



**COVID-19**  
**AMANO WORKING PRACTICES**  
**Update – May 2021**

**Amano is continuing to review our working practices in line with government advice and we will work within the processes and procedures that Higher Education Institutions (universities and colleges) are putting in place for the start of the academic year 2021/22.**

**Our priority is to minimise any risk to our students, our support consultants, and other stakeholders.**

**Students, learners and apprentices**

Government coronavirus restrictions state that services should still be provided remotely where possible. Remote support can be very effective and we can usually be flexible in the time and method of support, using your preferred method: Zoom, Skype, Teams, FaceTime or telephone support. Your support consultant can also help you to access your university or college online learning resources and lectures if required.

**Face-to-face support**

Where requested, and where both student and support consultant are comfortable to do so, we can offer face-to-face support. In these cases, we will follow the current Government and HEI guidance, undertake a full risk assessment and follow other health precautions such as social distancing guidance.

**Assessors and disability advisers**

Amano is now providing a combination of remote and face-to-face support services, placing the needs of the student and the safety of both the student and the consultant at the centre of any decisions. Our consultants are also able to support students to access online learning resources and liaise with other DSA services such as equipment providers to resolve technical difficulties.

If you have any queries about our support, please do not hesitate to contact us:

**Email: [dsa@amanotech.com](mailto:dsa@amanotech.com)**

**Tel: 01822 600060**