



Assisting Students Creatively ASC

In association with Altena Education Ltd

Student Welcome Pack

This notice explains the roles of your support worker, how they can help, as well as the requirements of the student. This ensures sessions run effectively and the support helps you achieve to the best of your ability.

Study Skills Support.

Study Skills tutors can assist you to:

- Develop your research skills.
- Plan your work and manage your time effectively.
- Learn how to reference and source data in assignments.
- Understand your assignment questions and briefs.
- Structure your assignments and information.
- Revise effectively.
- Develop your own proofreading skills.
- Plan for working under exam conditions.

The first session with your support worker will focus on establishing your learning priorities with your tutor. The following sessions will build on this, with an emphasis on enhancing transferable study skills that will help enable you to reach your full potential. Future sessions are booked directly with your tutor following your first session.

Please note: Your support worker cannot edit, proof-read or add subject content to your work and the student should not ask for this.

This applies to both Study Skills and Specialist Mentoring Support.

Address

Office 2, Parkside Business Centre
Holyhead Road
Wolverhampton
WV7 3DA

Website

www.assistingstudentscreatively.co.uk

Contact

info@asc-support.com
07789687984



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The student is solely responsible for their assignments and support workers are not liable for any content. It is the student's responsibility to make sure the content of their work is correct and to the best of their ability before submission. You must check with your academic tutor if you are in doubt about your work.

What do we expect from you?

We hope you will attend all booked Study Skills sessions. If you cannot attend, then we ask that you give your tutor at least 24 hours notice, otherwise the session will be chargeable.

When working with your tutor, you will develop an Individual Learning Plan (ILP) which you will update from time to time.

We require you to sign and confirm the hours of work booked and completed by the support worker, as proof of support so they can get paid for their work. In the event of remote support, your support worker will ask you to reply to an email confirming the hours of work, instead of a wet signature.

We welcome your feedback at any time.

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Specialist Mentoring Support.

Specialist Mentors provide support to students who have either a mental health condition, an autistic spectrum condition or other difficulties. This support is built around your individual needs, to help enable you to reach your full academic potential. Mentors can help you explore how your condition affects your university studies, helping you to develop the most appropriate studying strategies for you.

The aim is to gradually reduce your need for Specialist Mentoring support as you build your skills, so that you can fully engage in university life and integrate successfully into the workplace after leaving university.

Specialist mentors can assist you with:

- Identifying barriers to learning.
- Time management and organisation.
- Motivation and confidence building.
- Accessing academic support and guidance.
- Managing your course requirements (e.g speaking in seminars, giving presentations)
- Managing change and difficult emotions.
- Dealing with difficult social situations.
- Developing your social and communication skills.
- Clarifying course expectations.
- Having a healthy work/life balance.

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What can you expect during a Mentoring session?

Your mentor will work with you on a one-to-one basis. The first session will focus on getting to know you and understand the ways in which you need support.

The following sessions will focus on developing strategies and techniques to help you deal with challenges and to enable you to reach your full potential by accessing your course effectively. Mentoring sessions typically last for a minimum of one hour.

After your first session, future sessions are booked directly with your mentor.

What do we expect from you?

We hope you will attend all booked Mentoring sessions. If you cannot attend, then we ask that you give your tutor at least 24 hours notice, otherwise the session will be chargeable.

When working with your tutor, you will develop an Individual Learning Plan (ILP) which you will update from time to time.

We require you to sign and confirm the hours of work booked and completed by the support worker, as proof of support so they can get paid for their work. In the event of remote support, your support worker will ask you to reply to an email confirming the hours of work, instead of a wet signature.

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Specialist Support Professional (SSP):

Specialist Support Professionals offer support for sensory impaired students. They can assist to overcome barriers to learning by developing strategies, routines, and preparation as well as providing study assistance, access to resources and communicating with university disability services and lecturers to ensure the student is receiving the appropriate reasonable adjustments.

Specialist Support Professionals can assist you with:

- Identifying barriers to learning.
- Time management and organisation.
- Resource preparation.
- Accessing academic support and guidance.
- Managing your course requirements (e.g speaking in seminars, giving presentations)
- Monitoring and communicating changes to support and access requirements.

What can you expect during a SSP session?

Your SSP will work with you on a one-to-one basis. The first session will focus on getting to know you and understand the ways in which you need support. The following sessions will focus on developing strategies and techniques to help you deal with challenges and to enable you to reach your full potential by accessing your course effectively. SSP sessions typically last for a minimum of one hour. After your first session, future sessions are booked directly with your support worker.

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What do we expect from you?

We hope you will attend all booked SSP sessions. If you cannot attend, then we ask that you give your tutor at least 24 hours notice, otherwise the session will be chargeable.

We require you to sign and confirm the hours of work booked and completed by the support worker, as proof of support so they can get paid for their work. In the event of remote support, your support worker will ask you to reply to an email confirming the hours of work, instead of a wet signature.

We welcome your feedback at any time.

Boundaries of Support Roles

Please do not put your support worker in an awkward or uncomfortable position by asking them to do any of the following for you. This is not part of their role and is not covered by DSA funding. Instead, they can signpost you to alternative services which may help.

Support Workers must not: (please do not ask them to):

- Help students with the content of their academic work. They can encourage the student to check their own content and signpost areas for improvement.
- Directly involve themselves with the editing or completion of all, or parts of an assignment. Support Workers should assist a student to develop independent Skills.

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- Attempt to give advice or assistance in times of crisis or to act as an advocate where advice or representation is required. In such cases it may be appropriate to ask for guidance regarding where a student may go in order to resolve an issue.
- Act as a Counsellor. Disabled Students' Allowance funded support specifically does not cover services which an institution makes available to all students. Students requiring counselling support should be signposted to the relevant in-house service.
- Provide any clinical input or therapy, or act in a medical advisory capacity. Some students may ask for advice regarding personal matters, particularly at times of crisis. In such cases it may be appropriate to offer guidance regarding where a student may go in order to resolve an issue.
- Provide training in the use of assistive technology or software. However, they can encourage the use of it. The use of assistive technology and software can be integrated into the support in relation to the development of strategies. However, Assistive Technology Training is a separate type of support. This support may be available to students who have been supplied with assistive technology and/or software via their Disabled Students' Allowance. Support Workers can contact ASC if a student requires this support, ASC would then ask the relevant support service to contact the student if they do not already have this support agreed.

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- Carry out any physical task that may present a risk to their own or their student's health and safety.
- Undertake any moving or handling of items for or on behalf of a student.
- Undertake any moving or handling of a student's wheelchair (or other mobility aid) unless this has been discussed and agreed with ASC.
- Assist a student with any aspect of their personal care, for example assistance with eating, drinking or using the toilet.

After a session and between sessions

For Specialist Study Skills and Specialist Mentoring

Support Workers will complete and submit a Weekly Session Record and timesheet detailing the specific support provided to the student as soon as possible after each session.

Support Workers will complete and submit an Individual Learning Plan, providing details of the student's individual development requirements, after the first session with a student. This record must be completed before the third session with a student, preferably on the first.

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Support Workers must review the individual development requirements of their students at appropriate intervals. After a review session, (every 10 hours), Support Workers must complete and submit an Individual Progress Log/Development Review and record the outcomes of that review. Support Workers regularly check that the student is satisfied with the support they are providing. It is important that clear lines of communication are established so that a student can contact their Support Worker if any additional arrangements need to be made.

Cancellation Policy

We hope you will attend all booked sessions. If you cannot attend, we ask that you give your tutor at least 24 hours notice. We have a 24 hour cancellation policy to protect staff and in line with guidance from DSA and if you cannot give 24 hours notice then your tutor will still claim for their session that you missed.

We're aware emergencies do happen and cancellations and missed sessions can occur. You need to be aware of the following:

- You must give 24 hours notice in order to cancel/rearrange a session where possible to avoid a late cancellation being claimable.
- SFE will only accept two official late cancellations per term. (which is usually deducted from your DSA)
- You must provide a reason (and the evidence) for a late cancellation.

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Wherever possible it is important to give more than 24 hours' notice (excluding bank holidays and weekends) if you wish to cancel your support session, this is the advice set out by the Student Loans Company (SLC) who pay for DSAs.

The SLC understands that there may be occasions where you may not be able to attend your support and are unable to cancel with more than 24 hours' notice. For example, because you are ill, have a personal emergency, for unforeseen circumstances or as a result of difficulties relating to your specific learning difference, disability or condition.

In such cases the cost of these booked support sessions are usually met from your DSAs.

In cases where your university is responsible for you needing to cancel a support session (for example a timetable change) you should contact your support provider or support worker to let them know as soon as possible. Costs of these cancellations do not usually affect your DSA but you will need to provide evidence.

It is important to understand that your support may be suspended by the SLC if you repeatedly book support sessions but do not attend, or cancel with less than 24 hours' notice, which could have been cancelled with sufficient notice. This will be the case if more than two sessions have been missed per term, the SLC will inform you in writing if this is the case.

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