# **NMH Support at University of Leeds – Student Agreement**

**University of Leeds Support Worker Team: 0113 3433927** [**supportworkerteam@adm.leeds.ac.uk**](mailto:supportworkerteam@adm.leeds.ac.uk)

Your ‘Needs Assessment’ or ‘support summary’ recommends that you can receive Non-Medical Help as provided by the University of Leeds Support Worker Team. This can include Specialist Mentor support, Note-Taking or Electronic Note-taking Support, PA or Library support, One-to-One Study Skills/DST support, or BSL Interpreter support. This document is an agreement to follow the practices and procedures as detailed in the relevant support introduction document, for all support you may receive either now or in the future from the University of Leeds Support Worker Team.

This is set within the context of the University Partnership Agreement which can be found at: <http://partnership.leeds.ac.uk/>

If you agree to the terms below, please sign and date this document. We will keep the original on your file. Please keep a copy for your own records.

Although you have been recommended support from the University of Leeds you can choose to use a different provider if you would prefer. If you would like to look in to this option then please contact your assessor directly (their details should be given on your assessment of need report).

# **Support Sessions**

The purposes, intentions and boundaries of the relevant support schemes are outlined in the introductory document which was sent to you along with your initial contact email from the Support Worker Team. By signing this agreement, you agree to access support as provided by the University of Leeds in accordance with the guidelines described in that document and your Needs Assessment/support summary. If you have not read that document, please ensure you do so before signing this agreement. A copy can be obtained from your support worker, or the Support Worker Team if required.

If at any point you feel there are any issues with regard to your support, please contact the Support Worker Team in order to discuss options for dealing with the issues and moving forward positively.

# **Missed or Cancelled Sessions**

You agree to follow the procedures described in the ‘Booking/Cancellation Policy’ document, which was sent to you along with your initial email from the Support Worker Team. If you have not read that document, please ensure you do so before signing this agreement. A copy can be obtained from your support worker, or the Support Worker Team if required.

If you need to cancel a session, you must contact your support worker or support worker team directly (by phone, text or e-mail). Please give as much notice of cancelling sessions as possible, sessions cancelled with less than 24 hours’ notice will be considered short-notice cancellations. Failure to give notice, or giving short-notice cancellations, will result in a timesheet being generated for the session and you will be required sign this and the session will be taken from your DSA allocation. If you cannot make contact with your support worker directly, you must contact the Support Worker Team using the contact details above.

We ask that you provide a reason for any non-attendance or short-notice cancellation of a support session. Your support may be suspended by the support worker office team if you consistently miss or cancel support at short notice. Sessions which are missed or cancelled due to your disability or unavoidable circumstances will be taken into account when considering to suspend support.

If, due to unforeseen circumstances, your support worker needs to cancel a support session, they will contact you directly, or the Support Worker Team will contact you, in order to rearrange the session. In such instances, the session will not be deducted from your allocation of support hours. In cases where a PA or Note-taker needs to cancel a support session, the SWT will attempt to find alternative cover for the session, and will inform you if cover is found. However, this may not always be possible, and the session may have to be cancelled. In such instances, the session will not be deducted from your allocation of support hours.

# **Timesheets**

You agree to sign a timesheet for every support session attended, or any support session cancelled with less than the required notice period, for whatever reason. If you have unsigned timesheets, your support worker or the Support Worker Team will contact you to arrange for you to sign these timesheets. You agree to make every effort to arrange a method for you to sign any unsigned timesheets.

You are hereby made aware that support may be suspended as a result of an accumulation of unsigned timesheets. Support can be resumed once the timesheets have been signed.

# **Comments and Complaints**

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| --- | --- |
| StSStudent Name ................................... | StuStudent Signature ................................... |
| Date ................................... |  |

We very much welcome comments on the service we offer. If you would like to comment upon the service you have received, either in positive or negative terms, you can speak directly with your support worker, or contact the support worker team on [supportworkerteam@adm.leeds.ac.uk](mailto:supportworkerteam@adm.leeds.ac.uk) or 0113 3437547. Should you wish to make a more formal complaint you can follow the University complaints procedure at <http://www.leeds.ac.uk/secretariat/student_complaints.html>