



## Code of Practice for Support Workers

As professionals working for students registered at Bangor University, through Randstad Worker Support, it is important that you adhere to this Code. This should ensure your professional status and afford appropriate respect for all parties involved. Please also read the guidelines produced for the students using the Support Workers Scheme. This document is available at [www.bangor.ac.uk/student-services/disability](http://www.bangor.ac.uk/student-services/disability) or from the Non Medical Help Co-ordinator.

### SERVICE CO-ORDINATOR

Non Medical Help Co-ordinator  
Disability Service  
Lower Ground Floor  
Neuadd Rathbone  
Bangor University  
Bangor  
Gwynedd  
LL57 2DF

Email: [supportwork@bangor.ac.uk](mailto:supportwork@bangor.ac.uk)

Tel: 01248 383022

### SUPPORT WORKER'S ROLE

#### Training

- It is compulsory to attend training sessions, including, if relevant, the Mentors' Forum. This is to ensure the continued quality of our service.

#### Communication

- All Support Workers will be provided with a Bangor University username and email address, giving access to the majority of the University's systems. This will be the main form of correspondence between Students, the University, Randstad and Support Workers.
- Students will be provided with Support Workers' Bangor University email address only. It is important that no other contact details should be shared, including personal email addresses and phone numbers.
- Support Workers will be provided with student email addresses, and mentors *may* be provided with student telephone numbers. You should wherever possible telephone your student from one of the telephones in Disability Services. If this is not possible then ensure that you withhold your number to ensure that your personal mobile number is not given to the student. Texting from your personal mobile is not permissible since it is not possible to withhold numbers when texting. Disability Services can send text reminders to students, which can be used sparingly.

- It is the responsibility of the Support Worker to work on strategies for moving away from phone and text reminders, such as using calendars or setting a reminder in the student's phone for the following session. Where possible, Support Workers can support students with strategies for checking and using emails, in order for the student to abide by the University regulations.
- Disability Services' office hours are Monday to Friday, 9am-5pm and as such phone calls and emails will not be responded to out of these hours. Support Workers would not be expected to respond to their students out of normal office hours and their regular working days (e.g. Mondays to Wednesdays only).
- If a Support Worker is away and unable to check emails for a long period of time, an Out of Office message should be set. An example of a bilingual out of office message can be obtained from Disability Service.

## Working practices

- You should maintain confidentiality within the professional role at all times, keeping all information between yourself, the student, Adviser and the Co-ordinator, unless you believe that to do so would cause harm to you or other people.
- Academic staff should be briefed by the Service that they have a student who will be using a support worker in their session. It is not your responsibility to do this. However, there may be occasions when class activities (such as a class test) or practical work (such as work in a laboratory) necessitate a support worker to mention their role to the academic staff. Please try to do this as discreetly as possible, mindful that it is not unusual for a student to feel uncomfortable about having a support worker. If a member of staff enquires further about the student you are supporting, politely inform them that you are bound by confidentiality, but that the School's Disability Tutor will be able to answer their questions.
- The role of a Support Worker often involves working in the 'domain' of other professionals, whether it is in the laboratory, lecture theatre or on a field trip. Therefore, it is important that Support Workers work within their role and this is specified in the job description of each role. Do not give advice or offer personal opinions in any teaching situation.
- In some instances, regular reviews of progress are required when the Support Worker, Student and Adviser will meet to evaluate support and plan future provision.
- Every effort should be made to ensure that a balance is achieved between Mentors and Learner Support Workers giving assistance to the student with academic work and the student retaining 'ownership' of the work. Professional integrity in this instance is essential.
- Support Workers should request feedback on their support from students and endeavour to amend their style if appropriate to do so.
- Wherever there is uncertainty about any aspect of the role, Support Workers should refer to the Co-ordinator.

## Attendance

- The cancellation policy of Bangor University is at least 24 hours' notice within the working week. A cancellation at 4pm on a Thursday for a 3pm session on Friday, and a cancellation at 3pm Friday for a 11am session on Monday both count as *outside* the

cancellation period (and therefore claimable), whereas a cancellation at 2.55pm on Thursday for a 3pm Friday would not.

- Sessions should be confirmed by the student prior to the session taking place, or in the case of note-taking, the co-ordinator would confirm the timetable. An attempt to arrange a session without student confirmation is not regarded as a booked session and therefore cannot be claimed.
- It is the Support Workers' responsibility to inform the Co-ordinator of any cancelled lectures or planned/booked sessions which fall outside the cancellation policy.
- Support Workers should wait for the allocated time, in case the student turns up late to the session. This enables the Support Worker and student to have a shorter session, or to reschedule the session for a later date. If a student fails to attend an appointment, the Support Worker should inform the Co-ordinator and relevant Adviser as soon as possible, as well as taking all reasonable steps to obtain a reason for the non-attendance. This reason should also be passed on to the Co-ordinator as soon as possible.
- For note-taking, Support Workers should attend lectures and take notes unless the session is cancelled by the department or student. If the student is absent, the notes taken should be passed to the Co-ordinator and not the student, with the support worker taking reasonable steps to obtain a reason for the non-attendance. The Co-ordinator will review the situation and in certain circumstances support may be suspended.
- Support Worker annual leave or non-health-related absence is not permitted during term time. If you are a post-graduate student and have academic field trips, or other exceptional circumstances, request absence from the Co-ordinator at least two weeks in advance. If you are too ill to work please inform us as soon as possible.

### **Note-taking**

- Note-takers should take notes only in specified classes. It is mandatory for all notes to be lodged electronically with the NMHC. If the student missed the class, give the notes to NMH Co-ordinator instead.
- When you are asked to produce typed notes, it is expected that the student will receive them electronically within 24 hours of the class. If your schedule makes this difficult, please contact the Co-ordinator.
- If you email notes to more than one student, hide the email addresses to maintain confidentiality using the BCC box (Blind Carbon Copy) of your email program. More information can be obtained from the Co-ordinator.
- Email a copy of all typed and scanned notes to [supportwork@bangor.ac.uk](mailto:supportwork@bangor.ac.uk), so they can be kept on record. This can be done in the same email that is sent to the students.

### **Mentor Monthly Reports**

- Mentors are required to submit a monthly mentor report to the Co-ordinator. A blank report template can be found on Blackboard. Feedback should include the number of times you have met and an indication of support given. If there are any specific issues of concern you should contact the Co-ordinator and relevant Adviser as soon as possible.

## **Examination support**

- It is not the responsibility of Disability Services to organise and pay for examination support for students. If you receive a request from a student or their School, be aware that you will need to liaise with the School's Administrator in order for arrangements to be put in place and for reimbursement.

## **Work during holiday periods**

- Mentors and Learner Support Workers will be allocated a certain number of hours each week during term time to each student. It is not expected that the hours will be extended or support given during holiday periods without the agreement of the Co-ordinator.

## **Queries/Problems**

- If you have queries or problems regarding a student or your role as a Support Worker, you should contact the Co-ordinator *as soon as possible*. With regard to employment issues, please contact Randstad (contact details at end of document).

## EMPLOYMENT ARRANGEMENTS

You will be employed on a 'contract for services' with Randstad Worker Support and paid on a monthly basis for the hours that you have worked.

- Timesheets should be created on the system regularly, and must be submitted on a regular period, for example weekly or fortnightly.
- Pay claims are submitted on a **monthly** basis through the Opus system; timesheets must be submitted and approved by the student by the 17<sup>th</sup> day of the month.
- Payment will be made by BACS on the 24<sup>th</sup> of each month and wage slips will be sent directly to the email address registered on Opus.
- If you have attended a session where a student fails to attend without notice of absence, you will be paid for that session, providing this non-attendance is accurately recorded on Opus. If this occurs, the Co-ordinator must be informed.
- Unless you receive a minimum of 24 hours' notice within the working week that your services are not required, you will be paid for the session(s) you have been contracted for. Students are generally responsible for informing you of lecture cancellations or rescheduling.
- The student, as confirmation of the sessions undertaken, should approve the work on Opus. You will automatically be informed by email once the student has confirmed the sessions. If any work has been rejected, please inform the Co-ordinator *as soon as possible*.
- If you are taking notes for more than one student in a lecture you will be paid at an increased hourly rate, but occasionally there may be a delay in payment due to logistical issues. You will be paid for the session once all students have approved the work for that session.
- Support Workers will be required to undergo police checks through the Disclosure and Barring Service (DBS) checks (previously Criminal Records Bureau (CRB)). This will be organised and paid for by Randstad.

### Contacting Randstad Student Support

Your key contact is: Joshua Sharp  
Randstad Student Support  
5th Floor  
St James' Buildings  
79 Oxford Street  
Manchester  
M1 6FQ

Tel: 0845 130 4655 / 0161 247 8800  
Email: [joshua.sharp@randstad.co.uk](mailto:joshua.sharp@randstad.co.uk)