

Where, when and how can I access HE Student Support?

HE Student Support is available from Monday to Friday by appointment at the following places:

Fal reception, Truro

Monday to Thursday: 8am to 4.30pm

Friday: 8am to 4pm

email: hestudentsupport@truro-penwith.ac.uk

Phone: 01872 267148

Or just drop in to F032, Fal building, Truro

Student Services N006, Penwith

Monday to Thursday: 8.30am to 4.45pm

Friday: 8.30am to 4.30pm

email: hestudentsupport@truro-penwith.ac.uk

Phone: 01736 335120 or 01736 335165

Or just drop in to N006, Nanjizal building, Penwith.



Truro & Penwith College Higher Education Student Support

At Truro and Penwith College, we have dedicated Student Support Assistants available to offer support and advice to Higher Education students. We make reasonable adjustments to assist with learning needs and environmental adaptations. Early identification of support needs makes us better able to put appropriate arrangements in place. HE Student Support Assistants will work with you in a confidential environment to discuss your individual study requirements and help arrange any support or adjustments you may require while you are studying with us.

Please discuss your needs with Kathy Drakeley Student Support Assistant HE.

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HE Student Support can:

- Meet with you to discuss your individual circumstances
- Offer guidance on disclosing your disability
- Provide information regarding campus support services and facilities
- Provide information regarding examination arrangements
- Refer you for dyslexia screening
- Offer advice on diagnostic assessments for students with a specific learning difficulty

- Assist with claims for Disabled Students' Allowance (DSA)* and support to complete DSA applications
- Assist with understanding DSA Needs Assessments and offer advice on accessing DSA awards.
- Provide assistance in arranging non-medical helper support
- Facilitate liaison with support staff, tutors, other university staff and external services
- Help with arranging study skills and library support
- Arrange recording of lectures where necessary and appropriate
- Offer information regarding equipment loans

* Disabled Students' Allowances (DSAs) are paid by student finance England in addition to loans/ grants. They help you to pay the extra costs you may have because of your disability. They don't have to be repaid. How much you get depends on your individual needs - not your household income. You may be entitled to help with the costs of: specialist equipment; non-medical helpers; extra travel because of your disability and other disability-related costs of studying.

HE Student Support offers help with financial advice

- Information regarding student loans and grants for full and part time study
- Student finance applications
- Queries or concerns in relation to your student finance entitlement and eligibility
- Liaising with the student finance body e.g. Student Finance England
- Hardship funding

HE Student Support offers help with Study Skills

Study Skills Support is available through Learning Services. Sessions will provide support and strategies to help students develop the range of study skills needed in higher education including:

- Assignment planning and writing
- Time management
- Brief analysis
- Research methodology
- Referencing
- Self-checking strategies
- Reflective/reflexive practice
- Critical thinking
- Individual learning strategies
- Computer support

Some students may feel they require ongoing support in these areas, others may only need drop-in sessions. This support aims to help students develop skills which will allow and encourage independent learning.

Students can book 1:1 sessions by emailing hestudentsupport@truro-penwith.ac.uk or by phoning 01872 267148.

HE Student Support can offer help with Library Support

The library access coordinator will provide students with: a library induction; help to search library catalogues and electronic resources; help to locate and retrieve library materials and scanning and photocopying library resources. Students may be entitled to extended library loans.

For further information, please contact the library access coordinator via hestudentsupport@truro-penwith.ac.uk

HE Student Support will offer help with Examination Access

Students with a disability, specific learning difficulty or medical condition, may be entitled to specific support arrangements for examinations. It is important to contact the HE Student Support Assistant as early as possible to discuss support requirements. Please note that students will be responsible for producing all supporting evidence (NB strict deadlines apply).

Types of exam access arrangements may include:

- Extra time in exams
- Reader
- Scribe
- Laptop / PC
- Rest breaks
- Separate room
- Permission to bring food and drink into exams