

Disability Support Work Roles

Notetaking

- **Handwritten Notes:** Involves taking an accurate and comprehensive set of notes during lectures, seminars and formal sessions. Clear, well-structured notes will be provided to the student in handwritten format.
- **Typed Notes:** Involves taking an accurate and comprehensive set of notes during lectures, seminars and formal sessions. These will be provided in electronic format via email.

The lecturer or tutor should have been informed that the student has a Support Worker in the class. However, they will have been asked not to draw attention to this fact.

When requested, the student will need to provide timetable in the format required by the Support Worker Service.

Examination Support Worker

- **Exam Mentor:** Involves individual support in an exam, as specifically agreed by an Academic Support Tutor and Disability Adviser in conjunction with the Exams Office, for reasons of especial difficulty with concentration or anxiety.
- **Exam Reader:** Involves reading exam questions to a student during an examination.
- **Exam Scribe:** Involves writing or typing verbatim from a student's dictation during an examination.

Study Assistant

As agreed, provides one or a combination of Study Mentor, Practical Support, Non-Exam Reading, Non-Exam Scribing and/or Sighted Guiding Support as part of a single session.

- **Study Mentor:** Provides regular study assistance for students where frequent organisational support is required. Specific areas of focus can include: motivation, time management and organisation or planning.
- **Non-Exam Reader:** Involves either reading directly to a student or reading onto a recording device for a student to listen to at a later point.
- **Non-Exam Scribe:** Involves writing or typing verbatim from a student's dictation, in a variety of situations – usually with the student present.
- **Practical Support:** Provides practical assistance in academic-related situations including assisting with access to buildings and rooms, organising course materials and transferring books to and from bags.
- **Sighted Guide:** Assists students with visual impairments to navigate around and familiarise them with the relevant University campus.

Student Responsibilities: What a Disability Support Worker can expect from a student

General Information:

- That students will reply to their introductory email to clarify working relationship.
- To respond to communication and receive adequate notice of changes.
- Students will inform of any changes to their timetable, including cancellations.
- To contact support workers at reasonable times and by agreed methods (normally within working hours, unless otherwise agreed).
- Adhere to the University's Code of Discipline to ensure the working relationship with Support Worker is as positive as possible.

Note-Taking Support

- Constructive feedback on their notes – if there is a difficulty with the notes, students are encouraged to work with the Support Worker to resolve any difficulties and inform the Support Worker Service of any problems that require assistance.

Examination and Study Assistant Support Work:

- To attend meetings as agreed or provide adequate notice of cancellations or changes.
- Provide support worker with material that student wishes to have read.
- Transcription materials should be clear and accessible.
- Guidance on the support required within the agreed role boundaries.

Support Worker Responsibilities: What a student can expect from a Disability Support Worker

General Information:

A Support Worker will carry out their duties in a professional and responsible manner.

- If required and whenever possible the Support Worker should have enough knowledge of the subject area to provide the support work.
- An introductory email asking for confirmation of details of the working relationship.

A Support Worker will charge for the session they are booked for irrespective of whether it lasts for a shorter time period.

- A Support Worker can claim in full for any session that is cancelled with less than 24 hours or no notice.

Notetaking Support:

- An accurate set of notes in the student's preferred format capturing most information.
- Notes provided, unless delayed by unforeseen circumstances, within 3 days of the class.
- Handwritten notes passed to student in person (or scanned and emailed). Typed notes to be emailed.
- Negotiation on the style and format of notes to suit reasonable student preferences.
- Confidentiality: a Support Worker will not disclose to other students who they are working for unless student is happy for them to do so. They cannot be responsible for other students deducing this. Please note the Support Worker may inform the lecturer or tutor.

Examination and Study Assistant Support Work:

- For Examination Support Work to offer up to one hour's pre-exam practice and to follow the agreed working arrangements in the exam.
- To arrive 15 minutes early for an exam (this time will be included in their claim).
- To arrange to meet on mutually convenient days and times at a University campus, except in accommodation, to provide the required support work.

What a Disability Support Worker will not do

General Information – Support Worker will not:

- Provide personal care
- Provide any academic guidance
- Comment on or decide what to read or write
- Carry, push or lift equipment (beyond with their agreement a laptop, books or written materials), including a wheelchair
- Exceed the level of support that has been agreed
- Be available without adequate notice
- Support Workers have strict professional role boundaries. The roles do not usually extend to working off-campus with students or engaging in non-academic social situations. If there is any deviation from these boundaries, they must be agreed in advance with the Support Worker Service.
- Support Workers cannot negotiate with an academic, school or department on behalf of the student or attend meetings without the express agreement of the student's Academic Support Tutor or Disability Adviser. Such negotiation is the responsibility of the Adviser or Tutor and not the Support Worker.

Notetaking Support – Support Worker will not:

- Provide verbatim notes
- Post or print notes
- Attend a class if student is absent, unless agreed in advance with the Support Worker Service for reasons of disability.
- Enable a student to sign up for classes that are being held simultaneously.

Examination and Study Assistant Support – Support Worker will not:

- Provide tuition including writing essays, advising on content or proofreading written work.
- Meet and perform support work within University accommodation. Meet and/or provide support work off campus.
- Provide sighted guiding off campus.