

Disability Service Support Workers' Scheme



Perfecting Your Practical Assistance

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**This leaflet is available in
alternative formats**

Do I need a Practical Assistant?

- A recommendation was made in your Disabled Student Allowance (DSA) report for an assistant in laboratory or fieldwork sessions. Based upon these recommendations and your personal requirements you will be invited to meet with the Support Worker Coordinator and a Practical Assistant to ensure that you receive appropriate support.

What is their role?

- To relay visual observations and/or carry out some or all of a task following instructions from you. They must follow your instructions exactly, unless to do so would cause a hazard.
- This interaction must satisfy the learning outcomes of the class, enabling a true assessment of your understanding, knowledge and skills.
- They are not permitted to give you factual help or suggestions.

How do I arrange my Practical Assistance?

- Email the Support Workers Scheme Coordinator with the dates, times and locations of sessions in which you will need a Practical Assistant. This should be done at least three weeks in advance.

Who will my Practical Assistant be?

- A graduate or postgraduate student who has been trained as a Support Worker.
- They will have a working knowledge of your academic subject, so they can carry out instructions accurately and ensure safety.
- If you have regular sessions you will have a single assistant. If you only need an assistant occasionally you may get different assistants.

How will I make contact with them?

- You will meet with the Support Workers Scheme Coordinator and your Practical Assistant, to discuss your requirements and create a Practical Assistance Information Sheet.
- You will be given their email address and digital photo. They will be given your university email address and library card photo.
- Let the Support Workers Scheme Coordinator know if your mobile number can also be passed on.
- Meet them as you are waiting to start a class. It may be easier to arrange to meet at a less busy location nearby.

Will the academic staff members know that I have a Practical Assistant?

- You are expected to introduce your Practical Assistant to staff members. This is especially important in an assessed class, when their role will be carefully monitored.

What if I can't attend a class?

- Contact your Practical Assistant and the Support Worker Coordinator at least 24 hours before the session.

Will my Practical Assistant be informed of practical class changes by my academic school?

- No. Only you have access to Blackboard and the emails sent by your School. You will need to pass this information on to your Practical Assistant and the Coordinator.



What if I don't like the way my Practical Assistant works?

- Tell them how you would like things to be different, they will respond to your feedback.
- If you have any further difficulties then let the Support Workers Scheme Coordinator know.

What if my Practical Assistant is late or absent?

- Contact them immediately, as they may have confused the session times.
- If this doesn't work, inform the Support Workers Scheme Coordinator who will try to deal with the problem.

How will I work with a Practical Assistant in an assessment?

- You are entitled to 25% extra time.
- You should have adequate practice of working with your assistant before the assessment.
- You should be made aware which member of staff to tell if any problems arise, such as a breakdown of communication.

How will my Practical Assistant be paid?

- Practical Assistants are employed through Randstad Student Support.
- You must approve the electronic time-sheets to confirm that you have received support. If you do not approve the work they will not be paid.
- The scheme is funded through the Disabled Students Allowance (DSA).

You must confirm that you have received the Guidelines document which relates to the Support Worker Scheme and that you agree to adhere to the guidelines.

For more information visit

<http://www.bangor.ac.uk/studentservices/disability/index.php.en>



The Frank Buttle Trust