The Register of Support Providers at Queen’s University

**Arrangement of One-to-One Support**

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Students in receipt of DSA (Disabled Student Allowance) for one-to-one support will normally use individuals sourced from their educational institution’s register of freelance support workers ie the Register of Support Providers at Queen’s University.

This is because the Department for the Economy (DfE) has stipulated that the Education Authority (EA), the body that manages the students’ DSA awards, cannot pay timesheet invoices submitted for one-to-one support unless they are administered via a Register. For students at Queen’s, this means that their support workers must be registered with and matched through the Register of Support Providers at Queen’s.

**Working with Friends & Relatives**

The DfE has also stated that DSA funding for one-to-one support by friends or family members will not normally be made available. As such, the Register of Support Providers at Queen’s will not usually match students with relatives.

**Contractual Arrangements with Third Parties**

In instances where the Register is unable to provide the support required by a student, the Register will sub-contract that support to another supplier. As such, it is the responsibility of the student to report to the Register any concerns about the quality of the support they are receiving so that issues may be monitored and reviewed with the third party contracted to provide the support to ensure that it remains fit for purpose.

**Academic & Personal Support**

To ensure the health and safety of its students and Support Providers, the Register does not provide academic support in instances where a student requires both academic and personal support concurrently.

Where a student requires support both academic and personal support, they will be directed towards services able to arrange support of this nature.

**Queries**

If you have any queries about the above, please contact:

The Register of Support Providers at Queen’s University

Disability Services, Student Guidance Centre

Queen’s University, 91a University Road

Belfast, BT7 1NF

Tel: 90 973610

Email: [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk)