



# SPS

*For students with a  
psychological or  
neurological condition*

**Olivia**  
Danmark

Vi vil gøre det bedre

# About special educational support

## What is special educational support?

Special educational support (SPS) is a service for students with a psychological or neurological condition enrolled in higher education.

It ensures you can attend your classes and helps you successfully complete your chosen education.

## Special educational support from Olivia Denmark

The special educational support focuses on the specific challenges you face during your education.

Our support is tailor made for your needs and is designed to strengthen your well being. This creates room for the personal development needed to successfully complete your studies.

At Olivia Denmark, our values are the foundation of everything we do.

- **Empathy** - we have an understanding of the challenges that can occur when you have a disability.

- **Knowledge** - we know about psychological and neurological conditions, and how they can affect you.

- **Trust** - we are authentic in our relations. We stand by our agreements and build safe relationships with our clients.

We understand that relationships are at the heart of any support service, and Olivia Denmark has prided itself on creating long lasting, and safe relationships with our clients.

Your contact will work with you to develop new strategies to help you deal with problems ranging from study issues to just everyday problems.



Olivia Denmark has been providing support throughout Denmark, and we are using this reach to establish locations for our special educational support staff. We are working on having staff at your educational institution. If that isn't possible, we aim to have staff within 10 km of where you are studying.

As soon as our network is complete, we will publish the information on our website [www.oliviadanmark.dk](http://www.oliviadanmark.dk). The relevant details will be found in the menu under SPS.

### **Can I get special educational support?**

If you are admitted to an institute of higher education, and you have a diagnosed psychological and/or neurological impairment you can get special education support through your educational institution.

Be aware you must have documentation confirming your diagnosis.

We can help if you have been diagnosed with:

- Anxiety
- OCD
- PTSD
- Depression
- Bipolar disorder
- Schizophrenia
- Personality disorders
- Eating disorders
- ADD/ADHD
- Autism spectrum disorders
- Brain damage
- Concussion
- Cerebral palsy

## What kind of challenges can special educational support help me with?

You may experience a number of challenges during your studies. We can help you with the following:

- Lack of energy for studying.
- Poor concentration and loss of memory whilst studying or reading
- Trouble with retention of study.
- Difficulties with every day structure, e.g. help planning your work process with bigger assignments.
- Lack of overview of the formal requirements, curriculum, bigger assignments, exams etc.
- Difficulties when writing - how to start, the process etc.
- Feeling confused due to academic pressure.
- Trouble with social isolation.
- Having a hard time handling social gatherings or contexts, including difficulties with showing up at the educational institution and being in teaching situations with a lot of other students.

- Trouble with being in the spotlight, from giving a presentation or engaging in a study group.
- Challenges when reaching out to teachers, supervisors and fellow students.
- Uncertainty about your own study abilities and professional competences.

It is not possible to receive support for homework or additional teaching.



# How is SPS granted and what help is offered?

## How is SPS granted?

You can apply for special educational support if you:

- need support to be able to complete your education due to a physical or mental disability.
- are enrolled in and attend an education for which support can be granted, according to the particular set of laws, § 4.
- have Danish citizenship or, by international agreement are entitled to support equally with Danish citizens or, in terms of support for education in Denmark, are counted as a Danish citizen by the Ministry of Education and Science.
- are participating actively in your studies according to the particular set of law, § 10, § 11.

To apply, you must contact your SPS supervisor at your place of education. They will forward your application to Styrelsen for Kvalitet og

Undervisning to determine if you are in the target group that can receive special educational support.

## What kind of special educational support can I get?

Olivia Danmark offers three different types of support for students with a psychological or neurological condition.

### **Student support program with a study support person**

Your support person will work with you to develop strategies to help cope with cognitive, emotional and/or social difficulties. They will also help you achieve methods to handle challenges yourself, giving you greater independence in your studies.

A program can be:

- individual student support
- online student support
- student support in groups

### **Student support program with an academic support teacher**

This is subject specific support. It is designed to support your learning in class. The academic support teacher provides guidance to help give you an overview and structure to your learning. They also challenge your understanding of a subject to support learning and retention of information.

However, this isn't additional teaching. Your support teacher cannot help you in areas that you have missed, or general academic difficulties.

### **Student support program with a study mentor**

This is designed to support your social and educational competences while in education.

A support program with a study mentor can help with:

- establishing contact with teachers, supervisors and fellow students.
- establishing / becoming part of a study group.
- reflecting and interpretation of social interactions that occurs while participating in study groups. This can include your study mentor being present during the group work or meeting with you afterwards and discussing the challenges you experienced.
- understanding and managing expectations and requirements for you during your education. This can cover participating in the lectures, course work or going to exams etc.
- exam registration.
- use of internal communication platforms.
- using and understanding the educational institution's internal student facilities, e.g. library facilities or IT service.
- developing learning strategies, including how to take notes effectively.
- reviewing and dividing the curriculum into manageable sections.
- planning and prioritizing required reading.
- handling class rescheduling and changes to the curriculum, etc.

# Who is Olivia Danmark?

Olivia Danmark was founded in 2004 and is one of the largest private providers of personal assistance and support. We assist people across all of Denmark.

Our goal is to help people with disabilities have an easier and better everyday life - whether it is at an educational institution, in their own home, secured housing, or other accommodation.

Olivia Danmark helps people:

- in need of special educational support,
- with physical and / or mental disabilities,
- in need of care and treatment in their own home,
- who need social / pedagogical support and counseling.

To create a unique relationship requires experience, empathy and understanding for each individuals' situation and needs. This can extend to relatives in need of support.

Our ambition has always been and will always be improving the quality of life of the people we help and support.

We do this by having professional employees who, with knowledge, empathy and trust, carry out their work to the highest quality.

You are welcome to contact us. We will do our best to answer any questions of yours by mail or telephone.



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