# Contents

Introduction to the Support Worker Team and How to Contact Us .................................................3
What are support workers? ..................................................................................................................4
What types of support do we offer? ....................................................................................................4
Coronavirus Updates for 2021-22 ..................................................................................................5
Personal Assistance or PA Support/Library Support/Sighted Guide – An Introduction ...............6
Notetaking Support – An Introduction ...............................................................................................9
Specialist Mentor Support – An Introduction ................................................................................15
One-to-One Study Skills Support – An Introduction ........................................................................ 19
British Sign Language (BSL) Interpreters ......................................................................................23
Assistive Technology Support ..........................................................................................................24
Distance Support Guidelines ............................................................................................................24
How to Set Up Your Support ...........................................................................................................26
How to Get the Most Out of Your Support .....................................................................................28
Timesheets and Session Confirmations for Disabled Students' Allowance (DSA) Funded Students .................................................................................................................................29
Support Audits ..................................................................................................................................29
What We Do With Your Information .................................................................................................30
Funding for Support .........................................................................................................................30
Comments or Complaints ..................................................................................................................30
Appendix 1: Support Availability Form .........................................................................................32
Appendix 2: Notetaking Requirements Form ...................................................................................34
Appendix 3: PA Support Request Form ..........................................................................................37
Appendix 3: Student Agreement .......................................................................................................40
Appendix 4: Booking/Cancellation and Absence Policy .................................................................42
Introduction to the Support Worker Team and How to Contact Us

The Support Worker Team (SWT) is a small team based within Disability Services. We provide non-medical help (NMH) or human academic support for disabled students. We are located on the ground floor of Chemistry West Block and all of our support takes place on campus or via remote support.

Our office opening hours are **Monday to Friday 9am-5pm**.

The Support Worker Team consists of an administrative team who coordinate the support and manage the support workers. The members of the office administrative team are:

- **Martin Hall** – Support Worker Team Manager – manages the team. Tel: 0113 3434399. Email: m.hall@leeds.ac.uk.

- **Charlotte Hendry-Webster** – Support Worker Team Assistant Manager – coordinates notetaking, Specialist Mentor, 1:1 Study Skills and BSL support. Tel: 0113 3434672. Email: c.l.hendry-webster@leeds.ac.uk.

- **To be appointed** – Support Worker Team Scheme Administrator – coordinates PA, Specialist Mentor and 1:1 Study Skills support. Tel: 0113 3437547. Email supportworkerteam@leeds.ac.uk.

- **Toni Duxbury** – Support Worker Team Finance Administrator – processes timesheets, coordinates finance and audits support hours. Email: t.j.duxbury@leeds.ac.uk.

- **Tom Starkey** – Assistive Technology Advisor – supports students with assistive technology queries and solutions. Temporarily responsible for organising PA support. Email: t.m.starkey@leeds.ac.uk.

Our main team email address is: supportworkerteam@leeds.ac.uk. You can contact this for any general support enquiries and one of us will pick it up and forward it on to the relevant person.

**Telephone contact during COVID-19 restrictions:** due to COVID-19 restrictions we will be running a reduced staff in the Support Worker Team office in Semester One, which means that we may not always be available to answer the phone. You can leave us a voicemail and we will email you back or if you want to talk to us you can contact us via Microsoft Teams by searching the directory for our names.

We also have a text only service that you can contact at 07520632906. One of the office team will pick your message up if you send it to this number. **Please include your full name with any text messages sent.**
What are support workers?

Disability Services and the Support Worker Team works independently from the teaching and support provided by your school. We provide academic support and support to enable you to access the learning environment but we cannot:

- Provide subject specific support
- Mark or proofread your work
- Give you ideas or suggest content for your academic work
- Provide support for anything other than academic work

However, we can support to enable you to present and submit your own ideas and work. If you require any additional support with the above then please contact your school in the first instance.

We do not provide personal care or any type of support that is non-academic and takes place outside of the university environment. All of our support takes place on campus during normal working hours (i.e. 9am-5pm Monday-Friday). If you require support for academic activities outside of these times or off campus then please get in touch with someone in our office team and we will be happy to discuss what your options are with you.

Due to restrictions caused by the COVID-19 pandemic we will be offering a mixture of in-person and distance support for the 2021-22 academic year. Please see the individual sections for each support scheme for information on how this will affect your support.

What types of support do we offer?

We have approximately eighty support workers in our team. They are split up into five different schemes of support:

- Personal Assistance (PA)/Library Support/Sighted Guiding/Orientation support
- Notetaking
- Specialist Mentor
- 1:1 Study Skills Support
- British Sign Language (BSL) Interpreters for non-DSA funded students (see more on p24).
Coronavirus Updates for 2021-22

For the 2021-22 academic year the university is planning to offer a blended approach to learning. This means that your teaching and support will be delivered via a mixture of in-person learning and remote or online learning.

From Week One of teaching on 27th September 2021 onwards we are hoping to phase a return to campus for our support staff, which means there will be more face-to-face support available during Semester One. However, this will be a phased return so we will still be offering some support remotely. We will also be able to offer support remotely for anyone who is self-isolating due to COVID-19. Please see your individual support scheme section for more details on how this will work.

The situation may change depending on any changes in government or university guidance, which means that throughout the academic year we will be communicating with you about changes in the delivery of your support.

For more information and updates on the university’s response to coronavirus please visit the university’s coronavirus website: https://coronavirus.leeds.ac.uk/
The recommendation for PA support comes either from a Needs Assessor or directly from your university Disability Coordinator. Without this recommendation or funding in place we are unable to provide the support.

PAs provide support in the academic environment, in order to enable students to develop and maintain their independence, to participate in all aspects of university life and to benefit fully from the experience of being a student. This is a different type of support depending on each individual’s needs. The type and amount of support for which you will be eligible will be set out in your ‘Needs Assessment’ or ‘Support Summary Sheet’, and you can access PA support according to your individual need. How often and when you access PA/Library Support is at your discretion (within the recommendations set out by your Disability Coordinator).

What to Expect from PA Support
In general terms you can expect from PA/Library Support:

- Support accessing venues across the university, e.g. getting to and from lectures, accessing buildings, learning the accessible routes around campus.
- Retrieving, returning, locating books at the library (this could be in person with your PA or the PA could do this on your behalf).
- Support with physical tasks, e.g. carrying books around campus, getting set up in teaching space with the materials you need to access the learning.
- Assistance with PC work.
- Mobility support for students with mobility difficulties or wheelchair users.
- Sighted guiding for blind students or students with visual impairments.

A PA/Library Support cannot:

- Assist you within your accommodation. PA staff are not permitted to enter student’s accommodation.
- Assist you with support off-campus. PA staff are campus based, with the exception of occasional pre-arranged, specialised circumstances.
- Assist with tasks that are not related to your academic engagement.
- Provide personal care.
- Provide subject-specific or academic support.
How to Arrange PA Support
To arrange PA support, you must contact us in the Support Worker Team via email at supportworkerteam@leeds.ac.uk. PA/Library Support can be arranged on a regular/recurrent basis, or on a changeable week-by-week arrangement. In the latter case, to book in a PA session, you must contact the SWT with your PA requirements by **9am on the Wednesday of the week** before the PA is required.

The PA schedule is created and sent out weekly, via your University email address. It is your responsibility to ensure that you check this schedule to make sure it is accurate and let Abi know in plenty of time if you need to make any changes to it. If you do not let us know that there are errors on the schedule we will assume that everything is correct.

Whilst we will try to take into account any requests for specific staff to work a PA session. However, these cannot be guaranteed.

To book a PA session for the following week please contact us via email at supportworkerteam@leeds.ac.uk. We can arrange a call-back appointment via Microsoft Teams if needed.

Key Points to Consider
- You do not have to use all of the hours which you have been recommended in your assessment. If additional sessions are required we will, where appropriate, support requests for extra hours.

- Provided there are no funding issues, you should be able to begin accessing PA support at any point of an academic term. Simply contact the Support Worker Team (details below) and we will set up support with you.

- If you begin PA support, but decide it is not helpful to you, you can withdraw from the support at any time. You can always resume PA support at a later point if you wish.

- If you do not want to take up PA support, you are not obligated to do so. You can start support now or, if you prefer, you can contact us to set up support at a later point. If you wish to do this, please do let us know.

- If you feel you are experiencing difficulties with your PA support, please discuss this with the Support Worker Team in the first instance in order to resolve any issues and move forward with your support.
Absences, Cancellations and Lateness
It is important that once your PA schedule has been confirmed that you attend your booked appointments on time.

You must inform the SWT with at least 24 hours’ notice (where possible) if you are unable to attend a booked session. You must also provide a reason. Repeated failure to attend without sufficient notice or reason will result in suspension of support. More details regarding this can be found in the Absence Policy on p43.

Please note your support worker may consider the session cancelled if you are more than 10 minutes late and have not informed the Support Worker Team of your absence or late arrival. If you are running late to a session please text us on 07520632906. One of the office team will pick your message up if you send it to this number and will inform your PA that you will be late to the session. Please include your full name with any text messages sent.

If you have any further questions regarding Personal Assistant or Library Support, please get in touch via email at supportworkerteam@leeds.ac.uk.
Notetaking Support – An Introduction

The recommendation for notetaking support comes either from a Needs Assessor or directly from your university Disability Coordinator. Without this recommendation or funding in place we are unable to provide the support.

Notetaking support provides summative notes for each of your taught sessions, (e.g. lectures and seminars etc.), according to your notetaking request.

Depending on the recommendation from your Needs Assessment Report or Disability Coordinator, notes can be handwritten, electronic or live-typed.

What to Expect from Notetaking Support

You can expect your notetaker to:

- Attend lectures, seminars, labs and other taught sessions as needed/requested. For postgraduate students this can include supervision meetings by special request.
- Access online learning content through Minerva to provide a set of summative notes from remote learning sessions.
- Take accurate and appropriate notes for you to use as a reference or as reliable record to support your learning.
- Be friendly and approachable to discuss your notetaking needs.
- Liaise with you on priorities, format preferences and issues.
- Transcribe the notes into appropriate format for individual students according to recommendations in your Needs Assessment (e.g. electronic, large print, summary notes, while meeting style or content preferences).
- Have been scheduled, this schedule will be sent to you prior to the start of teaching (provided your timetable is supplied by you in sufficient time to carry out scheduling) so you will know in advance who will be taking notes for you.

Only with prior agreement with the Support Worker Team Officer (Charlotte Hendry-Webster) will they:

- Attend a lecture to take notes when you are absent.
- Not make contact with you in your lectures/classes. This is called Discreet Notetaking support.
- Take notes straight onto a laptop, or word process notes afterwards.
- Wait longer than 10 minutes if you are late.

A notetaker will not:

- Help with tasks that are not notetaking support, e.g. help carrying books, returning materials to the library, reminding you of deadline, explaining the content of lectures to you etc. You may need support from our other staff – we employ Personal
Assistants, Specialist Mentors and 1:1 Study Skills Tutors. Book an appointment to see a Disability Coordinator to discuss your support needs. Please contact Disability Services reception to arrange a meeting with a Disability Coordinator by phone 0113 3433927 or by email disability@leeds.ac.uk.

- Take notes in your absence unless this support is arranged with the Support Worker Team.
- Contribute to teaching sessions including joining in with group work.
- Take notes for sessions that are not pre-arranged with the Support Worker Team. Do not be offended if the notetaker refuses these requests.

**Key Points to Consider**

Notetaking support is scheduled on a semester-by-semester basis. This means that the Support Worker Team will request a copy of your timetable before the beginning of every semester in order to schedule your support in for the semester. Please see the section ‘How to Set Up Your Support’ for more details on this.

Notetakers are allocated based on availability and subject knowledge/interests. We try to match the notetaker to your subject as closely as possible, but sometimes we do not always have someone available who has a background in your specific subject. In these instances we will try to match someone who has a background in a similar subject. Sometimes we may not be able to find anyone who has the suitable subject background to cover your session. This is a very rare occurrence and we would always notify you in advance if this is the case so that you can make alternate support arrangements with your school.

In normal circumstances support is only available during your University term times.

You do not have to use all of the hours which you have been recommended by your Disability Coordinator. If additional sessions are required we will, where appropriate, support requests for extra hours.

Provided there are no funding issues, you should be able to begin accessing notetaking support at any point of an academic term. Simply contact the Support Worker Team (details on p3) and they will set up support with you. (Please be aware that during busy periods there may be a delay in starting your support while the Support Worker Team look for available staff).

If you begin notetaking support, but decide it is not helpful to you, you can withdraw from the support at any time. You can always resume notetaking support at a later point if you wish.

If you do not want to take up notetaking support, you are not obligated to do so. You can start support now or, if you prefer, you can contact us to set up support at a later point. If you wish to do this, please do let us know.
**Meeting Your Notetaker**

For in-person support, we have asked your notetakers to stand at the front of the classroom at the beginning of the session holding up a green timesheet. Notetakers may also be wearing a blue lanyard with their staff card in it. Please look out for them and make yourself known to them within the first 10mins of the session. It is your responsibility to meet notetakers at the beginning of sessions. If they cannot see you in the session and you have not made yourself known to them then they may leave the session early and you will not receive a copy of the notes.

For students receiving discreet notetaking support we have provided your notetakers with a photograph of you so that they can identify you as being present in the session without the need to approach you during the session.

**Unassigned Shifts**

Some of your shifts may be marked as ‘unassigned’ where the notetaker’s name would usually go. This means that at the moment we do not currently have anyone pencilled in for these sessions. However this does not mean that this will remain the case for the whole semester, it just means that we will be booking someone for these sessions at a later date throughout the semester. For any sessions that are marked as ‘unassigned’ we will add them to our weekly shifts to cover list. You will receive an email from me every Thursday with the list of assigned notetakers to these shifts if we have managed to find cover for them.

**Doubled-Up Notetakers**

You may have some sessions on your timetable listed as ‘2 students’. This means that there is one notetaker in the session notetaking for two students at once. If this does appear on your timetable it means that the notetaker will be acting as discreet support (see below for more details) for both students so that confidentiality is not broken. This means that they will not acknowledge you in the session or let anyone know who they are there taking notes for. They will take the notes back to Disability Services after the session where we will file them ready for you to collect at your convenience. If you have notes typed up and emailed to you as part of your entitlement then these will be automatically emailed to you as normal.
Distance Support
Due to the COVID-19 pandemic the university will be delivering teaching via a mixture of in-person and remote support. Our notetakers will need to be able to attend lectures remotely to access your teaching materials.

For remote sessions we will need to inform your notetaker how they can access the session so please make sure you provide the Support Worker Team with a list of sessions that are happening remotely and the method of how those sessions are being delivered when you set up your support.

There are two main types of remote learning:
- Pre-recorded sessions: notetakers can enrol on modules automatically through Minerva and download pre-recorded teaching content.
- Live remote sessions: these sessions will require a notetaker to have access to the session during live time as there is no guarantee that the session will be recorded. For these sessions it may be necessary for you to request that your lecturer or tutor grant your notetaker access to the session. Please let the Support Worker Team know if this is the case and we can advise on how to set this up.

Typed Up Notes
Some students may have typed-up notes recommended as part of their support by their Disability Coordinator. Notetakers may bring a laptop to sessions or handwrite notes and type them up at a later time.

For any sessions that are delivered through remote learning platforms your notetaker will automatically type your notes for you and email them to you.

Students can expect to receive typed up notes within 2-3 days of the session. If there is a delay to receiving notes then please let the Support Worker Team know and we will chase them up for you with the notetaker.

Discreet Support
Discreet notetaking support is for students who would like their notetaking to remain confidential from other students in their class and also teaching staff. Your notetaker will attend the session and will state to the class that they are a notetaker but they will not approach you or divulge to other students or your tutor who they are there taking notes for.

Tell us about your notetaking requirements: if you have any specific requirements for your notetaking support that you would like your notetaker to know about (e.g. pen colour, font size, page spacing, structure of notes, use of bullet points etc.) then please let the Support Worker Team know and we can relay the information directly to your notetaker.
Collecting notes: if you opt for discreet notetaking support then there will be a delay in your notes reaching you as the notetaker will need time to format them and drop them off at Disability Services for you to collect. Please allow 24 hours for collection of notes. If your session is delivered remotely your notes will be typed up and emailed to you. Please allow 2-3 days for typing up time.

Photo: if you opt for discreet support then it is mandatory that you provide the Support Worker Team with a photograph of yourself so that your notetaker can recognise you and check that you are in attendance in the session.

If you would prefer to have discreet notetaking support then please indicate this on your notetaking requirements forms when you return them to the Support Worker Team at the beginning of the semester.

Timetable Changes
The notetaking schedules will be emailed to your university email address at the beginning of each semester. These are based on the timetable information available at the beginning of the semester. The Support Worker Team does not get informed by your school of any timetable changes, so it is your responsibility to ensure that you provide us with the information of any timetable changes as soon as you become aware of them. If we are not aware of the changes then we cannot re-schedule your notetaker and you may go without support for that session.

You must inform the Support Worker Team with at least 1 weeks’ notice (where possible) if you need to make changes to your notetaking schedule/cancel a session. You must also provide a reason. Repeated failure to attend booked sessions without sufficient notice or reason will result in suspension of support. More details regarding this can be found in the Absence Policy on p43.

Absences, Cancellations and Lateness
A full copy of our Absence Policy can be found in Appendix 4. Please read this policy through carefully. If you know that you will be absent from your notetaking session then please let us know by 9am on the day of absence along with the reason for that absence so that we can inform the notetakers. If we have not heard from you and you do not attend or make yourself known to your notetaker in the first 10mins of the session then the notetaker will leave the session and you will not receive a copy of the notes.

If you have notetaking in absence (see below for more details) agreed by your Disability Coordinator then you are entitled to have the notetaker stay in sessions during disability-related absences. Please see the below section ‘Notetaking In Absence’ for further details.
We will make a record of any absences from sessions and follow these up asking you for the reasons for absence. If you incur a significant number of absences over the semester that are non-disability related then we may call you in for a meeting to put your notetaking support under review. In cases where students are consistently failing to attend sessions or get in touch with us to notify us of non-attendance we will suspend your notetaking support and cancel your notetakers for the rest of the semester.

Lateness: Your notetaker may consider your notetaking session to be cancelled if you have not attended your class within 10 minutes of the beginning of your session or if they cannot spot you in the session and you have not met them at the front of the classroom.

Notetaking in Absence
Some students will have notetaking in absence agreed as part of their support. This is agreed with your Disability Coordinator when they recommend the support.

If you will miss a notetaking session for a disability-related reason then you will need to notify the Support Worker Office Team before 9am on the day of absence so that we have plenty of time to notify the support worker of your absence. If we do not hear from you before this time then we cannot guarantee that your support will be in place in absence as we may not be able to notify the support worker of the absence and instruct them to stay in the session in your absence.

If the notetaker cannot see you in the session, and they have not been instructed by the Support Worker Office Team to stay in the session in your absence, then they will leave the session after 10 minutes and it will count as a missed session. You will not receive a copy of the notes for the session and you will still be expected to sign a timesheet for the session.

For this reason you need to ensure that you make yourself known to the notetaker within the first 10 minutes of the session so that they can confirm that you are in attendance. There is more information about this in our Absence Policy document on p43.

Feedback
Notetakers will be informed of any preferences in notetaking style (e.g. font size, type etc.) before the session. However, if you would like your notes to be taken differently then please let your notetaker/s know and they will be happy to adapt their style where possible to suit your needs.

If you have any further questions or feedback about notetaking support, please do get in touch with the Support Worker Team, at supportworkerteam@leeds.ac.uk or Charlotte Hendry-Webster at c.l.hendry-webster@leeds.ac.uk. Tel: 0113 3434672. Available through Microsoft Teams.
Specialist Mentor Support – An Introduction

Your Needs Assessment recommends that you can receive the support of a Specialist Mentor. This document describes the purpose of the support and outlines how it is delivered.

What is Mentoring?
The content and frequency of your mentoring sessions will reflect your individual needs and the recommendations from your Needs Assessment. However you will also be able to discuss your needs with your Specialist Mentor and they will seek to respond to your particular concerns.

You can expect your mentor to assist you with:

- Implementing strategies to help with organisation, time planning and managing your workload.
- Maintaining motivation, focus on your academic progress and engaging with university life.
- Liaising with your academic department and with other services at the University of Leeds.
- Understanding coursework requirements, and breaking down work into manageable pieces.
- Orientation of campus, libraries and key student facilities and signposting to sources of information e.g. who to contact in a department.
- Additional support during the initial induction phase – e.g. assistance with registration, societies fair, choosing electives.
- Discussion with you about your requirements and working together to identify how best to respond to them.
- Flexibly identifying a time to meet with you. Support is generally provided 9am-5pm and mentors are based on campus.
- Keeping a record of your mentoring sessions.

A mentor may not:

- Provide subject specific help.
- Enter your accommodation.
- Provide counselling (your mentor can help you contact the Student Counselling Centre or the Student Mental Health Team).
- Proofread your coursework (although they may, if requested, read your work aloud to you to assist you in identifying errors).
- Act as a PA or secretary.
Key Points to Consider

- Mentors are allocated based on availability. During key intake periods, or other busy times, there may be a waiting list for mentor support (we will inform you if this is the case). If you give us very limited availability you may be waiting longer to access support.

- You must inform your mentor with at least 24 hours’ notice (where possible) if you are unable to attend a booked session. You must also provide a reason. Repeated failure to attend without sufficient notice or reason will result in suspension of support. More details regarding this can be found in the Absence Policy in Appendix 4.

- You will be required to sign a timesheet for every support session provided and also give your support worker written confirmation of the session booking. This also applies to sessions cancelled with less than 24 hours’ notice. An accumulation of unsigned timesheets or a failure to provide your support worker with a session confirmation will result in suspension of support.

- Your support worker may consider the session cancelled if you are more than 10 minutes late and have not informed the Support Worker Team of your absence or late arrival.

- In normal circumstances your funding for support will only cover sessions during term time. If you have course extensions or resits that extend your studies beyond the end of the academic year in June (for postgraduate students this is 31st August) then it will be necessary to obtain evidence of the agreed extension date from your school and request an extension to your DSA funding. For some students it may also be necessary for apply for funding for the new academic year. For more information on this please email us at disability@leeds.ac.uk.

- You do not have to use all of the hours which you have been recommended in your assessment. If additional sessions are required we will, where appropriate, support requests for extra hours.

- Provided there are no funding issues, you should be able to begin accessing mentor support at any point of an academic term. Simply contact the Support Worker Team (details below) and we will set up support with you.

- If you begin mentor support, but decide it is not helpful to you, you can withdraw from the support at any time. You can always resume mentor support at a later point if you wish.
• If you do not want to take up mentor support, you are not obligated to do so. You can start support now or, if you prefer, you can contact us to set up support at a later point. If you wish to do this, please do let us know.

• If you feel you are experiencing difficulties with your mentor support, please discuss this with your mentor where possible, or with the Support Worker Team in the first instance in order to resolve any issues and move forward with your support. In exceptional circumstances, we may be able to discuss reallocating students to another mentor.

• 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 into this option then please contact your Needs Assessor directly (their details should be given on your Needs Assessment Report).

Distance Support
Due to the COVID-19 pandemic the university will be offering a mixture of in-person and distance support for the 2021-22 academic year. The type of support you receive will be based upon government guidance around contact with university staff, your preferences and a recommendation from the Support Worker Team. You should discuss with your support worker which type of support would suit you best. Please note that due to the uncertain nature of lockdown restrictions and potential changes in government advice throughout the course of the academic year your recommended support type could change.

Please make sure you are in a suitably private space to be able to engage with your support fully. We recommend that you access support in a room on your own away from distractions and limiting external noise. It is not advised that you access support in a public place (e.g. a café or social study space on campus) as you will not be able to have a confidential discussion with your support worker and may struggle to hear them. You will also need a reliable internet connection for video chats to work.

Students are expected to treat distance support with the same professionalism that they would an in-person appointment. This means that you should attend the session on time, dressed appropriately and ready to work with your support worker.

University codes of conduct apply to distance support and the Support Worker Team has a zero-tolerance policy for any inappropriate behaviour towards both staff and students.

Method of access: your support worker will agree with you which piece of software would work best for distance support (e.g. Skype, Microsoft Teams, Zoom or Blackboard Collaborate). Please note that due to Disabled Students’ Allowance (DSA) guidelines, your chosen method of accessing support must have the facility to have a video or voice call and a chat function. Unfortunately we are not able to offer support via email. For GDPR reasons
all distance support must be accessed through software that is registered to your university email address. We are unable to communicate with you using personal accounts.

**Session booking:** this works the same way as an in-person session. You will agree a date and a time for your session with your support worker and this will be confirmed in writing. You are expected to attend the session at the time booked and lateness and session absences will be recorded in the same way as in-person sessions (see Absence Policy in Appendix 4 for more details).

**Changing between distance and in-person support:** If you wish to change your session from distance to in-person support or vice versa then this must be agreed with your support worker with more than 24 hours’ notice. Please be aware that if your support worker is unable to accommodate your request to change the method of accessing your support it may be necessary to change the time of your appointment.

**Accessing distance support on an ongoing basis:** If you would like to access distance support on an ongoing basis we will require you to make a request in writing via email to us at supportworkerteam@leeds.ac.uk before full-time distance support is approved. If you are unable to make an ongoing arrangement with your support worker then we can add you back onto the waiting list and re-allocate you to a different support worker.

**Booking Mentor Sessions**
Once you have been allocated a mentor the Support Worker Team will email you with the name of your mentor. Your mentor will be in touch with you to book sessions directly.

If you have any **comments or complaints** regarding your support, please contact the Support Worker Team, at supportworkerteam@leeds.ac.uk or 0113 3437547. Should you wish to make a more formal complaint you could follow the University complaints procedure http://www.leeds.ac.uk/secretariat/student_complaints.html.

If you have any **further questions** regarding Specialist Mentor support, please do get in touch with the Support Worker Team, at supportworkerteam@leeds.ac.uk.
One-to-One Study Skills Support – An Introduction

Your Needs Assessment recommends that you can receive the support of a one-to-one study skills support. This document describes the purpose of the support and outlines how it is delivered.

What is study skills support?
The purpose of study skills support is to work with you to equip you with long term strategies and transferable skills which will benefit you in your academic studies and beyond.

The content of your sessions will depend on where your individual needs lie and the priorities you may have. You will have already talked these through during your needs assessment and they will be described in your Needs Assessment Report (NAR). Your study skills tutor will use the NAR as a starting point as he/she helps you to devise your individual learning plan (ILP). The ILP will then provide the framework for your sessions and will be completed by your study skills tutor after each session.

You will be allocated one tutor, who you can meet for the duration of your support. The regularity of your support depends on how many hours you have been recommended, and how often you wish to access the support. Many students opt for weekly sessions, others prefer an ad hoc arrangement, or support specifically around exams and deadlines. One-to-one study skills support is intended to be tailored around your individual learning. It is often accessed to provide guidance on (though is not limited to) the following areas:

- Grammar, spelling and punctuation.
- Academic writing skills and essay structure.
- Revision schedules and strategies.
- Proofreading strategies and referencing.
- Research and resource management.
- Developing presentations.
- Notetaking and reading strategies.

Study skills support is not:

- Intended to help you improve specific items of coursework.
- Proofreading individual items of work (although proofreading strategies can be developed).
- Subject specific tuition.
Key Points to Consider

- Study skills tutors are allocated based on availability. We will ask you to complete an availability form before you begin support detailing when you will be able to meet your tutor. We will then match your availability to a tutor who can meet you at those times.

- During key intake periods, or other busy times, there may be a waiting list for study skills support (we will inform you if this is the case).

- You must inform your study skills tutor with at least 24 hours’ notice (where possible) if you are unable to attend a booked session. You must also provide a reason. Repeated failure to attend without sufficient notice or reason will result in suspension of support. More details regarding this can be found in the Absence Policy in Appendix 4.

- Your support worker may consider the session cancelled if you are more than 10 minutes late and have not informed the support worker or the Support Worker Office Team of your absence or late arrival.

- You will be required to sign a timesheet for every support session provided, or any session cancelled with less than 24 hours’ notice. An accumulation of unsigned timesheets will result in suspension of support.

- In normal circumstances your funding for support will only cover sessions during term time. If you have course extensions or resits that extend your studies beyond the end of the academic year in June (for postgraduate students this is 31st August) then it will be necessary to obtain evidence of the agreed extension date from your school and request an extension to your DSA funding. For some students it may also be necessary for apply for funding for the new academic year. For more information on this please email us at disability@leeds.ac.uk.

- You do not have to use all of the hours which you have been recommended in your assessment. If additional sessions are required we will, where appropriate, support requests for extra hours. In normal circumstances support is only available during term times.

- Provided there are no funding issues, you should be able to begin accessing study skills support at any point of an academic term. Simply contact the Support Worker Team (details below) and we will set up support with you.

- If you begin study skills support, but decide it is not helpful to you, you can withdraw from the support at any time. You can always resume support at a later point.
• If you do not want to take up support, you are not obligated to do so. You can start support now or, if you prefer, you can contact us to set up support at a later point. If you wish to do this, please do let us know.

• If you feel you are experiencing difficulties with your tutor, please discuss this with your tutor where possible, or with the Support Worker Team in the first instance in order to resolve any issues and move forward with your support. In exceptional circumstances, we may be able to discuss reallocating students to another tutor.

• 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.

**Distance Support**
Due to the COVID-19 pandemic the university will be offering a mixture of in-person and distance support for the 2021-22 academic year. The type of support you receive will be based upon government guidance around contact with university staff, your preferences and a recommendation from the Support Worker Team. You should discuss with your support worker which type of support would suit you best. Please note that due to the uncertain nature of lockdown restrictions and potential changes in government advice throughout the course of the academic year your recommended support type could change.

Please make sure you are in a suitably private space to be able to engage with your support fully. We recommend that you access support in a room on your own away from distractions and limiting external noise. It is not advised that you access support in a public place (e.g. a café or social study space on campus) as you will not be able to have a confidential discussion with your support worker and may struggle to hear them. You will also need a reliable internet connection for video chats to work.

Students are expected to treat distance support with the same professionalism that they would an in-person appointment. This means that you should attend the session on time, dressed appropriately and ready to work with your support worker.

University codes of conduct apply to distance support and the Support Worker Team has a zero tolerance policy for any inappropriate behaviour towards both staff and students.

**Method of access:** your support worker will agree with you which piece of software would work best for distance support (e.g. Skype, Microsoft Teams, Zoom or Blackboard Collaborate). Please note that due to Disabled Students’ Allowance (DSA) guidelines, your chosen method of accessing support must have the facility to have a video or voice call and a chat function. Unfortunately we are not able to offer support via email. For GDPR reasons
all distance support must be accessed through software that is registered to your university email address. We are unable to communicate with you using personal accounts.

**Session booking:** this works the same way as an in-person session. You will agree a date and a time for your session with your support worker and this will be confirmed in writing. You are expected to attend the session at the time booked and lateness and session absences will be recorded in the same way as in-person sessions (see Absence Policy on p43 for more details).

**Changing between distance and in-person support:** If you wish to change your session from distance to in-person support or vice versa then this must be agreed with your support worker with more than 24 hours’ notice. Please be aware that if your support worker is unable to accommodate your request to change the method of accessing your support it may be necessary to change the time of your appointment.

**Accessing distance support on an ongoing basis:** If you would like to access distance support on an ongoing basis we will require you to make a request in writing via email to us at supportworkerteam@leeds.ac.uk before full-time distance support is approved. If you are unable to make an ongoing arrangement with your support worker then we can add you back onto the waiting list and re-allocate you to a different support worker.

If you have any **comments or complaints** regarding your support, please contact the Support Worker Team, at supportworkerteam@leeds.ac.uk or 0113 3437547. Should you wish to make a more formal complaint you could follow the University complaints procedure [http://www.leeds.ac.uk/secretariat/student_complaints.html](http://www.leeds.ac.uk/secretariat/student_complaints.html).

If you have any **further questions** regarding Study Skills Support, please do get in touch with the Support Worker Team, at supportworkerteam@leeds.ac.uk.
We offer BSL interpretation for internally funded students only. For any students who are entitled to this support through Disabled Students’ Allowance (DSA) you will be able to access this support through an external supplier. The supplier should be listed on your DSA entitlement letter.

If you are not sure whether you are entitled to this type of support then please contact your Disability Coordinator, or email disability@leeds.ac.uk.

You can access BSL support for academic purposes only. This would usually be for teaching sessions but can also be for meetings with your tutors etc.

Due to the limited availability of interpreters in the Leeds area we book interpreters a semester in advance. This means that in order to book a BSL interpreter we will need a copy of your timetable before the beginning of teaching. We may also request that you provide us with a copy of the teaching materials before the session so that the interpreter can prepare for the session.

**The cancellation period for BSL interpreters is 15 working days.** This means that we will need three weeks’ advance notice for any session changes or cancellations. If you need to cancel the interpreter with short notice, for example due to illness, then please see the Absence Policy on p43.

If you have any further questions regarding BSL support or would like to book your support then please contact us at supportworkerteam@leeds.ac.uk or email Charlotte Hendry-Webster directly at c.l.hendry-webster@leeds.ac.uk. You can also call us at 0113 3434672.
Assistive Technology Support

Tom Starkey, our Assistive Technology Adviser is available to students to offer personalised guidance on all aspects of assistive technology including text-to-speech, organisational tools, adaptable equipment and much more besides. More information can be found here: https://ses.leeds.ac.uk/info/21810/disabled_students/1068/free_to_use_software_apps_and_online_tools_for_student

He runs one-to-one sessions for students which can be booked either through Disability Services, direct via email or using the appointment link here: https://assistive-technology-workshops.appointlet.com/s/1-hour-consultation

Contact Details
Tel: 0113 343 4836.
Email: t.m.starkey@leeds.ac.uk.

Distance Support Guidelines

If you are not able to come into university to have your Specialist Mentor or 1:1 Study Skills support appointment in person then it may be possible for us to provide distance support. You can request this type of support for a number of different reasons, for example: because you have a disability-related reason for not being able to attend in person, you are on a placement as part of your course, you have childcare issues, or you are having travel difficulties etc.

Due to the COVID-19 pandemic the university will be offering a mixture of in-person and distance support for the 2021-22 academic year. The type of support you receive will be based upon government guidance around contact with university staff, your preferences and a recommendation from the Support Worker Team. You should discuss with your support worker which type of support would suit you best. Please note that due to the uncertain nature of lockdown restrictions and potential changes in government advice throughout the course of the academic year your recommended support type could change.

Method of access: your support worker will agree with you which piece of software would work best for distance support (e.g. Skype, Microsoft Teams, Zoom or Blackboard Collaborate). Please note that due to Disabled Students’ Allowance (DSA) guidelines, your chosen method of accessing support must have the facility to have a video or voice call and a chat function. Unfortunately we are not able to offer support via email. For GDPR reasons all distance support must be accessed through software that is registered to your university email address. We are unable to communicate with you using personal accounts.
Unfortunately we are not able to offer phone or email support as your Disabled Students’ Allowance (DSA) funding body does not consider these to be suitable types of support and will not fund sessions conducted in this manner.

**Session booking:** this works the same way as an in-person session. You will agree a date and a time for your session with your support worker and this will be confirmed in writing. You are expected to attend the session at the time booked and lateness and session absences will be recorded in the same way as in-person sessions (see Absence Policy on p43 for more details).

Please make sure you are in a suitably private space to be able to engage with your support fully. We recommend that you access support in a room on your own away from distractions and limiting external noise. It is not advised that you access support in a public place (e.g. a café or social study space on campus) as you will not be able to have a confidential discussion with your support worker and may struggle to hear them. You will also need a reliable internet connection for video chats to work.

Students are expected to treat distance support with the same professionalism that they would an in-person appointment. This means that you should attend the session on time, dressed appropriately and ready to work with your support worker.

University codes of conduct apply to distance support and the Support Worker Team has a zero tolerance policy for any inappropriate behaviour towards both staff and students.

You will be asked to sign a timesheet for each session that has taken place via distance support and your mentor/tutor will request a confirmation email of your session booking from your university email address. In order to invoice for your funding we will still need a signature on a paper copy of your timesheets and a copy of this confirmation email.

In order to set up distance support you need to do the following:

- **If it is a one-off** – you will need to put your request for distance support in writing to your tutor or mentor, including the reason for requesting distance support. This could be via email or text. They will then inform the Support Worker Office Team of your request and we will make sure we keep a record of it.

- **As an ongoing arrangement** – you will need to ask for this type of support to be formally recommended. This request could come from your Needs Assessor or Disability Coordinator (depending on whether you are internally or externally funded to receive this type of support). Please note that this request can take a couple of weeks to action, so make sure you ask in plenty of time.

- **For the 2021-22 academic year only:** for distance support arrangements that are made due to the COVID-19 pandemic (e.g. you are self-isolating, shielding, caring for someone who is ill with COVID-19 or the campus lockdown restrictions mean that you cannot attend in-person support) you do not need an agreement from your Disability Coordinator to access distance support on an ongoing basis.
**Changing between distance and in-person support:** If you wish to change your session from distance to in-person support or vice versa then this must be agreed with your support worker with more than 24 hours’ notice. Please be aware that if your support worker is unable to accommodate your request to change the method of accessing your support it may be necessary to change the time of your appointment.

**Accessing distance support on an ongoing basis:** If you would like to access distance support on an ongoing basis we will require you to make a request in writing via email to us at supportworkerteam@leeds.ac.uk before full-time distance support is approved. If you are unable to make an ongoing arrangement with your support worker then we can add you back onto the waiting list and re-allocate you to a different support worker.

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**How to Set Up Your Support**

To set up your support you need to contact the Support Worker Team at supportworkerteam@leeds.ac.uk.

In order to set up your support we will need the following:

- A copy of your **funding entitlement letter**. This could be from Disabled Students’ Allowance (DSA) or another funding provider such as the NHS or RCUK.
- A copy of your **Needs Assessment Report**.
- A copy of some **evidence of your disability**, e.g. an Educational Psychologist’s report for dyslexia etc., or a doctor’s note.
- A **signed Student Agreement form** (a copy is available on p36).
- The individual set-up forms for each scheme (for further information please see below under each individual type of support).

**Notetaking Support Set-Up Process**

Notetaking support is timetabled on a semester basis, which means we will contact you with an email to your university email address a few weeks before the beginning of every semester to set up your support for the whole of the semester. In order to set up your support we need you to provide us with a copy of your **timetable** for the semester along with a completed **Notetaking Requirements Form**.

There will be a strict deadline to get all of your support requirements and timetable information back to us. **If you do not meet this deadline then we cannot guarantee that you will have notetaking support in place for the first week of teaching.**

Please email your forms and timetable back to Charlotte Hendry-Webster at c.l.hendry-webster@leeds.ac.uk or drop them off at Disability Services reception in person if you would prefer.
PA Support Set-Up Process

PA support is timetabled on a weekly basis. PA requirements are requested to be sent through by 9am on a Wednesday morning for any support required the following week. Schedules for the following week will then be sent out every Thursday afternoon. If you would like us to regularly schedule PA support around your teaching sessions then please send us a copy of your timetable for the semester. In order to schedule support we need the following information:

- The date of the support
- The start and end time of the support
- What type of activity you require support for, e.g. support getting to and from lecture venues.
- Where you would like to meet your PA.
- Whether the session is in-person or distance support.

Please send all PA support requirements through to us at supportworkerteam@leeds.ac.uk.

1:1 Study Skills/Specialist Mentor Support Set-Up Process

In order to set up your 1:1 Study Skills/Specialist Mentor support you will need to send us a copy of your Availability Form (available on p32). Please email it through to supportworkerteam@leeds.ac.uk.

You will then be put on a waiting list for support. The length of this waiting list varies and can be up to 2-3 weeks long during peak periods, e.g. Freshers' Week, just before the exam periods. Please note that if you give us limited availability then you may be waiting longer for a tutor or mentor to be available to support you.

When a tutor or mentor becomes available we will contact you with their name and they will contact you using your preferred method of contact to arrange a suitable appointment time. All future appointments will be arranged through your tutor/mentor.

BSL Interpreters Set-Up Process

BSL support is booked a semester in advance. In order to set up your support we will need a copy of your timetable for the semester.

If you would like to book your BSL support then please contact us at supportworkerteam@leeds.ac.uk or email Charlotte Hendry-Webster directly at c.l.hendry-webster@leeds.ac.uk. You can also call us at 0113 3434672.
How to Get the Most Out of Your Support

- **Make sure you arrange it early**, don’t leave it until the last minute. Most types of support take a few weeks to set up, especially notetaking support. If you want support in place in time for the start of the semester you need to give us plenty of time to set it up.

- **Discuss what you want to get out of your support** with your Support Worker:
  - Set goals with mentors and 1:1 study skills tutors.
  - Speak to your notetakers about how you like your notes.
  - Speak to PA about how they do certain tasks.
  - Speak to the office staff if you prefer.

- **Let us know as soon as possible for changes** including: absences, changes to timetables and changes to your requirements. **Please note that we do not get notified of changes to your timetable by your school. Therefore it is your responsibility to let us know these changes as soon as you become aware of them.** Any changes to sessions we are not notified of will be counted as missed sessions and come out of your funding entitlement. Please see our Absence Policy on p25 for more details.

- **Arrive on time for your sessions.** If you have not arrived for your session or made your support worker aware of your presence in the session 10 minutes after the start time then your support worker will assume that you are not coming and your session will be cancelled. This will count as an absence and will come out of your funding entitlement. Please see our Absence Policy on p25 for more details.

- **Contact us if things are not working for you.** If you do not feel that you are getting the best out of your support then please discuss this with your support worker in the first instance and they will work on ways to improve your support with you. However, if you do not feel comfortable discussing this with them then please contact the Support Worker Office Team and we will try to resolve the issue for you. We would rather you contacted us to work out any issues you are having than stop accessing the support altogether.
Timesheets and Session Confirmations for Disabled Students’ Allowance (DSA) Funded Students

In order to claim the support hours that you have accessed from your funding entitlement we will need you to sign a timesheet at the end of every session so that we can send this to them as evidence that the session has taken place. If you are accessing distance support you will be asked by a support worker to email a confirmation of the date, time and method of delivery of your session.

You will be required to sign a timesheet or send a session confirmation for every booked session, even if you do not attend the session as we will still need to claim the funds for absences or distance support via phone or Skype.

If you do not want to sign a timesheet for a session or send a session confirmation then please come and discuss the reasons for this with the Support Worker Team.

Consistent failure to sign timesheets or send session confirmations without good reason will result in a suspension of support until the timesheets have been signed.

Please note that if you have outstanding unsigned timesheets or session confirmations we will be in contact via email and text at various points during the academic year to ask you to sign them.

Students who are funded internally for notetaking and PA do not need to sign timesheets for their support. The support hours will be automatically processed by the Support Worker Team Office.

Occasionally we may ask for your postal address so that we can post timesheets out to you and you can send them back to us. We will always pay the return postage in these instances.

Support Audits

Periodically the office team will email you with a list of support sessions that have taken place in the previous week and ask you to verify that this list of sessions is correct. This is part of our internal financial auditing process so that we can keep a check on how your funding is being spent.

If you have any questions about the list of sessions sent to you or what is involved in the audits then please contact us on supportworkerteam@leeds.ac.uk.
What We Do With Your Information

In order to support you, we may need to share information about your disability with other people in the University. We only share information where necessary and on a ‘need-to-know’ basis. This means that we will only share sufficient information to resolve any issues, and only with the people involved in resolving these.

We will not share information with people outside the University, except where you have given your explicit permission and this is necessary. This might include your DSA study Needs Assessor or your funding body.

The University does not normally discuss students with their parents/guardians or other family members. You can give us permission to be able to discuss your support with your parents, family members or representatives by completing our Consent and Share Form. Please let your Disability Coordinator know if you want to do this.

For more information on our Data Sharing Policy please visit our website at: http://students.leeds.ac.uk/info/10710/disability_services/1087/about_disability_services

Funding for Support

Notetaking and PA support is nearly always funded internally by the university as a reasonable adjustment for disabled students.

Specialist Mentor and 1:1 Study Skills support are usually funded through external funding bodies, such as Disabled Students’ Allowance (DSA), NHS funding, or RCUK funding.

BSL support is often funded through Disabled Student’s Allowance (DSA) and will likely be supplied by an external supplier.

If you are an international student then you may be entitled to receive these types of support through internal university funding.

For more information on whether you are eligible to receive funding for this type of support please contact your Disability Coordinator or Disability Services at disability@leeds.ac.uk.

Comments or Complaints

If you have any comments or complaints regarding your support, please contact the Support Worker Team at supportworkerteam@leeds.ac.uk or 0113 3433927. Should you
wish to make a more formal complaint you could follow the University complaints procedure [http://www.leeds.ac.uk/secretariat/student_complaints.html](http://www.leeds.ac.uk/secretariat/student_complaints.html).
Appendix 1: Support Availability Form

All sections to be completed.

Name: 
Student ID: 
Contact Telephone: 
University Email: 
Course Level and Name: 
Date submitted: 

Distance Support
Would you like to access your support in person or remotely? Please tick as appropriate.

☐ Mostly in person support – this will take place in Chemistry West building on campus
☐ Mostly distance support via video or voice call
☐ A mixture of both

Preferred method of contact for distance support (e.g. Skype, Microsoft Teams, Zoom, Blackboard Collaborate etc.):

Availability for Support
Please indicate below the times (9am-5pm) that you are available for regular support.

<table>
<thead>
<tr>
<th>Times You Are Free</th>
<th>Remote support, face-to-face or a mixture of both?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td></td>
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<tr>
<td>Wednesday</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td></td>
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</table>

Please note that the more available you are for support the easier it will be for us to allocate you to a suitable support worker quickly.

Support Details
Support Type (e.g. Specialist Mentor or 1:1 Study Skills Tutor):
Previous support staff (if applicable):
Would you prefer to work with a different tutor or mentor?
Do you have any specific requirements?

Assistive Technology Software
Have you been recommended any specialist software you would like to use in your sessions? YES / NO. If yes, please specify:
Thank you for completing your form. It can be submitted to us via email at supportworkerteam@leeds.ac.uk or handed into our Disability Services reception desk. Once we have received your form your name will be added to the waiting list and you will be informed when a suitable support worker becomes available. We will contact you using your university email address so please make sure you check your university inbox regularly.
**Appendix 2: Notetaking Requirements Form**

**Your Details**

Name:  
Student ID No:  
Email:  
Mobile:  
We usually contact you by email to your university email address and SMS mobile text. If either of these are difficult for you please let us know here:  
Date form completed:  

**Notetaking Requests**

<table>
<thead>
<tr>
<th>Question</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would like notetaking services in 2021-22 Semester 1/Semester 2 (please delete as appropriate).</td>
<td></td>
</tr>
<tr>
<td>If no, please return the form now, or send us an email to let us know.</td>
<td></td>
</tr>
<tr>
<td>If yes, please complete the rest of the form and return as soon as possible.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would like a notetaker from the start of teaching, Mon 27th September 2021/Mon 24th January 2022 (please delete as appropriate).</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have sessions running earlier than Mon 27th September 2021/Mon 24th January 2022 (please delete as appropriate).</td>
<td></td>
</tr>
</tbody>
</table>

**Funding Details**

<table>
<thead>
<tr>
<th>Question</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have Disabled Students Allowance (DSA) funding for notetaking.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have other funding for notetaking, let us know here:</td>
<td></td>
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</tbody>
</table>

**How to Recognise Me**

Please write a brief pen portrait so note-taker can recognise you (simple physical description or any other visual identification):  
........................................................................................................................................
........................................................................................................................................
Please note for students requesting discreet support we will need you to provide a recent photograph of yourself so that your notetakers can recognise you.

**Session Type Requirements**

Please delete as appropriate:

<table>
<thead>
<tr>
<th>Type</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lectures</td>
<td></td>
</tr>
<tr>
<td>Tutorials/seminars</td>
<td></td>
</tr>
<tr>
<td>Practicals</td>
<td></td>
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<tr>
<td>Lab classes</td>
<td></td>
</tr>
<tr>
<td>Workshops</td>
<td></td>
</tr>
</tbody>
</table>

Other – please note any other sessions not mentioned above which you would like notetaking support for ........................................................

My sessions will be delivered remotely: YES/NO

If yes, please indicate which sessions on your timetable are being delivered via remote learning:

**Notetaking Formats**

If you have any special requirements for the format of your notes (e.g large handwriting, a certain pen colour, lots of bullet points, notes written on slides etc.), then please indicate them below:

......................................................................................................................................................

......................................................................................................................................................

**Discreet Notetaking**

Would you like the discreet notetaking service? YES/NO

(Contact the Support Worker Team or see the Student Handbook for more information on this).

**Information Sharing**

In order to provide the support as outlined in your Needs Assessment Report we usually share details of your disability with your notetaker. If you do not wish this to happen, please state this below:

......................................................................................................................................................

**Timetable Information Required**

You can send in your timetable in several ways:

- You can email us the URL link to your timetable: to do this please log on to the portal, on your portal homepage there is a link to your semester timetable on the right-hand side, open your timetable and then copy and paste the URL from the address bar.
- Alternatively, you can email us a screen shot of your timetable.
• Or, print a copy of your timetable and bring it in to Disability Services for the attention of the Support Worker Team

For more information: The Support Worker Assistant Manager, Charlotte Hendry-Webster, is responsible for the Notetaking Scheme – contact them for overall arrangements, timetable changes, meeting arrangements, complaints, if you will be absent etc.
Email: supportworkerteam@leeds.ac.uk.
Tel: 0113 3434672.
SMS text: 07520632906
Appendix 3: PA Support Request Form

Please contact us if you would like this information in another format

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>University email address</td>
<td></td>
</tr>
<tr>
<td>Student ID number</td>
<td></td>
</tr>
<tr>
<td>Contact number</td>
<td></td>
</tr>
<tr>
<td>Course Title</td>
<td></td>
</tr>
<tr>
<td>Year/Level</td>
<td></td>
</tr>
<tr>
<td>Term Start &amp; End Dates</td>
<td></td>
</tr>
<tr>
<td>Number of hours of support required per week</td>
<td></td>
</tr>
<tr>
<td>Funding provider (if known)</td>
<td></td>
</tr>
</tbody>
</table>
Days and Times when support may be required:

Brief Description of Support Required:
Brief Physical Description of Yourself (So the PA staff are able to find you in the first instance): 

For more information:

This form may be given to your PAs to direct them in the type of support you may require. Please inform us as soon as possible if you do not wish for this to happen. Please continue on an additional sheet if necessary.

Signed……………………………………………. Date………………..

39
Appendix 3: Student Agreement

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, 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 needs assessment report).

Support Sessions
The purposes, intentions and boundaries of the relevant support schemes are outlined in support scheme introductions in the Student Handbook. This 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 the handbook and your needs assessment/support summary. If you have not read the handbook, 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.

Distance Support
Due to the COVID-19 pandemic the university will be offering a mixture of in-person and distance support for the 2021-22 academic year. The type of support you receive will be based upon government guidance around contact with university staff, your preferences and a recommendation from the Support Worker Team. You should discuss with your support worker which type of support would suit you best. Please note that due to the uncertain nature of lockdown restrictions and potential changes in government advice throughout the course of the academic year your recommended support type could change. Please see more about distance support in the Distance Support section of the Student Handbook.

Your support worker will agree with you which piece of software would work best for distance support (e.g. Skype, Microsoft Teams, Zoom or Blackboard Collaborate). Please note that due to Disabled Students’ Allowance (DSA) guidelines, your chosen method of accessing support must have the facility to have a video or voice call and a chat function. Unfortunately we are not able to offer support via email. For GDPR reasons all distance support must be accessed through software that is registered to your university email address. We are unable to communicate with you using personal accounts.

Missed or Cancelled Sessions
You agree to follow the procedures described in the ‘Absence Policy’ document, which is included in the Student Handbook. 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 below.

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 Team if you consistently missed 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 suspension of your 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 and Session Confirmations
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. The Support Worker Team uses your timesheets to invoice your funding body for any support you have received. Without signatures on these timesheets we are unable to invoice for any support you have received and we cannot reclaim the money.

If you receive distance support your support worker may also ask you to provide them with written confirmation of your session booking and attendance via your university email address. This will also be used to invoice your funding body for your support. This confirmation should be sent within 24 hours of the session occurring.

If you have unsigned timesheets or session confirmations that are outstanding, your support worker or the Support Worker Team will contact you to arrange for you to sign these timesheets and send email confirmations to them. 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 or unconfirmed sessions. Support can be resumed once the timesheets have been signed and session confirmations sent.

Comments and Complaints
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.

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@leeds.ac.uk or contact us via Microsoft Teams (contact details available in the Student Handbook). 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.

Full Name (BLOCK CAPITALS):………………………. Student ID:……………………

Type of Support (please delete as appropriate): 1:1 Study Skills/Specialist Mentor/PA/Notetaker

Signature:……………………………………. Date:………………………………………….
Appendix 4: Booking/Cancellation and Absence Policy

Definition of a Booked Session:

- One that you have contacted your support worker or the Support Worker Office Team to request. The session is considered booked once you and your support worker have agreed a day, time and place of session(s).
- A regular session outlining the day, time and place of regular booking agreed between you and your support worker (these may or may not be confirmed each week).
- A session listed on your Note-Taking or Personal Assistant schedule, based on your request/requirements form information. We do not get automatically notified by your schools of any timetable changes. Which means you are expected to read your notetaking and PA support schedules and contact the Support Worker Team ASAP if you encounter any errors or sessions where support is no longer required.

Definition of a Missed Session:

- One which you cancel with less notice than 24 hours’ notice (less than 2 weeks’ notice for BSL support).
- One which you do not cancel, and do not attend.
- One which is on your note-taking or PA schedule and you have not informed the Support Worker Office Team is incorrect or not required.
- One to which you are more than 10 minutes late for without notifying the support worker/Support Worker Office Team that you are going to be late.

Where a session has been booked and missed, according to the above definitions, a support worker is able to submit a timesheet for the session and you are asked to sign for this session on the basis that it was booked and not attended or given sufficient notice to cancel. The missed session will come out of your funding allowance for support.

Guidance Regarding Absences and Missed Sessions

You are asked to give as much notice as is possible to cancel a session with a support worker or the Support Worker Office Team. If notice given is less than 24 hours (cancellation period), then a timesheet for the cancelled session will be generated and you will be asked to sign the timesheet to acknowledge the booking. You will be asked to discuss reasons for your absence or cancellation with your support worker, or the Support Worker Office Team, in order to avoid future occurrences as far as is possible.
The Support Worker Team monitor how and when support is used and record any missed sessions or absences which occur. If you have more than two absences per semester for non-disability related reasons then the Support Worker Team may suspend your support and ask you to come into Disability Services for a discussion about the reasons for your absences. However, we also want to ensure that the Support Worker Team and support workers are doing everything possible to enable you to access support and we are committed to working with you to resolve difficulties which you may be encountering in attending support.

For Support Delivered by 1:1 Study Skills Tutors and Specialist Mentors

You should communicate with the support worker in the first instance to discuss the cancellation, reasons for this and to rearrange the session if possible.

Where you cancel a session, or do not attend:

- For Specialist Mentor and 1:1 Study Skills Support the support worker will contact you to confirm the details of your next session and ask you to confirm if you intend to attend. You are asked to respond to confirm your attendance, the session may be offered to other students if confirmation is not received.
- If you have a regular standing booking, following one non-attended session, the support worker will assume that all future sessions are cancelled, until you have confirmed that you wish to continue the sessions.
- The support worker will also open a discussion with you, by email, text or at the next meeting regarding the reasons for not attending and discuss if it is possible to avoid this happening in future.
- The Support Worker Office Team may contact you to discuss support cancellations. The Support Worker Office Team may also suspend your support where support is consistently not attended, or cancelled at short notice. If this is the case support can be reinstated following a discussion between you and the Support Worker Office Team regarding your attendance and ways of resolving access difficulties.

For Notetaking, PA and BSL Support

You should contact the Support Worker Office Team to discuss the cancellation, reasons for this and to rearrange the session if possible.

- Where you cancel a session, or do not attend:
- The notetaker or PA will contact the support worker office team to record that you are not able to attend and the reason for this if known, this will also be noted on any applicable record sheet where cancellation is with less than 24 hours’ notice.
• For notetaking, PA and BSL support the Support Worker Office Team will discuss the reasons for cancellation or absence and whether it is possible to avoid these absences in the future.

PA/Notetaking Support in Absence Policy

Some students will have notetaking or PA support agreed ‘in absence’. This means that the support worker attends the session in the student’s absence. Notetaking/PA support in absence is only agreed for sessions where the absence is disability-related. For any non-disability-related reasons for missed sessions the above cancellation policy still applies.

Please note: Notetaking in absence support is specifically agreed by a student’s Needs Assessor or Disability Coordinator based upon their individual needs. If you feel that you would benefit from notetaking in absence support then you will need to contact your Assessor/Coordinator to discuss the suitability of this for your needs. Without this agreement in place we cannot offer notetaking in absence.

If you receive notetaking/PA support in absence and you will miss a notetaking or PA session for a disability-related reason then you will need to notify the Support Worker Office Team before 9am on the day of absence so that we have plenty of time to notify the support worker of your absence. If we do not hear from you before this time then we cannot guarantee that your support will be in place in absence as we may not be able to notify the support worker of the absence and instruct them to stay in the session in your absence. If the support worker cannot see you in the session, and they have not been instructed by the Support Worker Office Team to stay in the session in your absence, then they will leave the session after 10 minutes and it will count as a missed session. You will not receive a copy of the notes for the session and you will still be expected to sign a timesheet for the session.

Contact Details

If you will miss a Specialist Mentor/1:1 Study Skills Tutor appointment then you can notify your support worker directly of your absence.

For any notetaking/PA absences you can contact us in the following ways:

• For notetaking support contact Charlotte Hendry-Webster on: c.l.hendry-webster@leeds.ac.uk or phone 0113 3434672. You can also text on: 07520632906.

• For PA support contact us at supportworkerteam@leeds.ac.uk. You can also text on: 07520632906.
Disabled Students’ Allowance Funded Support

- Apply for Disabled Students’ Allowances or internal university funding
- Receive an entitlement letter with details of your non-medical helper allowance
- We will email you (UoL address) with details of how to set up your support. If you do not receive an email from us and we are listed as your provider then please email us at supportworkerteam@leeds.ac.uk to request that we set up your support.
- Fill out the forms attached to the initial contact email and send them back to us at supportworkerteam@leeds.ac.uk.

1:1 Study Skills and Specialist Mentor support.

You will be added to a waiting list for support whilst we process your information and find you an available tutor/mentor.

We will email your university email with the name of your new/tutor and mentor.

Your new tutor/mentor will contact you to set up your first appointment. All future appointments will be agreed between you and your tutor/mentor.

Internal Funding/University Funding

- Suitable provision of support is discussed with your Disability Coordinator and they recommend a number of hours of support based on this discussion.
- Funding is approved.

PA Support

PA support is scheduled on a weekly basis. You will be contacted on a Monday morning to request that you let us know your PA requirements for the following week. These need to be sent to us by 9am on Wednesday at the latest.

Friday afternoon - we will send out your PA schedule for the following week.

Notetaking Support

We will be in touch the week before term starts with your notetaking schedule for the whole 11 weeks of teaching. You will need to make sure you check this schedule.