

NHS Trainee Client Service Agreement

Your Study Support Coach

- Will meet you online at the agreed date, time and online platform.
- Will always be punctual.
- Will only take bookings by the hour due to the nature of our work.
- Will not complete your work, revision or case work for you.
- Will not be privy to all your exam/training information: it is up to you to provide this at your first session or in consultation with your Support Coordinator.
- Will keep all information confidential within the company and the PSW team unless they are worried about your safety, or the safety of others.
- Is not allowed to accept gifts from you: if you are happy with your support, a comment or an email is always gratefully received.

The Learning Support Centre

- Will monitor attendance and cancellations of support sessions by means of feedback from Study Coaches and keep records of this information. Any anomalies are investigated further by a member of the office team and concerns may be raised with your PSW team case manager as required.
- Advise trainees that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn. If there are any changes to your availability that will affect your access to support, please inform your Study Coach and your Support Coordinator.
- Will charge for any sessions that are cancelled with less than 48 hours' notice. Cancellations will be accepted by phone/text/email with your Study Coach.
- Study coaches will wait for 15 minutes after the session scheduled start time before leaving. During the 15-minute wait they will try and make contact with the trainee to ascertain if they are on their way.
- Will be forced to suspend support in the following circumstances pending intervention and advice from a member of PSW team:

1. If a session is not attended and the trainee fails to provide a satisfactory explanation, a subsequent session must not be automatically booked. The Study Coach should attempt to make contact to establish reasons for a no show - record on the session Timesheet and inform the Support Coordinator. The next appointment should then be booked with confirmation via text/email (as appropriate for trainee).

2. Following two consecutive missed appointments without satisfactory explanation and or adequate notice. In such circumstances support will only resume after confirmation from the PSW team to The Learning Support Centre 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 PSW team as a matter of course.

- Will securely manage your personal information. This personal information will only be shared with your PSW case manager, your allocated Support Coordinator and Study Coach to allow them to support you effectively. This can include details of your referral, neurodiversity diagnostic assessment report, and/or recommended support strategies.

In order to facilitate your support, we will pass on your mobile phone number & email address to your Study Coach.

By attending your support session, it is understood by The Learning Support Centre that you accept the terms outlined above.

If there are any issues with the above, please direct queries to your Support Coordinator.