

# **Responsibilities of Students Accessing Non-Medical Help / Support Providers**

## **Funding**

You must apply for funding for your support as advised by AccessAbility Services. You may risk failing to receive support if you do not do this.

You will be allocated a set number of hours per year to work with your support provider which has been approved by your funding body. This will be detailed in your allocation letter. You must manage this allocation to ensure you have adequate support throughout the entire academic year.

Your support provider must log timesheets for the hours they have worked with you. You will be asked to approve the hours if you agree with the claim, approval should be done within 3 working days from receipt of notification of logged session. If you disagree with the hours logged by the support provider you should contact the Register of Support Providers immediately.

## **Communication**

You must provide the Register of Support Providers with accurate contact details (mobile phone and Ulster email address).

You must check your emails and messages regularly and respond to support providers in a timely manner to encourage a positive working relationship.

You must maintain professional boundaries. Your support providers will help you but you should not ask them to act beyond the remit of their role. Support providers cannot act as intermediaries between you and your school, Student Support or other departments within the University.

You must detail all support goals on the statement of agreement. The Register of Support Providers recommends that you give support providers at least 3 working days' notice for support work such as proof reading, typing up notes from lectures and so on.

## **Scheduling and Absences**

If you require a note taker you must forward your timetable to the Register of Support Providers as soon as you receive it.

You must let your support provider know about any changes to your timetable including cancelled sessions and give a minimum 24 hours' notice if you are unable to make a scheduled support session or class.

You must let your support provider know if you are unable to attend classes due to ill health or medical appointments. They cannot attend/take notes in your absence without prior consent from the Register of Support Providers.

You will be expected to have a telephone review with an AccessAbility Adviser if you miss any 2 scheduled support sessions in an academic year. If you miss 4 or more scheduled support sessions you risk your support being suspended, and you will be required to attend a review with your AccessAbility Adviser before it can be re-instated.

## **End of Support Period**

You must not work with your support provider during term breaks unless discussed and agreed with the Register of Support Providers and/or your AccessAbility Adviser.

You must not continue to work with your support provider after the last exam day of the summer exam period unless you have received prior approval from the Register of Support Providers and your funding body.

## **If You Have a Problem with Your Support**

If you no longer require support, or feel that you need additional support or additional hours you must contact your AccessAbility Adviser.

If you feel the support you have received is unsuitable or you have experienced problems with your allocated support provider you should communicate this to your AccessAbility Adviser or the Register of Support Providers as soon as possible.

Please be advised that the Register of Support Providers cannot guarantee 100% class cover for note taking. This is due to a number of operational, scheduling and availability issues which can occur and which are out with the remit of the Register of Support Providers.



## **Register of Support Providers Confidentiality & Consent to Contact**

Support providers are bound by a code of conduct which ensures they keep any information regarding a student they work with private. However Ulster University require any support provider who becomes worried about a student's welfare or wellbeing to breach this confidentiality and report their concerns to an AccessAbility Adviser and/or the Register of Support Providers.

Student Support will not disclose any details of your support to anyone outside the University (i.e. parent, family member) without your permission. If you would like us to be able to discuss your support with a nominated person please record their details below: