



# **STAT Northern**

# **DSA Support Services**

## Information Pack

# TABLE OF CONTENTS

ASSISTIVE  
TECHNOLOGY  
TRAINING

STUDY  
SKILLS  
SUPPORT

SPECIALIST  
MENTORING

## I. INTRODUCTION

STAT Northern Services	3
About Us	4
Company Procedures	5

## II. NEEDS ASSESSOR TESTIMONIALS

Dr. Gregory Brachacki	7
<i>Assessment Centre Manager - Leeds Assessment Centre</i>	

Matthew Timmis	7
<i>Managing Director and Assessor - Aim Assessments</i>	

Pauline Macneil	8
<i>DSA Needs Assessor</i>	

Sharon Almond	8
<i>DSA Assessor – Leeds Beckett University</i>	

Debbie Enever	9
<i>DSA Assessor (freelance)</i>	

## III. STUDENT FEEDBACK STATISTICS

## IV. STUDENT TESTIMONIALS

## DSA SUPPORT PROVIDED



**ASSISTIVE  
TECHNOLOGY  
TRAINING**



**STUDY  
SKILLS  
(SPLD)**



**STUDY  
SKILLS  
(ADHD/ASC)**



**MENTORING  
(MENTAL  
HEALTH)**



**MENTORING  
(ASC/ADHD)**

**17**

**YEARS**

Experience in providing high quality DSA-funded support.

## ONSITE COVERAGE MAP

Use the dynamic map to find real-time availability of our on-site support.

Remote support available nationwide.

[Find Out More >](#)



## FLEXIBLE SUPPORT



**WEEKEND  
AND EVENING  
SUPPORT  
AVAILABLE**

## STUDENT FEEDBACK

When we asked 390 students:

**HOW USEFUL DID YOU FIND  
YOUR SUPPORT?**

The average score was:

**★ 4.9**



## ASSESSOR TESTIMONIALS

**“STAT Northern regularly go the extra mile for students - something which I know both the students and I appreciate.”**

- Pauline Macneil

**“There is a clear commitment to providing high quality training, undiluted by any other priority.”**

- Dr. Gregory Brachacki

# ABOUT US

## HISTORY



Founded in 2008 with a vision of creating a more inclusive and student-centred approach to learning, Stat Northern has come a long way since 2008 and continues to grow and evolve. Our mission is grounded in a commitment to providing high-quality personalised support, tailored to each learner's unique needs and preferences.

## SUPPORT METHODOLOGY



At the heart of our service is our commitment to personalised support, tailored to accommodate diverse learning styles and preferences. Our methods draw on a variety of goal-setting strategies to provide clear direction, and microlearning techniques to break complex concepts into manageable, bite-sized units. By integrating these methods, we can create a custom learning path that caters to each student's individual needs.

## EXPERIENCED SUPPORT WORKERS



Our support workers are the backbone of STAT Northern. Their approach is based on creating sessions fun, relaxed and enjoyable, working at the student's pace to give them a chance to ask questions and get the most out of their support (this can be seen further down in the pack by some of the lovely feedback left by students).

Comprising a team of dedicated professionals with vast experience in their support areas they are not only adept at teaching but are also lifelong learners themselves. They actively participate in continuous professional development (CPD) events, including software webinars and international conferences, to stay updated on the latest advancements in assistive technology and teaching methodologies. In addition to this, all STAT Northern support workers gain access to a CPD-certified Assistive Technology course, enhancing their ability to offer comprehensive, holistic support. This not only enables tutors and mentors to improve their practice but also ensures they are well-equipped to integrate various AT tools into their sessions, further enriching the learning experience for students.

## LIVED EXPERIENCE



Our team's lived experience of navigating learning environments as disabled students provides a profound insight into the challenges that our students may face. This empathy, combined with their extensive professional experience as Non-Medical Help Providers, allows our leadership and management team to offer valuable guidance to our trainers, enhancing the effectiveness of our services.



# COMPANY PROCEDURES

## MONITORING & REPORTING

What sets us apart from other providers is our commitment to comprehensive monitoring and reporting. We understand the importance of keeping track of progress and adjusting teaching methods as necessary, so all our NMHs provide weekly reports that detail each session's goals and outcomes.



Within these reports, we also incorporate innovative training and teaching techniques such as the 'train the trainer' approach, where students reinforce their learning by teaching back what they've absorbed. All student data is processed in strict compliance with the Data Protection Act (DPA), ensuring the highest standards of confidentiality and security (ICO number: ZA255990).

## COMMUNICATION PROCEDURES



Effective communication forms the cornerstone of our student-centred approach at STAT Northern. As soon as we receive contact from a student along with their DSA2 form, we immediately pair them with an experienced support worker. They then liaise directly with the students, coordinating to set up support sessions that best fit their unique needs and access requirements.

Booking confirmations with video call links are sent well in advance along with multiple reminders ahead of each scheduled meeting to ensure that no session is missed or forgotten.

The following points outline our inclusive communication procedures. Please note, this is not an exhaustive list but illustrates some key aspects of our approach:

- Contact logs
- Booking confirmations
- Session reminders
- A comprehensive 'Accessing support' guide
- Student goal monitoring
- Agreed work plans for sessions
- Utilise communication methods that are most convenient and accessible for each student
- Sessions are followed up with additional resources such as user guides & learning strategy suggestions



This attention to detail in our communication procedures helps us foster an environment of reliability and commitment, providing a seamless and efficient support process for our students.

# COMPANY PROCEDURES

## SUPPORTING STUDENTS THROUGH THEIR DSA JOURNEY

We believe in supporting our students every step of the way to ensure a smooth transition into their support. We provide an easy-to-follow, step-by-step guide outlining the entire process, and our team is always readily available to assist with any queries. Moreover, we strongly value our students' feedback and encourage their ongoing input to continually evaluate and refine our services and procedures, creating a supportive, responsive learning environment.



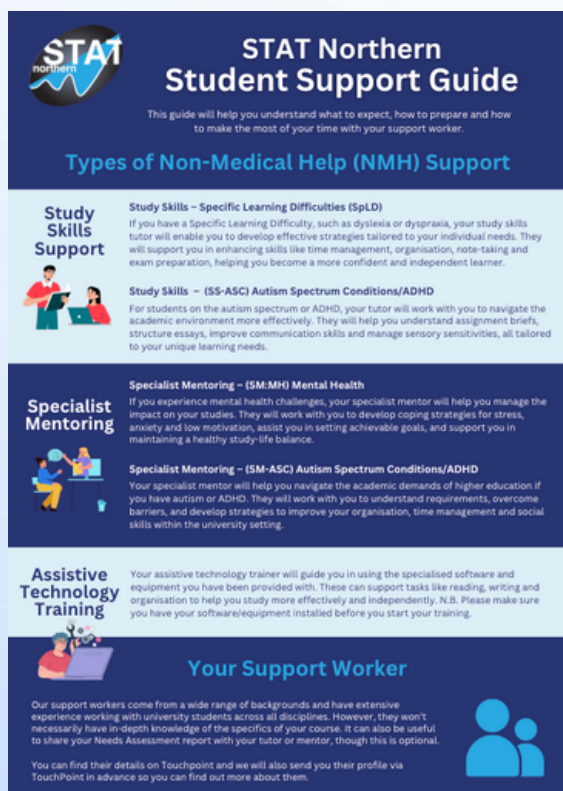
**How to access your Assistive Technology training**  
Email: [training@statnorthern.co.uk](mailto:training@statnorthern.co.uk)

**1. Needs Assessment**  
The Needs Assessment is an evaluation of your study needs in relation to your disability or condition. Your Assessor will recommend appropriate support and equipment.

**2. DSA2 letter**  
Following your Needs Assessment, you will receive a letter from your funding provider (e.g. Student Finance England) outlining the support and equipment you are eligible to receive. This is known as your entitlement letter or DSA2 form. We've approved your Disabled Students Allowance (DSA) 2023/24. This letter will provide you with all of the contact details you will need to access your Non-Medical Help - this could be Assistive Technology (AT) Training, a Study Skills Tutor or Mentor etc.

**3. Contact your supplier and STAT Northern**  
Once you have your letter, get in touch with us using the email above as well as your equipment supplier, and send your DSA2 letter. We will then be able to assign you a trainer and get you in touch with them straight away. Before you attend any Assistive Technology Training sessions, it is **IMPORTANT** that you have received your equipment and/or software from your supplier. To avoid any delays we recommend doing this as soon as possible. Their information can be found on page 2 of your DSA2 letter and it is **your responsibility** to contact them, this can be via email or phone.

**4. Arrange your training**  
As soon as you have a delivery date or receive your equipment you can then liaise with your designated Assistive Technology (AT) Trainer to book in for your first session. **Note:** Keep your funding body informed of any changes in your circumstances or study needs. You may need to reapply for DSA each academic year, so make sure you are aware of the deadlines and requirements.



**STAT Northern Student Support Guide**  
This guide will help you understand what to expect, how to prepare and how to make the most of your time with your support worker.

**Types of Non-Medical Help (NMH) Support**

**Study Skills Support**  
**Study Skills – Specific Learning Difficulties (SpLD)**  
If you have a Specific Learning Difficulty, such as dyslexia or dyspraxia, your study skills tutor will enable you to develop effective strategies tailored to your individual needs. They will support you in enhancing skills like time management, organisation, note-taking and exam preparation, helping you become a more confident and independent learner.

**Study Skills – (SS-ASC) Autism Spectrum Conditions/ADHD**  
For students on the autism spectrum or ADHD, your tutor will work with you to navigate the academic environment more effectively. They will help you understand assignment briefs, structure essays, improve communication skills and manage sensory sensitivities, all tailored to your unique learning needs.

**Specialist Mentoring**  
**Specialist Mentoring – (SM-MH) Mental Health**  
If you experience mental health challenges, your specialist mentor will help you manage the impact on your studies. They will work with you to develop coping strategies for stress, anxiety and low motivation, assist you in setting achievable goals, and support you in maintaining a healthy study-life balance.

**Specialist Mentoring – (SM-ASC) Autism Spectrum Conditions/ADHD**  
Your specialist mentor will help you navigate the academic demands of higher education if you have autism or ADHD. They will work with you to understand requirements, overcome barriers, and develop strategies to improve your organisation, time management and social skills within the university setting.

**Assistive Technology Training**  
Your assistive technology trainer will guide you in using the specialised software and equipment you have been provided with. These can support tasks like reading, writing and organisation to help you study more effectively and independently. N.B. Please make sure you have your software/equipment installed before you start your training.

**Your Support Worker**  
Our support workers come from a wide range of backgrounds and have extensive experience working with university students across all disciplines. However, they won't necessarily have in-depth knowledge of the specifics of your course. It can also be useful to share your Needs Assessment report with your tutor or mentor, though this is optional. You can find their details on Touchpoint and we will also send you their profile via TouchPoint in advance so you can find out more about them.

In addition to our comprehensive support sessions, we arm our students with a plethora of resources designed to support their learning journey. These range from everyday practical solutions such as keyboard shortcut guides to aid efficiency, study strategies to support individual learning styles or informative videos that explain the complex workings of specific assistive technology tools.

Our objective is to ensure that students not only understand how to use these tools and strategies but can also leverage them effectively in their daily lives, fostering independent learning and productivity.



# NEEDS ASSESSOR TESTIMONIALS



## DR. GREGORY BRACHACKI

ASSESSMENT CENTRE MANAGER  
LEEDS ASSESSMENT CENTRE



"We have recommended STAT Northern regularly since it began trading. The reason for this is that we have found the service to be of very good quality, and have received positive feedback from students. There is a clear commitment to providing high quality training, undiluted by any other priority. We have found STAT Northern particularly helpful in cases where students have more complex or unusual needs and require a more personalised approach. STAT Northern have always been willing to be flexible, while maintaining high standards of professionalism."



## MATTHEW TIMMIS

MANAGING DIRECTOR AND ASSESSOR  
AIM ASSESSMENTS

"We regularly recommend STAT Northern for DSA NMH Specialist AT Training and feel that they deliver a tailored, strategy led approach that enables our students to flourish on their course.

They have the knowledge, experience and skill to integrate:

- study skills and strategies in HE
- course knowledge and requirements
- specific disability knowledge
- awareness of neurodiversity

It is incredibly important for us as an assessment centre to know that a student's next 1:1 contact in the DSA process is with an experienced and dedicated professional. STAT Northern regularly demonstrate that they are able to train students with AT on an individual basis that will ultimately enable the student to get the most out of their course.

STAT Northern are able to pull on many years of enhancing and developing their specialist AT Training within the DSA sector, having focused purely on AT Training and integrated strategies. We feel that DSA students benefit from quick responses to initial bookings and appointments and that their long-term course goals are taken into account when training."



## PAULINE MACNEIL

DSA NEEDS ASSESSOR

I regularly recommend STAT Northern as the AT Training provider for the students I assess. The main reason for this is that they offer a high-quality individualised service to students and also provide me with feedback if any issues arise during training or with the student's equipment/software. Students have always given me excellent feedback about the training they received and how it had fully met their specific needs. STAT Northern regularly go the extra mile for students - something which I know both the students and I appreciate.

Communication between myself and STAT Northern has always been timely and effective and I feel that this ensures that the student receives a high-quality service with a smooth journey for them which ensures that they make good effective use of their recommended equipment and software.

## SHARON ALMOND

DSA NEEDS ASSESSOR  
LEEDS BECKETT UNIVERSITY

We have used Stat Northern as our recommended AT Training provider for a number of years now. Stat Northern have provided training for the Needs Assessors and other support staff at the university and their approach at such sessions has provided us with the confidence that they are able to support our students effectively.

Our students like the fact that they can have their training at a location (including their own home, at university or remotely) and a time that fits in with their other commitments. They also like the fact that training is tailored to their individual learning style and areas of study that they are currently working on. There is no better way to learn than to practically apply the software to a current project.

Stat Northern are also quick to respond to us when there is a need to discuss the needs of an individual student or to make changes to the support that is being offered.





## DEBBIE ENEVER

DSA NEEDS ASSESSOR (FREELANCE)

One of the key elements of DSA support is the assistive software that is frequently recommended to support disabled students. The software is not enough though. We are asking students with identified difficulties to make profound changes to the way that they approach study tasks. The software is not a generous added extra; for it to be effective and assist the student fully, the student needs to develop a thorough understanding not just of ‘how this works’, but ‘how does this apply to me’. It is the gap between the two that often presents barriers to learning for the students I see – inference is hard, knowing how to start a piece of work, how to better structure and organise information for each essay, how to engage more thoroughly with materials to ensure better understanding and retention.

STAT Northern trainers fully understand these principles. They are not software engineers/sellers, and don’t see their job as simply taking a student through all the features of a piece of software. They get to know the student, understand the strategies that the student needs to learn to better use the software independently in direct relation to their own path of study, and take care to ensure that the student develops confidence as well as knowledge.

STAT Northern listen and respond to student need to the extent that they developed a piece of software to meet a need that was repeatedly raised by students – how to better capture, organise and retrieve key digital information. Pro-Study is incredibly well-received. This demonstrates how an independent training company can take the time to focus on listening to the student, rather than simply ticking off how many hours of training have been delivered ‘at’ students.

Independent AT trainers, notably STAT Northern, seek to raise quality in their field. Their focus is on turning the recommendations in the report into embedded methods of working. Being able to recommend companies that are locally-based and entirely student-focused is critical to bring good value to the DSA field. One size does not fit all; delivering training to a student with SpLD studying History requires a different approach to delivering training to an autistic student studying Maths. Simply ticking off features covered in TextHelp is not enough. I strongly believe that the added value of independent trainers is that they make a connection with students that goes beyond clocking up the hours. STAT Northern are exemplary at making this happen.

# STUDENT FEEDBACK STATISTICS

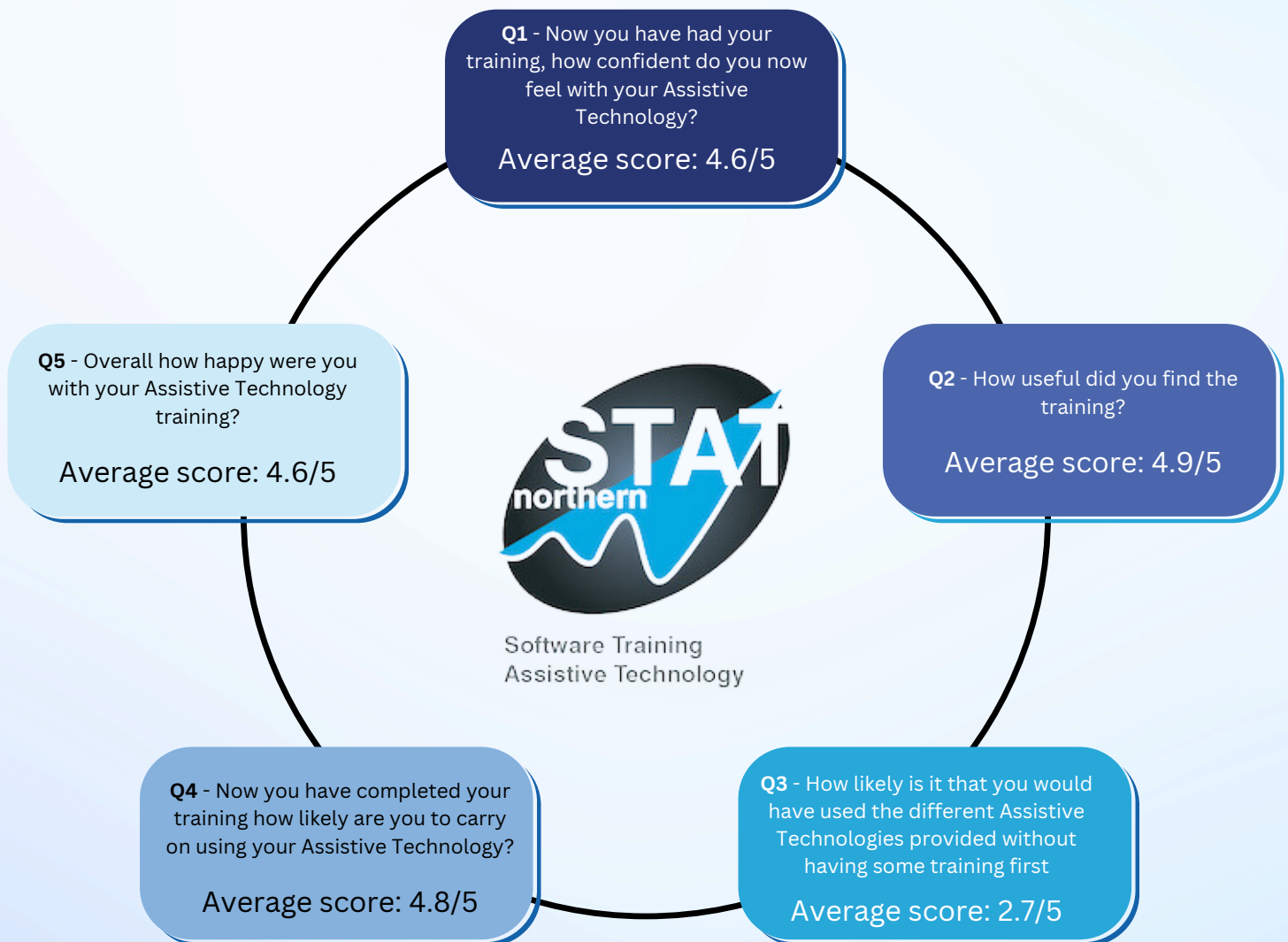


Feedback gathered from 390 students that have received AT training from STAT Northern Ltd.

**Average scores out of 5:**

**5 = high**

**1 = low**



Questions 3 and 4 highlight how important quality AT training with us is. Average rating of 2.7 out of 5 before training compared to an average rating of 4.8 out of 5 after training.

# STUDENT TESTIMONIALS



“Louise has been able to provide me with support which has **increased my confidence with my academic ability**. She has also supported me with the completion of my assignment work. Especially in the areas which I struggle with such as organisation, time management and grammar. With her support, I have been able to hand in my assignments early and **receive consistent high grades**. This is a big change from the previous year when I had no additional support. I was previously struggling to complete assignments on time and my grades would fluctuate, I now feel confident about my grades.”



"I felt comfortable during the training sessions when talking to Julie. She made the sessions personal to my course making me able to visualise how I am able to use the technology within my course after the training finished. She made sure to explain everything in detail, **helping me to understand what I would use and how I would use it** to further help my education. Over all of the hours that I had training with Julie, I do not have a single negative thing to say about her or the service I received. Thank you for your time."



"Benny discussed everything in detail so that I understood what he was explaining. Benny was also very patient with me and **allowed me time to absorb the information and repeating where needed**. I was really pleased with Benny's kindness and polite manner. Benny went the extra mile to support me with all computer problems that I had even when he didn't have too and provided extra support where needed. **I can't fault the support** or training I've had this past year. Overall, I am very thankful for Benny's support throughout my training."

"With the help of my trainer, I have been able to use the technology in the **most efficient and effective way to match my current level of study**. My trainer has been professional, friendly and approachable throughout my training and has helped me to become **confident and competent** with the equipment I was provided with to assist my studies."



# STUDENT TESTIMONIALS



"I had an excellent teacher, very professional and their subject knowledge and training was excellent. I **enjoyed and benefitted from her wealth of knowledge** and she represented your company very well and I am proud that your organisation STAT northern conducted the Software Training for the Assistive Technology."

"Julie was fantastic! She made sure that I understood each thing before we moved on and was really clear, friendly and helpful. I usually feel really nervous doing things like this but **I felt really at ease** with Julie."

"Chris was really great to work with, he managed to make both our sessions **incredibly helpful and at the same time enjoyable**. I found him really easy to get on with, Chris made me feel very relaxed about using a load of equipment that would have previously just ended up stressing me out."



"Kim is very helpful, has a **great communication skill and very friendly**. I felt really relaxed with her as she made everything possible to learn easily. I believe she is one of the best trainers that I have ever met. Above all, she is perfect for her rules."

"Very happy with Julie's teaching and support. She had a nice relaxed way about her and **made sure that I understood what was being showed to me**. Where there was an issue, she could not sort on the day, she would go away and find the answer and share it on the next session or by email. **Couldn't ask for more.**"



"Anne was very thorough and made me feel very comfortable, she understood my needs and helped me when I was stuck and was also **very approachable with any questions** that I needed answered. she was **happy to go at my pace** and made me feel at ease the whole way through."



# STUDENT TESTIMONIALS



"My trainer was very nice and made all the sessions enjoyable, we had a good laugh throughout. She explained everything very well and was very willing to re-explain things a few times when I was understanding the programs. **I will miss my weekly meetings!**"

"Anna-Marie was **lovely, patient, and helpful** at showing the practical applications for the training that made the time worthwhile. She was always approachable and understanding if i needed to readjust times or take breaks and was wonderful start to finish."

"Benny was very friendly and helpful. He had a **good breadth and depth of knowledge** and always followed up on queries or issues that couldn't be solved in the session."

"They taught me at a pace suitable to me. They adapted the sessions to suit the software I wanted to get to grips with most, or wanted recapping on. They made it easy to understand and easy to take on board. They were friendly and kind. They inspired me of with ideas of **how the software's and technologies could help me on my course specifically**, that I had not considered yet"



"I am very happy with the training. The training was **clear, concise and very friendly**. The trainer gave me a really in depth look into the Mindview software and I feel like the trainer really knows their stuff! They kept the training very informal as well which I felt helped me pick it up so quickly."

"Julie was **really friendly & encouraging** and I can't wait to start using all the tech/skills I've learnt. Thank you very much for making something I was scared of **fun and interesting!!**"

[www.statnorthern.co.uk](http://www.statnorthern.co.uk)

**Email:** [dsa@statnorthern.co.uk](mailto:dsa@statnorthern.co.uk)

**Phone:** 07539413884

