Amano head office:

Email: dsa@amanotech.com Tel: 01822 600060

Good luck with your studies!

Mental Health Support Organisations

- Mental Health Foundation tips which are constantly being updated: <https://mentalhealth.org.uk/coronavirus>
- OCD-UK: OCD and Coronavirus Top Tips <https://www.ocduk.org/ocd-and-coronavirus-survival-tips/>

- Beat Eating Disorders: Eating Disorders and Coronavirus
<https://www.beateatingdisorders.org.uk/coronavirus>
- The Sanctuary, a chat room and safe space for people with an eating disorder to share concerns and advice on how they are coping with the pandemic.
<https://www.beateatingdisorders.org.uk/sanctuary>
- Papyrus, prevention of young suicide: helpline and supporting resources
<https://papyrus-uk.org/practising-self-care-during-times-o.../>
- Bipolar UK: Bipolar disorder and coronavirus
<https://www.bipolaruk.org/.../coronavirus-emergency-how-we-ca...>
- The Stay Alive App: An app for those at risk of suicide and those worried about someone
<https://www.prevent-suicide.org.uk/find-hel.../stay-alive-app/>
- CALM: Helpline for everyone but especially men, and tips on coping with social isolation
<https://www.thecalmzone.net/.../putting-the-social-into-soci.../>
- Mind: Coronavirus and your wellbeing
<https://www.mind.org.uk/inf.../coronavirus-and-your-wellbeing/>
- Anxiety UK: self-help resources for anxiety related conditions
<https://www.anxietyuk.org.uk/>
- The Samaritans
<https://www.samaritans.org/.../if-youre-worried-about-your-m.../>
- Support for victims of domestic or sexual violence and abuse: Coronavirus: Victim and witness services
<https://www.gov.uk/.../coronavirus-covid-19-victim-and-witnes...>