

Guidelines for Students Using Bangor University Support Workers Scheme

Please follow these Guidelines so the service runs smoothly. You may also wish to refer to the Code of Practice for Support Workers. This is available at http://www.bangor.ac.uk/student-services/disability/support_workers.php or from the Non-Medical Help Co-ordinator.

Your Responsibilities

Attend all sessions and arrive on time

You are expected to give your Support Worker notice if you cannot attend the booked session.

Complete an evaluation questionnaire at the end of each academic year. This is an opportunity for you to raise any questions or difficulties you may be having, and to help us develop our service.

Problems

If you are unhappy with any aspect of the Support Workers Scheme, or encounter any problems with your support, please contact the Service Co-ordinator as soon as possible.

If you receive notetaking support but do not receive a set of notes provide

We aim to provide services which are of high quality and organised in a cost-effective manner in line with DSA guidelines. We welcome student feedback and will consider amending systems and procedures in the light of it.

Payment Arrangements

Approximately once a week/fortnight, an email will come from Randstad to your Bangor University email address.

and ask you to use the Opus website to confirm that support. If you have not received this email after receiving support for some time, please inform the Service Co-ordinator.

Click on the website link in the email and then tick the boxes to approve (or reject) each pay claim. If you decide to reject a claim please contact the Service Co-ordinator **before** rejecting the work on Opus, as we may be able to resolve your issue.

For s In-House Support will be asked by the Support Worker to meet once a week to sign a timesheet.

By approving support work you are confirming the receipt of that support. This is a requirement of your funding body in distributing your DSA funds. If you share a Support Worker the cost will be split between DSA allowances.

Your funding body will be invoiced by Randstad at the end of each month.

Examination support is NOT arranged by the Support Workers Scheme. You should see the assistance of a support worker in an examination.

Occasionally a student will feel that it would be preferable to work with a different Support Worker. This can be arranged through the Service Co-ordinator but please note that with regards to

For those receiving notetaking support

supplement the content of online PowerPoint slides or handouts. Do not ask the Notetaker to undertake additional work for you. Please see the Disability Adviser or Mental Health Adviser if you have any other requirements in relation to your studies.

- x Notetakers will have their own pens and paper; however, you can provide an alternative pen and/or paper if you want. Discuss this with the Notetaker, along with any preferences on style, format, or content. Please give feedback on early notes to your Notetaker, so they can better tailor future notes to your requirements.

You will receive your notes electronically. If this poses a problem for you, please let the Coordinator know.

Note takers will be provided with your email

For those receiving support from a Mentor

A Mentor is there to help you to achieve learning goals. Your Mentor can advise on organisation, planning and strategies to complete assignments and other tasks. It is expected that you will work with your Mentor to agree achievable learning goals.

Where a student has difficulties in looking after themselves, this may hinder their ability to complete academic tasks. Therefore a Mentor can help with strategies for academic work and essential day-to-day living activities.

Mentors will be required to submit a monthly report, summarising the meetings you have had. You are welcome to read these reports and amend before they are sent to the Service Co-ordinator.

Contact Us

Non Medical Help Co-ordinator

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