



The Learning Support Centre  
Dyslexia & Disability Specialists

# Student Welcome Pack



Take a look at some of our student testimonials on our YouTube channel

[LSC Jotters](#)



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"Comprehensive, clear and well written, no improvements needed, an excellent service ... Thank you, my note-taker is brilliant your organisation is faultless...This is an excellent service reliable, efficient, tailored to the student's individual needs" –  
**Postgraduate MA Photography student**

"I couldn't do it without you. Brilliant...the work you do, I couldn't put a price on it."  
**BA Honours General Legal Studies Student**

**Non-Medical Help Charter**



**We are The Learning Support Centre, we will be supporting you whilst you study at University or College.**

Our support is totally flexible and is designed to fit around you.

We are dedicated to providing you with the best support possible, our team receive bespoke training, the quality of support is monitored continuously, to ensure our high standards are maintained. In 2014/15 academic year we surveyed 100 of our students at University and they rated our service very good or excellent.

Our team provide a friendly and efficient service that you can trust. You can contact us at any time during your studies to discuss your support.

If you have any queries please contact the office on (0116) 2548881 or email us at: [info@learningsupportcentre.com](mailto:info@learningsupportcentre.com)

Many thanks, The Learning Support Centre and Jotters team



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*"A service – second to none. This is how we would describe the support that we receive from Jotters. The students have fed back to us that they are extremely satisfied and that without the support of Jotters, studying at DMU for them with their various issues, would be difficult and for some impossible. Their professional staff ensure a high quality contribution to the students' academic progress and their continuous feedback means that any issue is resolved quickly and efficiently. We are really happy to be involved with this company."* **Tina Sharpe, Head of Disability Advice and Support, De Montfort University.**

# Definitions of Support



## Note-taking

- **Note-taking support** involves a Support Worker acting as a note-taker recording important points from lectures / tutorials / seminars, etc. The handwritten précis notes are yours to take away for revision or reference. You must be present whilst the notes are being taken, unless there are exceptional circumstances but you don't have to sit with your note-taker.



## Mobility

- **Mobility support** may involve someone pushing your wheelchair, guiding you, carrying books / equipment / bags (of a reasonable weight and size, (pre-agreed with the support company) and / or assisting in practical sessions. This support is for students who have identified mobility / visual difficulties. It does **not** include carrying shopping or personal care.



## Library Support

- **Library support** involves facilitating access to books / resources in the library. This support is usually recommended for students with a visual impairment, mobility issues or dyslexia. Library support does **not** involve supporting you in a study support capacity or the Support Worker doing the research on your behalf.



## Orientation Support

- **Orientation support** is designed for students who may need to familiarise themselves with the campus, learning routes to and from lecture theatres, the Student Union, Student Services or the Library etc. It is usually recommended for students with mobility or visual difficulties.



## Sighted Assistance

- **Sighted assistance** is for students who may require ongoing support to undertake the practical elements of their course. This support may be recommended for students with visual impairments. It does **not** involve the Support Worker doing the work on your behalf.



## Mentoring

- **Mentors** will see you for a regular meeting each week to support you in overcoming any barriers that are affecting your studies. This could range from helping to organise time, start assignments, discuss problems, or help with exam preparation.



## Study Skills Tuition

- **Study skills** tutors will support you with strategies to start and complete your work. They can assist with planning, organising, reading, research, writing, referencing, and exam revision. They can also assist you in preparing for group work and presentations.



## Proof Reading

- **Proof reading** involves assisting you to identify grammatical / spelling errors in your work. It does **not** include helping you to construct your work or researching the information required for the piece of work. This support is **not** subject specific and should **not** provide help and guidance with the content of the script.



## Personal Assistance

- **Personal assistance** includes assistance with day to day activities, such as opening doors, carrying food from the cafeteria, getting out books from the you bag before a lecture. It does **not** include assistance with toileting, personal hygiene and care, laundry or shopping. This would be recommended and financed through Social Services, see page 8.



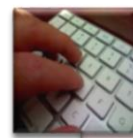
## Study Assistant

- **Study assistant** is flexible depending on your needs. A study assistant can be with you during the day. They can make sure you get to class on time, support you when entering busy rooms, cafeterias and manage bustling corridors. They could also support with organising and changing your schedule and work load.



## Reading

- **Reading** involves a Support Worker reading material to the you in order for you to access your course.



## Transcription

- **Transcription** services include transcribing learning material into an accessible format. Text to audio, paper to electronic and audio to text.

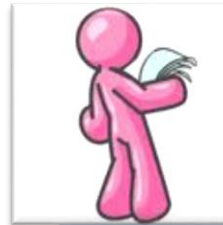
# Exam Support

## Amanuensis/Scribe



- The support worker will write down what the you dictate during an exam. You must include all punctuation and spelling of subject specific terminology.

## Reading



- Reading support involves a Support Worker reading material to you generally in an examination situation. It does not include the services of an Amanuensis / Scribe unless otherwise specified.

Exam support could involve a scribe, reader, extra time, use of a computer and/or a separate room. You must make arrangements via your university or college to ensure exam support is in place.

Because it is an exam you will not be able to have your regular support worker with you.

It is recommended that you have a practice session before your exam if you have not used a scribe before.

“Made real connection, does support really well, friendly, and helpful. Nothing that can really be improved”

**Postgraduate BA (Hons) Engineering student**

“My support worker is brilliant, I would not be able to do my course without her” – **Undergraduate BA (Hons) Art student**



## FAQs

# Frequently asked questions

### **What happens next?**

Once your Disabled Students' Allowances (DSA) are in place, contact us or we'll contact you to set up your support.

### **What is a Student Service Agreement?**

It outlines what you can expect of your support worker and vice versa. We ask you to sign this once you are happy with how your support will operate.

### **What do all the different types of support mean and who wrote the definitions?**

The definitions are based on guidelines from University Welfare Officers and the Open University. They outline what you can expect your support to involve.

### **Why might my Support Worker ask for a photocopy of my notes?**

If your support entails the use of a note-taker, you may be asked each term if the Support Worker can photocopy a set of notes in order that these can be assessed in terms of quality, structure and style.

### **Why do I need to sign a timesheet?**

You sign timesheets to confirm the support has taken place, it is then sent to your funding body so we can receive payment. Your support worker will not get paid if you do not sign the timesheet.

### **I'm a student nurse and am on placement a lot so I'm not always on campus. How can I access support?**

We offer support in the evenings and weekends and can offer email, Skype and telephone support to allow students to have sessions with their tutors remotely. It is advisable to meet your tutor face to face as often as possible.

### **What if I don't want people to know I have a note-taker?**

Most students are happy to sit next to their note-taker, as this often facilitates the note-taking process. If you would prefer not to disclose to your peers that you have support, your note taker will sit elsewhere. Academics will be made aware that there is a Support Worker, but confidentiality will be maintained at all times.

# Personal Care

LSC Care has evolved from support provided by The Learning Support Centre and Jotters. Please see our Statement of Purpose on our website.

<http://www.learningsupportcentre.com/personal-care-support/>

If you access a Personal Assistant from us they will:-

- Have received and continue to receive up to date care training
- Have been enhanced CRB/DBS checked and fully referenced
- Be trained note-takers
- Be appropriately matched to your needs
- Follow a continual professional development programme

**To discuss your personal care support package contact Amy Leyshon:**

**E:** amy@learningsupportcentre.com

**T:** 0116 2548881





**Name: Marcus Rowe**

**Course: HND Computing De Montfort University, Leicester**

**Age: 23 yrs. old**



Marcus is a young wheel-chair user currently receiving support in his second year of study at De Montfort University, Leicester. Having almost completed his HND computing course, Marcus is now looking forward to taking up Computing for Business at the start of the next academic year.

There is a wide range of professional support available to Marcus when he is on campus and at home in his halls of residence, including Carers, Personal Assistants, Note-takers and Study Skills Tutors. Marcus has accessed this support throughout his time at university.

A Personal Assistant visits Marcus every day of the week, assisting with general activities such as food preparation and personal care or helping Marcus get around the local area. Marcus has Cerebral Palsy, which affects his ability to write or type quickly so he receives note-taker support during his lectures, tutorials and computer lab sessions. He also receives assistance with his coursework at home or in the library and has weekly sessions with a Study Skills Tutor.

Study Skills sessions enable Marcus to identify any areas where he feels he would benefit from personal development, such as planning, organisation, timekeeping and to then to improve on these areas with help from a professional tutor. Armed with these essential skills for life, Marcus will continue to benefit even after he has completed university and started on his chosen career path, which he hopes will be in the computer games industry.

As any student will tell you, university is not just about studying and it is important to maintain a positive social life to counterbalance all the hard work. The additional mobility and independence afforded by Marcus' care support means that he is able to access local clubs and societies whenever it suits him.

Marcus has always been a keen moviegoer and console-games enthusiast and has recently joined the Student Union Film and Gamers societies. Having flexible support also means that Marcus is able to go to the cinema, dine at his favourite local restaurants, watch the Leicester Riders basketball team play live, go the gym, take part in games tournaments and much more besides.

The additional mobility and freedom from care support gave Marcus the confidence to explore the city centre to a greater extent than he had previously been able, helping him to discover a West Indian food market, games shops and other places he had previously never visited.

The assistance Marcus receives enables him to overcome scenarios that he would otherwise struggle with, such as when filming a short video for a recent assignment. The assignment required some long-periods of considerable dexterity in order to build a film set as well as character models, followed by several days of meticulous filming and editing. The help Marcus receives throughout such assignments takes a lot of the stress out of his studying and allows him to showcase his technical ability without being restricted by his disability. In feedback about the support he receives, Marcus has said that as well as being professional his support is always fun, even when hard at work he still enjoys a laugh with his carers.

# Contact us

We hope the information in this booklet has answered most of your questions.  
If you require any further information or would just like a chat about your support at university please let us know.

We are here to help and to support your success.

Tel: (0116) 2548881

Text: 07840176839

Email: [info@learningsupportcentre.com](mailto:info@learningsupportcentre.com)

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