



# Assisting Students Creatively ASC

In association with Altena Education Ltd

## Welcome to Assisting Students Creatively

Congratulations on being accepted into University. You are embarking on an exciting course, you have applied for support, and we're delighted to be your chosen support provider!

We are thrilled to work with you and help you achieve your goals to the very best of your ability.

So, what's next?

The following pages include an overview of what you can expect from your DSA-funded support with ASC. Have a read, and if you have any questions or you'd like to chat through it, just get in touch. We're here to help.

hello@asc-support.com

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### Address

Offices 1 & 2, Parkside Business Centre  
Holyhead Rd  
Wolverhampton  
WV7 3DA

### Website

[www.assistingstudentscreatively.co.uk](http://www.assistingstudentscreatively.co.uk)

### Contact

info@asc-support.com  
07789687984



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## What support types do we offer?

### Specialist Study Skills Support

Specialist Study Skills Tutors provide support to students who have either a Specific Learning Difficulty, an Autistic Spectrum Condition or other conditions. This support is built around your individual needs, to enable you to reach your full academic potential. Tutors can help you explore how your condition affects your university studies, helping you to develop the most appropriate studying strategies for you.

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

...and more!



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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 conditions. This support is built around your individual needs, to enable you to reach your full academic potential. Specialist 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 in the following areas:

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

...and more!



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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 you are 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
- Converting course material into an accessible format
- Managing your course requirements (e.g speaking in seminars, giving presentations)
- Monitoring and communicating changes to support and access requirements

...and more!



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## **Specialist Electronic Notetaking (ENT):**

Specialist Electronic Notetakers offer support to sensory-impaired students, by attending their lectures, seminars and tutorials to take notes, ensuring that the student can access course material. They provide a comprehensive set of typed notes, adapted to suit the student's individual needs, for review and revision purposes.

Please be aware that notes produced by an Electronic Notetaker are non-verbatim (meaning, not word-for-word). Electronic Notetakers use their own laptop. They require additional time before the session begins for meeting the student and preparing their laptop, and also additional time after the session ends, to edit the notes for accuracy. Usually, Electronic Notetakers will use standard document software accessible by the student, e.g. Microsoft Word, Google Docs. The notes are emailed to the student after the session.

Specialist Electronic Notetakers can assist you by:

- Providing course content and important information in a format which is accessible to you
- Editing notes in your preferred style and format
- Considering your specific needs and altering the notes to accommodate these

## **Sighted Guides**

Sighted Guides offer support to sensory-impaired students, by accompanying them around the campus and navigating the environment. They support the student's attendance at lectures, seminars and tutorials.

Sighted Guides can assist you by:

- Familiarising themselves with your everyday routes around campus and helping you to attend important events, lectures, meetings and discussions in relation to your course
- Providing you with information and verbal cues in relation to your surroundings, to ensure you reach your destination safely and on time

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## What can you expect during Specialist Study Skills, Specialist Mentoring, and SSP sessions?

Your Support Worker will work with you on a one-to-one basis. The first session will focus on establishing your learning priorities. The following sessions will build on this, with an emphasis on enhancing transferable skills that will enable you to reach your full potential. Future sessions are booked directly with your support worker, following your first session.

Specialist Study Skills, Specialist Mentoring, and SSP sessions typically last for a minimum of one hour. Students are usually awarded a certain number of support hours per academic year, but these can also be in total, across their whole course.

## What do we expect from you?

We hope you will attend all booked support sessions. If you cannot attend, don't worry! We just ask that you provide your Support Worker with at least 24 hours notice, please. Otherwise, the session will be chargeable and the booked hour(s) will be taken from your allocation of hours for that academic year. For our full cancellation policy, please read further pages.

We ask that you kindly sign timesheets and confirm the support hours which have been booked and completed by your Support Worker. This serves as proof of support, so that they can get paid for their service. In the event of remote support, your Support Worker will ask you to reply to an email confirming the support hours, instead of a wet signature.

Please note, if you decide to end a session earlier than the booked time, the original booking will need confirming. If a session goes over the booked end time, then it is rounded up to the nearest 15-minutes. For example, a session booked from 9:00 - 10:00 finishes at 10:20, so the end time is recorded as 10:30.

If you are receiving Specialist Electronic Notetaking and/or Sighted Guide support, please email us your timetable at the beginning of every academic year.

If you would like to request a change in Support Worker for any reason, please contact us providing details of the request and we will re-arrange your support.

We welcome your feedback at any time.



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## **After a session and between sessions (for Specialist Study Skills, Specialist Mentoring, and SSP)**

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

Support Workers will complete an Individual Learning Plan, after the first session with a student, providing details of the student's individual development requirements.

This record should be completed before the third session with a student, preferably on the first.

Support Workers will review the individual development requirements of their students at appropriate intervals. After a review session (every 10 hours), Support Workers should complete an Individual Progress Log and record the outcomes of that review. Support Workers will regularly check that their students are 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.

## **The Boundaries of Support Roles**

To respect your Support Worker's role and boundaries, please avoid asking them to do anything outside their remit, including the following. These activities are not covered by support 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.
- Your Support Worker cannot edit, proof-read or add subject content to your work and students should not ask for this. This applies to the Study Skills, Specialist Mentoring, and Specialist Support Professional roles.
- 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, Support Workers may provide guidance regarding where a student may go in order to resolve an issue.

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...following on, Support Workers *must not* (please do not ask them to):

- 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.
- 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.

*Students are solely responsible for their assignments and Support Workers are not liable for any content. It is your responsibility to make sure the content of your work is correct and to the best of your ability before submission. You must check with your academic tutor if you are in doubt about the content of your work.*



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## Our Cancellation Policy

We hope that you will attend all booked sessions. If you cannot attend, we ask that you provide your Support Worker with at least 24 hours notice. We have a 24-hour cancellation policy to protect staff, in line with guidance from DSA.

We understand that there may be occasions where you are unable to cancel with more than 24 hours' notice. For example, because you are ill, have a personal emergency, unforeseen circumstances or as a result of difficulties relating to your specific learning difference, disability or condition. In such cases, please provide your Support Worker with the reason for the missed session. Your Support Worker will claim for the session that you missed and the booked hours will be subtracted from your allocation for that academic year.

Please 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 are subtracted from your DSA allocation)
- You must provide a reason for a late cancellation.

In cases where your university is responsible for you needing to cancel a support session (for example, a timetable change), you should contact ASC or your 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. If suspension of support is deemed necessary, the SLC will inform you.

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## Finally, see what our students have to say in their own words...

"My study skills tutor has been fabulous so far, with lots of wisdom, helpful tips and challenging of my thinking. I'm feeling much more confident about completing my assignments with her support."

"I must take this opportunity to say how brilliant my tutor has been in supporting me. She has been first class! I know that her students are blessed to have her, and the knowledge she has, as well as the support, care, patience and understanding that she gives. I shall miss her and wish her the very best."

"He has shown a deep understanding of the challenges I face and has tailored his approach to effectively support my unique learning needs. Given the progress I have made under my mentor's guidance, I am eager to continue working with him."

"Just wanted to let you know, I've passed both assignments. I really can't thank you enough for all your help and support."

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Thank you for reading our welcome pack.

Your journey starts here. One of our fantastic Support Workers will be contacting you very soon to organise your first session.



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