

## Client Service Agreement

### Your Support Assistant/Academic Support Worker

- Will meet you where **you** have arranged to meet: your Support Assistant/Academic Support Worker 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 your 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and that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn.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.
- Support Assistants/Academic 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, legible 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 Institution's Disability Team (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 the Support Assistant/ Academic Support Worker will **not** ask your lecturer for hand outs, this is your responsibility
- Will keep all information confidential within the company, your Institutions Disability Team, and 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 write 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
- Will not take notes home and type them up, unless previously arranged and requested to the company, through the Institution's Disability Team
- May need to use abbreviations, it is their responsibility to make sure you know what they mean
- Will underline a specialist or technical word in red pen if they are not sure of spelling.
- May ask if they can take a photocopy 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 Academic Support Worker.**

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