

Client Service Agreement

Your Electronic Note Taker

- Will meet you where **you** have arranged to meet: your Electronic Note Taker will not know about room changes unless you tell them
- The Learning Support Centre Ltd monitor attendance and cancellations at support sessions by means of feedback from support staff and keep records of this information. Any anomalies are investigated further by a member of the office team contacting the student. Concerns are raised with the University Disability team and Funding body as required.
- Students at the outset are advised how important it is to attend sessions and that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn.
- The Learning Support Centre Ltd make a charge for any sessions that are cancelled with less than 24 hours' notice. Cancellations will be accepted by phone/text/email and someone can be contacted on our out of hour's phone 24 hours a day 7 days a week.
- In the following circumstances support will be suspended pending intervention and advice from a member of the institution's disability team:
 1. If a session is not attended and the student fails to provide a satisfactory explanation, a subsequent session must not be automatically booked (applies to 1:1 support sessions, not note-taking). The support worker should attempt to make contact to establish reasons for a no show and record on the Non Attendance Log (Timesheet Coversheet). The next appointment should then be booked with confirmation via text/email (as appropriate for student).
 2. Following two consecutive missed appointments without satisfactory explanation and or adequate notice. In such circumstances support will only resume after confirmation from the institution's disability team to The Learning Support Centre Ltd office that they are happy for support to continue. Notwithstanding the above if there are any concerns regarding attendance these will be fed back to the institution's disability team as a matter of course.
- Support workers will wait for 15 minutes after the session scheduled start time before leaving and during that time will try and make contact with the student to ascertain if they are on their way or contact the management team to do this on their behalf.
- Will always round up to 30 minutes or 1 hour.
- Is a trained professional and will make clear, informative notes it is up to you to tell them what you want with regard to style and volume of notes
- Will not take notes if you are not at the lecture, unless it is an emergency, or unless previously arranged and requested to the company, through the Disability Advice and Support (It is not fair on the other clients)
- Will not be privy to all your course information, it is up to you to provide this and will **not** ask your lecturer for hand outs, this is your responsibility
- Will keep all information confidential within the company, your Institution's Disability Team, your funding body and also the National Autistic Society if you have support hours with them unless we are worried about your safety, or the safety of others
- Your personal information will be shared within the company with your allocated support coordinator and support workers to allow them to support you effectively this includes details of your disability or learning differences and recommended support strategies.

- Is not allowed to accept gifts from you, if you are happy with your support, a comment or email is always welcome
- Will not ask questions on your behalf. If the lecturer is speaking too fast for your note-taker, it is up to you to ask them to slow down
- Will not include their personal opinions in the notes
- May want to go through the notes after the lecture. Please tell them if something is not right. Remember your note-taker may not get it right the first time and needs your guidance
- May need to use abbreviations, it is their responsibility to make sure you know what they mean
- Will highlight a specialist or technical word if they are not sure of spelling.
- May ask if they can keep a copy of your notes, no more than twice a year for quality assurance

In order to facilitate your support we will pass on your mobile phone number to your Electronic Note Taker.

By attending your support session it is understood by The Learning Support Centre that you accept the terms outlined in the student service agreement.