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# Library & Student Services

## SERVICE STATEMENT ON SESSIONS WITH UCA SUPPORT WORKERS

(Including Dyslexia Tutors, Mentors, Learning Support Assistants, Communication Support Workers and Teachers of the Deaf)



### Introduction

If UCA is your support provider we will help to co-ordinate your support entitlements. This service statement outlines what you can expect from us and what we expect from you with regards to your attendance at support sessions.

### You can expect us to:

- Explain what your support will offer and what you should expect.
- Explain the expectations around your attendance at support sessions and the cancellation policy.
- Co-ordinate your support appointment at a convenient time, as far as is reasonably possible.
- Provide informal opportunities to discuss your support at any time during the year.
- Where applicable, review the effectiveness of your support with you every 6 weeks.
- Offer a formal opportunity to review your support at the end of each academic year and/or beginning of the new academic year.
- Listen to and take appropriate action to address any concerns you may have with any element of your support provision.
- Contact you to arrange a support review meeting when you miss **1** support appointment during the **same term**.
  - A term is the period of study normally running between September to December, January to April and May to July/August.
  - Sessions are defined as a one to one appointment with a support worker, such as a Dyslexia Tutor, Mentor or Teacher of the Deaf, or a timetabled session booked with a Learning Support Assistant.
  - A missed session is defined as any session organised in the same day. If you miss multiple sessions within that day, this will count as a **single** missed session for **each support type**:

### Example

You have booked the following support in a single day:

- Learning Support Assistant: 10am-12pm
- Dyslexia Tutor: 1-2pm

➤ Learning Support Assistant: 3-4pm

You do not attend university that day and do not give at least 24 hours notice or have good reason for non-attendance. You were booked to have two different types of support on that one day. Therefore the above counts as **2 missed sessions** (1 for each different support type).

### **Non-attendance at support appointments/booked sessions with Learning Support Assistants**

We understand that there will be occasions when you will have justifiable reasons to be unable to attend appointments, however, regular attendance is essential and we want to work with you to ensure you are fully engaged with your support.

If for any reason you are not able to attend your support session you should provide us with at least 24 hours cancellation notice. You should contact your campus Disability team and ask to speak to the Learning Support Manager, or the Dyslexia Adviser.

### **Contacts**

Epsom            01372 202431  
Farnham        01252 892738  
Canterbury    01227 817455  
Rochester      01634 888714

Alternatively, if you are unable to call please email [disability@uca.ac.uk](mailto:disability@uca.ac.uk) and state the campus you are studying at, your student number and the session you are unable to attend.

### **You can expect us to:**

- Contact you after your **first** missed session (where there is no cancellation notice).
- Establish the reason for the missed appointment (which may require you to provide appropriate evidence).
- If there is good reason for missing your appointment we will re-book another appointment. (Good reason is defined as: illness or accident, a difficulty arising from your disability, or unexpected and serious personal circumstances for which you can provide evidence).
- If you do not have good reason for missing the support we will work with **you** to review the support. (We will not discuss any element of your support with parents/family members or any other third party or advocate without prior written consent).
- We will listen to any concerns you may have about your support and offer the opportunity to make adjustments where this is appropriate, reasonable and practicable.
- We may make adjustments to your support\* which are intended to improve your ability to attend. This might for example include (this list is not exhaustive):

- Changes to appointment times wherever practicable and reasonable. Students should note that there will be some service limitations around when appointments can be offered.
- Where and when you receive support – for example, should your timetable be altered, or assessment tasks changed.
- Attend to and investigate any concerns you may have over the quality of support you receive.

\* Please note that DSA support provisions are determined by external Needs Assessors and any changes to the type/quantity of support has to be directed to your Needs Assessor.

- Agree an attendance plan with you, taking into account any adjustment to the timing/regularity of the support and any requests you may need to make to the Needs Assessor to amend your support type.
- Should you miss a further session within the same term, we will contact you to advise that your individual support **will be withdrawn for the remainder of the term**. We may also discuss any other arrangements which may be necessary (see below).

**Where we identify that individual support will not continue for the remainder of the term, you can expect us to:**

- Provide you with reasons for withdrawing the support in writing.
- Provide information on how to appeal against the decision to withdraw your support through the University complaints procedure.
- Provide details of how to rearrange support for the following term of study.
- Discuss alternative methods of support that will enable you to develop effective study strategies and continue to access your course and learning. For example:
  - Using self-help and self-directed learning resources.
  - Attending group study skills sessions.
  - Joining a peer supported study group.
  - Accessing community and other external support groups.
  - **Or** provide you with details to assist you to arrange your own privately funded support should this be your preference and confirm this in writing with Student Finance England.

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# Library & Student Services

## SERVICE STATEMENT ON SESSIONS WITH EXTERNAL SUPPORT WORKERS

(Including Dyslexia Tutors, Mentors, Learning Support Assistants, Communication Support Workers and Teachers of the Deaf)



### Overview

If your support is provided by an external provider (for example Randstad, Clearlinks, DNA etc.), then you will be required to deal directly with them as UCA is not responsible for the support provided.

Your provider will have clear service standards and will explain to you what you can expect from your support sessions and what they expect from you.

In addition, UCA have developed a Memorandum of Agreement with each provider, which helps us to ensure that our students are receiving good service. In summary your support provider can expect:

- UCA to provide a room or space for your support session on University premises.
- UCA to assist the provider to book rooms.

In return we ask your support providers (subject to your consent) to:

- Keep us informed if you do not attend sessions.
- Report any concerns you may raise with them about your UCA experience.

You should note that your support provider will have policies governing attendance. If you are in breach of these rules and fail to attend without the appropriate notice, your support sessions with the provider will cease for the remainder of the term.

Please note that under these circumstances, UCA is not responsible for continuing individual support, however we will endeavour to meet with you to explore alternative support.