

# Guidelines for Students Using Bangor University's Support Workers Scheme



Please follow these Guidelines so the service runs smoothly. You may also wish to refer to the Code of Practice for Support Workers. This is available at [http://www.bangor.ac.uk/studentsservices/disability/support\\_workers.php](http://www.bangor.ac.uk/studentsservices/disability/support_workers.php) or from the Non-Medical Help Co-ordinator.

## Your Responsibilities

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- **Attend all sessions and arrive on time**

You are expected to give your Support Worker at least 24 hours' notice if you cannot attend the booked session. If you do not give 24 hours' notice, it will be counted as a "missed session" and will come out of your allowance.

Your Support Worker will inform the Service Co-ordinator of each missed session. Only two missed sessions will be funded each semester, and the University reserves the right to withdraw its Support Worker provision if you have two "missed sessions" per semester.

- **Approve your Support Worker's pay claims promptly** by clicking on the link to the Opus system each time you get an e-mail request or signing the In-House Support timesheet. Without your confirmation they cannot be paid for work. We work within the DSA guidelines and each hour of support work has to be verified by the student.

See the "Payment Arrangements" section below for more information on these procedures.

- **Give feedback** to your support worker so they can adjust their working style to best suit your requirements.
- **You may be required to attend review meetings** with an Adviser on request.
- **If you no longer require a Support Worker**, you must inform the Service Co-ordinator in order to terminate the support. If you later decide that the support needs to be reinstated this must be arranged by the Service Co-ordinator, and not directly between you and a Support Worker. If you are terminating your studies, inform the Service Co-ordinator with the date when your studies will finish.

- **Complete an evaluation questionnaire** at the end of each academic year. This is an opportunity for you to raise any questions or difficulties you may be having, and to help us develop our service.

## Problems

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**If you are unhappy with any aspect of the Support Workers Scheme**, or encounter any problems with your support, please contact the Service Co-ordinator as soon as possible.

**If you receive notetaking support but do not receive a set of notes** provide immediate feedback to your Notetaker. If this doesn't solve the problem, contact the Service Co-ordinator as soon as possible. A delay in informing the Co-ordinator can cause problems in tracking down or replacing the notes.

We try to ensure that all timetabled sessions are covered. If a Support Worker cannot attend due to unforeseen circumstances (for example illness), we will try to arrange a replacement Support Worker. This may not always be possible, and we will inform you as soon as we are aware of this. If you receive notetaking support and **you have a Dictaphone, record all lectures** so that you have a back-up. For non-timetabled sessions, either we or the Support Worker will be in touch to rearrange the session.

## The Employment and Co-ordination of Support Workers

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- Bangor University co-ordinates its Support Workers Scheme via Student Services. Support Workers are employed through an external recruitment agency, Randstad Student Support, as:
  - **Mentors**
  - **Notetakers**
  - **Learner Support Workers** (for help with accessing study materials, laboratories or with fieldwork, getting around the campus, carrying items, notetaking, etc.)
- Support Workers engaged through the University via Randstad go through a thorough interview/screening process. They are fully reference checked and eligible to work in the UK. Support Workers undergo police checks through the Disclosure and Barring Service (DBS).
- The services of Communication Support Workers, British Sign Language Interpreters, and Speech to Text Operators will be brought in on an 'as needs' basis.

- We aim to provide services which are of high quality and organised in a cost-effective manner in line with DSA guidelines. We welcome student feedback and will consider amending systems and procedures in the light of it.

## Payment Arrangements

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- Approximately once a week/fortnight, an email will come from Randstad to your Bangor University email address. It will outline your Support Worker's pay claim and ask you to use the Opus website to confirm that support. If you have not received this email after receiving support for some time, please inform the Service Co-ordinator.
- Click on the website link in the email and then tick the boxes to 'approve' (or 'reject') each pay claim. If you decide to reject a claim please contact the Service Co-ordinator **before** rejecting the work on Opus, as we may be able to resolve your issue.
- For those receiving Support through Bangor University's In-House Support will be asked by the Support Worker to meet once a week to sign a timesheet.
- By approving support work you are confirming the receipt of that support. This is a requirement of your funding body in distributing your DSA funds. If you share a Support Worker the cost will be split between DSA allowances.
- Your funding body will be invoiced by Randstad at the end of each month.
- **If you fail to promptly approve support you received, your Support Worker may not get paid.** Because of this we have had to implement a procedure in which the service may be suspended until the appropriate claims are approved.

## Additional Information

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- It is important that you ensure that your contact details are up-to-date in your MyBangor account and that you routinely check your University emails. Your email address will always be provided to your Support Worker, and you will be given theirs.
- Confidentiality will be maintained within the Disability Service unless it is believed that to do so would cause harm to you or other people.
- If you have a Support Worker in taught classes you may want to tell the lecturer. You may want to introduce your Support Worker to them; this is advised in practical sessions, especially when you are being assessed.
- Support Workers are expected to support the work of students but care must be taken to ensure that the work remains that of the student.

- Examination support is NOT arranged by the Support Workers Scheme. You should see the Examination Officer and your School's Administrator if you require the assistance of a support worker in an examination.
- Occasionally a student will feel that it would be preferable to work with a different Support Worker. This can be arranged through the Service Co-ordinator but please note that with regards to note taking, it may not always be possible to have a different note taker.
- It is expected that Support Workers and Disability Service staff will treat students with respect and that this will be reciprocated by students. If a student behaves unreasonably the discontinuation of support will be considered.

### **For those receiving timetabled support (for example notetaking / learner support worker)**

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- **You will receive an email at the beginning of the academic year to ask you whether you would like to have note taking/other entitled support in place. Please reply to this, saying whether you do or do not wish to take up your support.** If you do not respond to this email, your support may not be put in place since we would like your endorsement that you do want it. Email: [supportwork@bangor.ac.uk](mailto:supportwork@bangor.ac.uk)
- **Keep the Service Co-ordinator and your Support Worker informed of any changes to your timetable**

Include changes to times and venue, periods of work placement and when lectures are replaced by field trips. This is especially important in the first weeks of each semester, when changes are common. Changes which are last minute (i.e. with less than 24 hours' notice) may result in too short notice to provide a support worker.

## For those receiving notetaking support

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- Your Notetaker's role is to provide you with detailed, neat and legible notes, to supplement the content of online PowerPoint slides or handouts. Do not ask the Notetaker to undertake additional work for you. Please see the Disability Adviser or Mental Health Adviser if you have any other requirements in relation to your studies.
- Notetakers will have their own pens and paper; however, you can provide an alternative pen and/or paper if you want. Discuss this with the Notetaker, along with any preferences on style, format, or content. Please give feedback on early notes to your Notetaker, so they can better tailor future notes to your requirements.
- **You will receive your notes electronically.** If this poses a problem for you, please let the Coordinator know.
- Note takers will be provided with your email address to enable them to contact you regarding notetaking issues. We will also pass on your library card photo (unless you say not to), so they can check they are in the correct lecture room.
- **If you have a Dictaphone, record all lectures.** If a Notetaker is unable to attend a session for any reason, you would still have a back-up recording which *could* be transcribed at a later date.
- **Do not pass on your notes** to other students. You have an assessed need for these notes. If you pass them on to classmates this will compromise the Scheme.
- If receiving typed notes via email, systematically check you have received these notes. If there is a delay, immediately inform the Co-ordinator.
- Support Workers are required to work confidentially and so will not give the identity of any students to lecturers or students. However, Notetakers will need to know which students they are taking notes for, so that they can ensure that the student is present in the lecture (see the "Your Responsibilities" section above), and to ensure they are in the correct lecture. This is normally done by providing your library card photo to the Support Worker, or by meeting with them at the start of term.

## **For those receiving support from a Mentor**

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- A Mentor is there to help you to achieve learning goals. Your Mentor can advise on organisation, planning and strategies to complete assignments and other tasks. It is expected that you will work with your Mentor to agree achievable learning goals.
- Where a student has difficulties in looking after themselves, this may hinder their ability to complete academic tasks. Therefore a Mentor can help with strategies for academic work and essential day-to-day living activities.
- Mentors will be required to submit a monthly report, summarising the meetings you have had. You are welcome to read these reports and amend before they are sent to the Service Co-ordinator.

## **Contact Us**

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### **Non Medical Help Co-ordinator**

Disability Services  
Lower Ground Floor  
Neuadd Rathbone  
Bangor University  
Bangor  
LL57 2DF

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

Tel: 01248 383022