



**Students' Guide to Queen's
Register of Support Providers**
Disability Services



Students' Guide to Queen's Register of Support Providers

Queen's Register of Support Providers, which is based within Disability Services at Queen's, organises suitably qualified and experienced support providers to help students overcome specific disability-related academic challenges.

The support is provided on a one-to-one basis and is designed to help you develop more effective strategies for overcoming the academic hurdles associated with your particular disability(ies). Support Providers are self-employed rather than employees of Queen's. It is the responsibility of the student to inform Disability Services if he/she has any concerns about aspects of his/her support provision. Support Providers provide a range of non-medical academic support to Queen's students, including the roles listed below:

Support Provider Roles	
Study Skills Tutor	Note Taker
Campus Assistant	Maths and Statistics Tutor
Dyslexia Tutor	Academic Mental Health Tutor
Exam Scribe	Asperger's/Autism Tutor
Foreign Language Tutor	Proof Reader
Reader	Library Assistant
IT Tutor	Typist
Interpreter (BSL & ISL)	Audio Typist

How do I access non-medical academic support?

When you register with Disability Services you will have a needs assessment meeting

with your Disability Officer within the Service. At this meeting he/she will determine with you whether or not you would benefit from any of the non-medical academic support listed above. A referral for non-medical help is made by your Disability Officer to Queen's Register of Support Providers indicating the type of support needed and the number of hours of support recommended. You will then be matched as quickly as possible with an appropriate Support Provider(s) and both you and the Support Provider will be sent each other's contact details.

Please note that unless appropriate, your **Support Provider(s) will not be aware of the nature of your disability or the type of support that you will need. It is extremely important therefore to meet with your Support Provider as soon as possible to discuss exactly what support you expect and require.**

If you are eligible for **DSA (Disabled Students' Allowance)**, this support will be paid for through your DSA award. It is important that you submit your DSA application as soon as possible to ensure that your non-medical support can be put into place. A delay in applying may mean that the support and equipment you need will not be available until much later in the academic year.



You may work with one or more Support Provider depending on the reasonable adjustments which you need.

Below is a brief outline of the various Support Provider roles but please see our web site at www.qub.ac.uk/directorates/sgc/disability/SupportProviders/JobDescriptionsandPersonnelSpecifications/ for further details.

You are strongly encouraged to read the job description(s) for the non-medical support for which you have been referred so you are clear as to the type of support that you should expect and the limitations of the various roles.

Roles and Responsibilities of Support Providers

1. Tutor Support

Please note that **Tutor support is not normally subject specific**. It is aimed at **developing independent learning**, regardless of subject matter, by helping you to identify and develop effective learning strategies to assist you to overcome the academic challenges associated with your particular disability. You should not expect your Tutor to have any knowledge of your particular subject area. The exception to this is where you are allocated a Maths and Statistics Tutor

to help you with mathematical or statistical elements of your degree eg Nursing.

The different types of Tutor support are listed below:

1.1 Dyslexia Tutor Support

This support is available for students with specific learning difficulties such as dyslexia and dyspraxia. It is important that you discuss your specific needs with your Dyslexia Support Tutor. He/she can help you with a range of issues including:

- Spelling and grammar
- Punctuation
- Structure of written work / paragraphing
- Reading and comprehension skills
- Proof reading skills to enable you to check your own work
- Developing time management and organisational skills
- Identifying which study skills techniques work best for you
- Preparing for assignments
- Effective note taking methods
- Mind mapping
- Revision techniques
- Essay writing skills
- Research skills



1.2 Academic Mental Health Tutor Support

Students with a variety of mental health issues such as anxiety, depression and stress may be referred for Academic Mental Health Tutor support. Your Academic Mental Health Tutor's main aim is to help you develop strategies to overcome the academic challenges associated with your mental health difficulties. These might include:

- Motivational support
- Confidence building
- Identifying stress and anxiety management techniques
- Goal setting
- Effective time management
- Developing more effective organisational skills
- Support with examination preparation
- General study skills techniques

1.3 Study Skills Tutor Support

Some students will have difficulties with particular aspects of their learning and they will be referred for Study Skills Tutor support. This will include students with specific learning difficulties (SpLDs), dyslexia, Asperger's Syndrome, mental health issues and students with hearing, mobility and visual impairments.

Your Study Skills Tutor will be able to help you with a whole range of demands relating to your degree programme such as:

Identifying your preferred learning style

- Essay writing skills
- Time management and organisational skills development
- Identifying key dates and preparing for assignments
- Meeting course deadlines
- Effective note taking skills
- Revision techniques
- Mind mapping
- Proof reading skills
- Research / library skills
- Examination strategies, including working through past papers if preferred

1.4 Maths and Statistics Tutor Support

Maths and Statistics Tutor support is arranged for students with dyslexia and dyscalculia for whom maths or statistics is a compulsory part but not the primary subject of their degree programme eg Psychology, Geography or Nursing.

Your Maths and Statistics Tutor will help:

- With basic mathematical techniques such as multiplication, division, subtraction and addition

- Explain mathematical and statistical terms / formulae
- Work through examples to help identify your preferred learning style

1.5 Asperger's / Autism Tutor Support

Your Tutor will provide you with one-to-one support to help you develop effective learning and study skills strategies which may include:

- Developing social interaction skills
- Stress and anxiety management
- Effective time management techniques
- Motivational support
- Goal setting techniques
- Exam preparation skills
- Study techniques
- Organisational skills

1.6 Information Technology (IT) Tutor Support

IT Tutor support is most commonly arranged for students with dyslexia. Your IT Tutor will establish your current level of IT skills and your learning style. The Tutor will then work with you to help you set up your equipment, install the software, use the computer and make the most effective use of specialist software packages such as Read & Write Gold. He/she will also support you with any other assistive

technology you have received through your DSA and with the operation of your hardware and software.

1.7 Foreign Language Tutor Support

A Foreign Language Tutor provides one-to-one coaching in a language that is a **compulsory element but not the primary subject** of the student's course. Foreign Language Tutors have been arranged in the past for students with dyslexia, dyspraxia and Asperger's Syndrome. Your Tutor will help you in particular with:

- The vocabulary of the language
- Spelling and grammar
- Written skills development

2. Note Taker Support

Note taking support is arranged mainly for students with specific learning difficulties such as dyslexia and dyspraxia and for students with hearing, mobility and visual impairments.

If you have been referred for Note Taker support, your Note Taker will attend whatever lectures/tutorials you need them to take notes in. The Register will provide your Note Taker with your timetable details but you should also confirm this timetable with your Note Taker as class details may change throughout the year.

Note Takers will make handwritten notes during class. These are then typed up and returned or emailed to you within the time frame agreed at the outset in the Statement of Agreement (for a copy, see our web site at www.qub.ac.uk/directorates/sgc/disability/SupportProviders/InformationforStudentsReceivingAssistancefromSupportProviders/).

It is **your responsibility to ensure that your Note Taker is aware of the style you would like the notes to be written in, the format/structure they should take and the font size/style that you prefer.** These details and the turnaround time should be agreed in advance with your Note Taker in the Statement of Agreement so that you are both clear about what is expected. If you find that something is not working for you, it is essential that you inform your Note Taker so they may make the necessary changes to the style, format etc to ensure that the notes meet your needs.

It is your responsibility to let your Note Taker know about **any cancellations or changes to lecture/tutorial/practical timetables.** Support Providers are only paid for the first hour of a cancelled session where less than 24 hours notice has been given.

If you are worried that your peers might find out that you have a Note Taker, ask your Note Taker to be discreet. They will understand if you do not want to acknowledge them or if you do not want them to sit beside or near to you in class. Arrange to meet with them later in the day so you can sign the Work Record for them. It is important that you approve and sign for each class on the Work Record. **Support Providers will not be paid for unsigned classes/sessions on Work Records.**

Please note that Note Takers are not there to attend in your place and you must go to classes as normal. Only in very special circumstances, for disability-related reasons, can your Support Provider attend class and note take for you if you are absent. If you are going to be absent for disability-related reasons please contact your Disability Officer to arrange for your note taking support to continue until you return. **If you are unable to attend a class for non-disability related reasons please let your Note Taker know immediately as he/she is not permitted to take notes in your absence. You may be liable for payments to Note Takers who attend classes for you when you are absent due to non-disability related reasons.**



3. Exam Scribe Support

A variety of students will be referred for Exam Scribe support including students with dyslexia, dyspraxia, visual impairments and chronic medical conditions such as multiple sclerosis (MS), cerebral palsy, arthritis, and muscular dystrophy.

An Exam Scribe is someone who writes down or types a student's dictated answers to questions in an examination. The Scribe is someone who accurately transcribes what is spoken into written format. **You remain responsible for the information on the examination script.** Your Scribe will have no input into your responses so please never ask the Scribe for help or their opinion etc.

Students using Scribes, particularly for the first time, are strongly recommended to have at least one practice session with their Scribe before the examination period. Detailed guidelines for students using Scribes are available on the Disability Services web site at www.qub.ac.uk/directorates/sgc/disability/SupportProviders/InformationforStudentsReceivingAssistancefromSupportProviders/. You are strongly encouraged to familiarise yourself with these guidelines and particularly your responsibilities as a student and the

advantages and disadvantages of using an Exam Scribe.

4. Library Assistant Support

Library Assistant support is available to students with visual, mobility or dexterity impairments and to students with dyslexia and other specific learning disabilities.

The key duties of a Library Assistant are to help you search for material using online resources and to retrieve, borrow, return, scan and photocopy journals, papers, books and other materials from the Library.

5. Campus Assistant Support

Campus Assistants work with students who are wheelchair users, have visual impairments, have specific difficulties such as Asperger's Syndrome or have mobility issues arising from conditions such as arthritis, osteoporosis, and cerebral palsy.

A Campus Assistant's role is to help you with:

- Orientation and mobility around the campus
- Sourcing library books, photocopying, scanning and some note taking
- Opening doors and sourcing the most accessible routes to and from class
- Carrying personal belongings, books, folders, bags and study materials



- Assisting you at break and lunch times with trays
- Assisting in computer and laboratory classes

Please note that a Campus Assistant is not responsible for providing assistance with personal care ie dressing, toileting, bathing, shaving etc.

A **Specialist Campus Assistant** will possess the specialist skills and experience required to work with their particular student. For example, having a Music background would be essential to provide Campus Assistance and Note Taker support to a student pursuing a Music degree.

6. Typist Support

Typist support may be recommended for students with learning difficulties such as dyslexia, dyscalculia or dyspraxia, for students with visual impairments and for those with manual dexterity issues.

A Typist will word process for you copies of your handwritten essays, assignments, projects etc.

7. Audio Typist Support

An Audio Typist will transcribe for you any audio recordings of lectures, classes or your assignments and they will have the equipment necessary for this. Audio Typist support is typically for students

with learning difficulties such as dyslexia, dyscalculia or dyspraxia, for students with visual impairments and for students with manual dexterity issues.

8. Reader Support

Normally, Readers are used by students with dyslexia or other specific learning difficulties, by students with visual impairments and by students with underlying medical conditions like MS which may cause visual disturbances. Your Reader will read aloud to you from books, journals, papers etc or will, on request, make audio recordings for you that you may play back at your own pace. It is important to work with your Reader to establish the pace and pitch that are most suitable for you. Please note that a Reader is not a Tutor and as such, you should not expect them to explain, discuss, interpret or elaborate on the material that they are reading to you. In an examination situation, a Reader will read out the instructions, the examination questions and any accompanying material (diagrams, maps etc) as often as required. They should not be asked for help or advice **as any interpretation or understanding of any aspect of the paper is entirely your own responsibility.** If you are using a Reader in an examination situation, please refer to the 'Exam Scribe and

Reader Guidelines for Students' available at www.qub.ac.uk/directorates/sgc/disability/SupportProviders/InformationforStudentsReceivingAssistancefromSupportProviders/.

9. Proof Reader Support

Proof Reader support is most often provided to students with dyslexia. Your Proof Reader will review your work (eg essays, projects, dissertations and assignments) prior to submission and will offer advice and suggestions in relation to structure, presentation, paragraphing and sentence construction. He/she will also identify any errors in spelling and grammar. Ideally, your Proof Reader will arrange to meet with you to go through the errors and suggestions but Proof Reader support may also take place via email or by post. If one of these methods is used, extra care should be taken by the Proof Reader to explain to you their suggested amendments.

Please note that your Proof Reader will **not offer advice about the content** of the assignment. **Nor is the support an editing service** for making corrections and returning the 'perfect' written work to you. Rather, clear indications of mistakes will be given to you and suggestions for improvement will be worked through with you, **with the actual corrections being**

made by you so that you remain the sole author of your own written work. You should therefore maintain a 'paper trail' of pre- and post-correction versions of your assignments so that if necessary, the School may trace your work.

Making contact with your Support Provider

It is the Support Provider's responsibility to make contact with you initially, to introduce themselves and to make arrangements to meet to discuss your support needs. After this, both you and the Support Provider have equal responsibility for arranging further support meetings. However, should you not hear from your Support Provider, please advise Queen's Register of Support Providers as soon as possible and if necessary, alternative support will be arranged for you.

Please note that if you are a Stranmillis student, make sure you check your Queen's email address because the Register is obliged to email you using this address.

For the safety of both parties, support must not take place in either your home or that of your Support Provider(s). It should take place in a **neutral, public environment** such as the University Library, public libraries, cafés or in one of the bookable rooms available in the Student Guidance Centre.

Statement of Agreement

At the initial meeting, you and your Support Provider should complete and sign a **Statement of Agreement** (see www.qub.ac.uk/directorates/sgc/disability/SupportProviders/InformationforStudentsReceivingAssistancefromSupportProviders/) which outlines the nature of support to be provided. If you are using more than one Support Provider, a Statement of Agreement should be completed for each relationship. The original Agreement is returned to Queen's Register of Support Providers and you and your Support Provider should keep copies for your own information.

If you are receiving support from a Tutor, your Support Provider will also complete a Learning Plan (see www.qub.ac.uk/directorates/sgc/disability/SupportProviders/InformationforStudentsReceivingAssistancefromSupportProviders/) with you. The Learning Plan aims to capture the key areas that you and your Support Provider intend to cover during the semester. It is the responsibility of the Support Provider to structure and complete the Learning Plan with you, to give you a copy for your records and to forward the original to Queen's Register

of Support Providers. The Learning Plans should be regarded as flexible, working documents which may be reviewed and amended at any point as your needs change, for example, in relation to the demands of your course, examination/assignment pressures or changes in your condition.

It is important to appreciate that Support Providers are self-employed, paid for through your Disabled Students' Allowance (DSA), either by your Education and Library Board (ELB), or via the Central Services Agency (CSA) if you are a Nursing student.

Please ensure that you return their initial attempts to contact you, even if it is to let them know that you do not need or want their support at that time.

Scheduling Support

It is the responsibility of both the student and the Support Provider to make arrangements to meet and schedule support on days and times that suit both you and your Support Provider. If your Support Provider is unavailable at times that suit you please let Queen's Register of Support Providers or your Disability Officer within Disability Services know so that you can be matched with a new Tutor with different availability.



cancelling Support

If, for any reason, you need to cancel a support session, please try to give your Support Provider at least 24 hours notice. Equally, if your Support Provider needs to cancel, the same rule applies. Where adequate notice has been given and support is urgently required, you should contact Queen's Register of Support Providers immediately and every effort will be made to find you a replacement Support Provider in the interim. **If, for any reason, you no longer require support from a Support Provider, it is essential that you inform both your Disability Officer within Disability Services and the Queen's Register of Support Providers as soon as possible.**

If you are unable to attend any of your classes or support sessions with your Support Provider for disability-related reasons it is very important that you let your Disability Officer know. **If a Support Provider attends a class in your absence you may be liable for his/her payment for this session if the reason for your absence is not disability-related.**

Work Record Checking and Signing

After each support session, your Support Provider(s) will ask you to check and sign

off their Work Record. The **Work Record** details the support that has taken place and it is submitted by the Support Provider to Queen's Register of Support Providers to allow their payment to be processed. It is important that you **check this carefully**, particularly in relation to your personal details, the nature and dates of support and the number of hours of support provided. **Only when you are satisfied that the information is accurate should you sign the form.** Your Support Provider should then provide you with a copy of the Work Record at the end of the month for your information and the original is passed to Queen's Register of Support Providers so that the payment claim may be processed. **If you have any concerns about Work Records, please contact Queen's Register of Support Providers as soon as possible.**

Health and Safety

You should be aware of your own health and safety and that of your Support Providers and **should not attempt to engage them in personal care, manual handling or lifting.** Also, for the well-being of both parties, support should be provided in neutral, public places. **Support must not take place in the home or lodgings of either you or your Support Provider.**



Confidentiality

Support Providers recognise and respect the privacy of their students and are required to keep confidential any information relating to the students they work with. Support providers are advised on the importance of safeguarding student information and adherence to Queen's data security policies.

However, **if your Support Provider becomes concerned about your well-being or feels that you may be a risk to yourself or others, they are encouraged to report this to Queens' Register of Support Providers and/or to your Disability Officer within Disability Services.**

Professional Conduct

All Support Providers are required to adhere to the principles outlined in the **Code of Conduct for Support Providers**. If, at any point, you feel a Support Provider is not acting in a professional manner, contact the Queen's Register of Support Providers immediately.

Quality of Support

If, at any stage, you are unhappy with the quality of support being provided or are experiencing difficulties with your Support Provider (you cannot contact them, they are missing sessions, turning up late

etc), **please contact Queen's Register of Support Providers** and we will try to resolve any difficulties for you as soon as possible.

Student Responsibilities

It is extremely important that you **take ownership of your own learning experience**. If you feel that you are not receiving the appropriate support, that a different type of support might better suit your needs or you find you need additional hours of support, contact your Disability Officer within Disability Services as soon as possible. He or she will arrange to meet with you to discuss your needs and identify the best way forward.

Equally, if you find that the **support you are receiving is inadequate**, you are experiencing problems with a Support Provider or you are simply not working well with your Support Provider, please let Queen's Register of Support Providers or your Disability Officer within Disability Services know immediately and we will do our very best to resolve the situation.

It is important to respect the professional boundaries of the student/Support Provider relationship. Although Support Providers will be friendly and supportive, they must work within the remit of their roles and these limitations should be established with you at the start of the working relationship.

Support Queries and Problems

Query	Who to Contact
I have been referred for 30 hours of Tutor support – I'll never use all that!	Let your Tutor know. Some students will prefer to meet their Tutor on a regular basis whilst others will prefer to work with their Tutor as and when the need arises eg in preparation for an examination or an assignment. It is entirely up to you how you use the hours and how many of the recommended hours you actually use.
I have run out of hours.	Let your Disability Officer within Disability Services know. He/she will then be able to make a case to your funding body for additional hours of support.
I need to cancel a session.	Let your Support Provider know as soon as possible, preferably with at least 24 hours notice to allow them to re-arrange their time. Support Providers are self-employed and will only be paid for the first hour of a cancelled session where less than 24 hours notice has been given. You may be liable for payment if a Support Provider attends a class in your absence where the reason for your absence is not disability-related.
I have not received any training for my IT equipment/software.	Let your Disability Officer within Disability Services know. You should already have been contacted about in-house training opportunities.
I am not sure that the support I have been referred for will be of any benefit to me.	Let your Support Provider know. Have an initial meeting with him/her to discuss what you would like from the support on offer and arrange at least a couple of sessions to give it a try. Hopefully you will be surprised as the pressure of academic burdens gradually begins to lift.

Query	Who to Contact
My laptop is not working.	Contact the supplier. All equipment purchased through your DSA award will have a warranty and insurance cover in place.
My software needs updated.	Contact your Disability Officer within Disability Services to arrange a needs re-assessment as you will have to apply again for DSA. Please note that the Register is not responsible for updating or maintaining your equipment and software.
I think I need additional support in another area.	Contact your Disability Officer within Disability Services to discuss. If appropriate to your needs, your Disability Officer will then arrange for an amended referral to be sent to the Register and the support will be put in place for you as soon as possible.
My needs have changed and I think I need a different type of support.	Contact your Disability Officer within Disability Services. Your academic support needs may well have changed and your Disability Officer will be able to advise you about what support is most appropriate and he/she will make a new referral to the Register if appropriate.
I am unhappy with the quality of my support.	Contact the Register. Let us know so that remedial action may be taken as soon as possible. You may also speak to your Disability Officer within Disability Services about it, who can inform the Register on your behalf.
My support has not been put in place yet.	Contact your Disability Officer within Disability Services. It may be that your DSA application has not yet been approved and that the funding is not therefore in place to pay for your non-medical support.

Query	Who to Contact
I am ill and will be off for a while – can my Note Taker continue to take notes for me?	Contact your Disability Officer within Disability Services to discuss. Your Note Taker is permitted to take notes for you in your absence only if this is related to your disability. However, as far as possible, this must be arranged in advance with your Disability Officer and therefore with your funding body so the support may continue in your absence. If you are ill and this is not related to your disability (eg stomach upset or the 'flu) then unfortunately your Note Taker will have to stand down until you are feeling better and are attending class again.
Can my Support Provider work with me in another capacity?	Contact the Register to discuss. This may well be a possibility if that person is appropriately qualified / experienced. However, the Register may have already arranged for someone else to cover that particular role for you so please never arrange your own support without first checking with the Register.
I think that I will need extra time in my exams.	Contact your Disability Officer within Disability Services to discuss. If appropriate, he/she will arrange for you to get the extra time that you need.
Can my Note Taker cover another class for me?	Contact the Register. It may be that another Note Taker has already been arranged to cover that gap.
I would like special 'Green Room' arrangements for the exams.	Contact your Disability Officer within Disability Services to discuss. If appropriate, he/she will arrange this for you.
My Support Provider has not been in contact with me lately.	Contact the Support Provider directly. Their contact details are on your match-up letter or if you have mislaid this, from Queen's Register of Support Providers. After the initial meeting, both parties are equally responsible for keeping in touch with each other.

Query	Who to Contact
My notes are not in the format / style that I require.	Contact your Note Taker and arrange to meet as soon as possible to discuss your needs. Your Note Taker will not know what format/style/font you prefer the notes to be in unless you tell them.
My notes are not being returned on time.	Contact your Note Taker to discuss but check your Statement of Agreement first to confirm the turnaround time you originally agreed with the Note Taker. If the Note Taker continues not to return the notes within the agreed time frame, let the Register know.
My Support Provider has not been in touch with me.	Let the Register know. It may be that your contact details have changed and the information on our database may not have been updated. If you are a Stranmillis student, make sure you check your Queen's email address because, as a student of the University, this is the one that you are obliged to use.
I am just not 'gelling' with my Support Provider.	Contact the Register to discuss. Personality clashes do happen and the Register should be able to match you up with another Support Provider. You may also like to speak to your Disability Officer about it, who can inform the Register on your behalf.
I am not getting the support that I expected from my School.	Contact your School Disability Advisor and/or your Disability Officer within Disability Services to discuss as the School should already be aware of your support needs.
I did not use any aspect of my non-medical support last year.	Let your Disability Officer within Disability Services know at your needs re-assessment so the same support is not arranged for you again for the following academic year.

Query	Who to Contact
<p>I would like to work with the same Support Provider(s) next year.</p>	<p>Let your Disability Officer within Disability Services know at re-assessment who you would prefer to work with again (if possible) and advise the Register. You should also indicate on the yearly evaluation questionnaire who you would ideally like to work with again and in which capacity(ies).</p>
<p>I would like to work with a different Support Provider next year.</p>	<p>Let your Disability Officer within Disability Services and/or the Register know if you would prefer to work with someone else / new next academic year. Again you could also indicate on the yearly evaluation questionnaire if you would prefer not to be matched again with a particular person.</p>

Queen's Register of Support Providers

Cancelled Sessions Policy

- It is your responsibility to let your Support Provider know about any cancellations or changes to lecture/tutorial/practical timetables. If, for any reason, you need to cancel a support session, **please try to give your Support Provider at least 24 hours notice**. Support Providers are only paid for the first hour of a cancelled session where less than 24 hours notice has been given.
- **If you fail to turn up or cancel a support session with less than 24 hours notice you will need to provide a reason for your non-attendance.** Please note that forgetting about a class or session with a tutor will not normally be considered acceptable justification for a missed session by your Education and Library Board.
- Your Support Provider should ask you to complete a Sickness Absence Proforma for each cancelled session. One proforma should be completed for each missed/cancelled session where less than 24 hours notice has been provided by you (or by the University if a class is unexpectedly cancelled).
- If you are unable to attend any of your classes or tutor support sessions for disability-related reasons it is very important that you let your Disability Officer know. **If a Note Taker attends a class in your absence you may be liable for his/her payment for this session if the reason for your absence is not disability-related.**
- If you miss more than two support sessions and do not provide justification for these absences on your Sickness Absence Proforma, payment of your support provision will be put on hold and your Disability Officer within Disability Services will be contacted. You may also be liable for the cost of future cancelled support sessions.
- If you continually fail to attend support sessions without good reason, your Education and Library Board will cease to pay for your support provision.
- If, for any reason, you no longer require support from a Support Provider, it is essential that you inform both your Disability Officer within Disability Services and the Queen's Register of Support Providers as soon as possible.

See overleaf for full Student Finance NI Cancelled Sessions Policy.

Nursing Students

Nursing students should note that the Bursary Unit of the Business Services Organisation will follow the Boards procedures (below) as they stand but with the following amendments:

- If a Support Provider's venue is cancelled and an alternative is offered to the student on the same day in the same area/campus and the student declines then **the cost of the cancelled session will be deducted from the student's bursary.**
- If a student has pre knowledge of an engagement that clashes with an arranged appointment with a Support Provider or with an Assistive Technology Trainer organised via their equipment supplier, and he/she fails to show or gives inadequate cancellation notice, **the cost of the missed session will be deducted from the student's bursary.**



Non-Medical Helper Cancelled Sessions Policy

The non-medical helper allowance may be used to pay for helpers, such as readers, lip-speakers, note-takers, campus specific mobility trainers and any non-medical helpers necessary if the student is to benefit fully from the course. The Education and Library Board must be satisfied that the non-medical helper is needed because of the student's disability/ learning difficulty.

Students attending the Queen's University of Belfast and the University of Ulster normally have their non-medical helper support administered by the Register of Support Providers in partnership with Student Finance NI.

Where students continually fail to attend NMH sessions without good reason, Boards can no longer pay for NMH provision that is not being used.

Policy

- It is essential that students are advised of the cancelled sessions policy at their first meeting with a Needs Assessor and also when drawing up a contract with their Support Provider.
- Justification for non-attendance, as accepted by the Register / Disability Advisor must be provided for all cancelled sessions.
- Boards will only pay (in full) for up to 2 cancelled sessions in an academic year (AY) where no justification has been provided.
- If a student misses more than 2 sessions without justification in an AY payment of further support will be put on hold whilst the Register / Disability Advisor is informed and additional information is requested.
- A student may be liable for the cost of future cancelled sessions where no justification is given, i.e. if they cancel more than 2 sessions in any AY and where the Boards and Register have determined that payment of further support should not continue.
- Boards will work in partnership with the Register/Disability Advisor at the HEI to ensure that the circumstances relating to the cancelled sessions have been discussed with the student and attendance strategies are agreed for the future.
- Payment of support will be reinstated immediately on receipt of a completed cancelled sessions review form.
- Boards have the discretion to stop/commence payment of further support as deemed necessary.
- Appeals should be made to the Student Finance Manager of the relevant Board and, if required, to the Student Finance Managers Group.

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- If a student has pre knowledge of an engagement that clashes with an arranged appointment with a Support Provider or with an Assistive Technology Trainer organised via their equipment supplier, and he/she fails to show or gives inadequate cancellation notice, **the cost of the missed session will be deducted from the student's bursary.**



Queries

If you have any queries or would like further information, please do not hesitate to contact us at:

Queen's Register of Support Providers

Disability Services
Student Guidance Centre
Queen's University Belfast, BT7 1NN
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