Terms of Service for Students accessing support from the AccessAbility Centre 2017-18 (3rd edition)

The purpose of this document is to describe the Terms of Service for students who access support from the AccessAbility Centre (AAC) in the academic year 2017-18.

Please read these terms and conditions. We hope you will agree with them. You are invited to indicate this by signing at the end of the document.

1 Confidentiality statement

Your personal details and records of conversations will be kept securely and in line with relevant data protection legislation. You have the right to look your files at any point, though we may ask you to make an appointment to do so.

Records are kept so that there is a:

- record of work done in each session
- and there is a basis for planning and future work.

Other documents received in connection with supporting you are also kept on your file.

2 Sharing information

To offer you the best support, it can be useful to pass on information to other members of staff. We will always seek your permission in these circumstances. You have the right to refuse permission. If this is the case, it may result in support being limited, but your decision will be respected. There are very rare and exceptional circumstances when permission would not be requested - if:

- we believed you may be a danger to yourself or others;
- you told us about a serious criminal offence, or the use of illegal drugs on university premises, or about terrorist activities, or gave us reason to believe that an individual may be at risk;
- there were concerns about your fitness to practice if you are on a course leading to professional qualifications;
- we were ordered by the courts, or other legal body of similar standing, to release information;
- we are required to release information to support the University’s response to a case taken to the Office of the Independent Adjudicator.
3 Training and professionalism of support workers

All AAC staff as employees of, and sessional workers at, the University will:
• be qualified to support you;
• will comply with all relevant policy and guidance documents, as well as statutory and legal requirements;
• act in good faith, with fairness, consideration and objectivity and recognise the boundaries of their own role and have the competence to ensure that appropriate referrals are made when situations fall outside these boundaries;
• provide impartial guidance and advice;
• be aware of the differences between practical support, advice and information and therapeutic relationships (including counselling) and be able to recommend assistance to those who may benefit from these forms of support;
• undertake continuing professional development to maintain best practice.

4 What support workers can do for you

The Study Adviser’s and Specialist Mentor’s principle role is the provision of regular support meetings to work with you to reduce the disability related barriers you may face as you study. At the core of their approach is the philosophy that students can do a great deal to take control of their difficulties and so enjoy a more productive approach to their studies.

In partnership with you, Study Advisers and Specialist Mentors will adopt a problem-solving approach to your specific issues which might include things such as:
• transition support, settling in and establishing new routines;
• helping you arrange one to one support appointments;
• developing strategies to deal with persistent study issues;
• support with organising and managing your time;
• helping you to liaise with your course tutors for academic guidance;
• agreeing the work to be undertaken during your sessions and, where possible, outline the expected outcomes. This work plan will be documented, reviewed and updated at least every three months.

Study Advisers and Specialist Mentors cannot advise you on the specifics of your academic work or provide a proof reading service.

5 Your responsibilities in accessing support

The following conditions set the boundaries for your responsibility in using our support services. To make the most of a Study Adviser and/or Specialist Mentor support session it is important that you:
• attend pre-arranged appointments – this is a joint responsibility; you need to
to attend support to get the most from your sessions.
• Let us know if you cannot keep an appointment, by giving at least one
working day’s notice either by email to accessible@le.ac.uk, or by calling the
office on 0116 252 5002 or by coming into the AAC. We understand that
things can change.
• Look out for the text and email the day before your appointment which will
remind you about the arrangements for your meeting.
• confirm your attendance at the appointment by signing the timesheet. This is
required by your funding body. We will not ask you to pre-sign timesheets.
• Keep in touch with us via your UoL email address so that we are able to
contact you to discuss support, change appointment times, and so on.
• **If you miss three appointments in a row we will not be able to effectively
support you and further booked appointments with Study Advisers and/or
Specialist Mentors will be cancelled.**
• Further appointments will not be made until you make contact with the AAC.
• Please note that contact between you and your support worker must only be
in person, or via your UoL email address and the support worker’s
professional email address. You must not exchange other contact details such
as your home address, or attempt to contact your Study Adviser or Specialist
Mentor via social media.
• You are always welcome to contact us at any point in your studies.

If you have been awarded the Disabled Students’ Allowance (DSA), usually, we will
not provide support that exceeds the number of hours agreed. If you require
additional hours of support, advise your support worker who will liaise with the
relevant Study Adviser in the AAC in order to help you to request this via your DSA
Needs Assessor. The Needs Assessor will consider the request and liaise with the
funding body to gain approval for any additional support hours.

6 The AccessAbility Centre’s responsibilities

The AAC’s aim is to:
• work with students in an effective and professional way;
• try to ensure that you work with the same worker throughout your course;
  this cannot be guaranteed but we will try to provide consistency wherever
  possible;
• provide support in a comfortable and private environment;
• provide remote support (for example over Skype or email) by arrangement if
  face to face support is not possible; most campus based students are
  expected to come in for face to face support;
• provide support Monday to Friday during office hours; permission must be obtained from the Head of the AccessAbility Centre before any other arrangement is made;
• let you know promptly if your support worker is unavailable for a pre-arranged meeting;
• contact you as soon as possible to offer you an alternative appointment. If urgent matters were due to be discussed which cannot wait until your next appointment, you are welcome to discuss these with the AAC and we will attempt to have a Study Adviser answer your concerns.

Complaints and feedback

If you feel you need to complain about the service provided:
• contact your Study Adviser in the first instance. It is hoped that problems can be speedily and effectively dealt with informally.
• If attempts to resolve the matter informally are unsuccessful you may submit a formal complaint to the Head of the AccessAbility Centre. You should address the complaint in writing and the complaint must be submitted within three months of the matter first occurring.
• Complaints will be handled in a professional manner; further information about the process and timescales is available in the University complaints procedure which can be found online Complaints Procedure — University of Leicester.
• We welcome feedback on our services at any time via the comments box in the Reception areas or direct to your support worker. You will also have a further opportunity to feedback to us through our regular surveys.

7 Student agreement

I have read the document and agree to abide by the guidance set out above.

Student name in capital letters: _________________________________________

Signed: _________________________________________

AccessAbility Centre staff signed: _________________________________________

Date: _________________