**Queen’s Register of Support Providers**

**Work Record Guidance Notes**

**For each student** that you work with, the support provided should be recorded on a Work Record proforma. These should be submitted for payment on a **monthly** basis (see the [**Work Record Payment Schedule**](http://www.qub.ac.uk/directorates/sgc/disability/FileStore/Filetoupload%2C506366%2Cen.doc) for submission dates). **It is important to ensure that your Work Records are completed neatly, accurately and in full.** Unfortunately there may be a delay with the processing of your Work Records unless they are completed in the correct manner. The following guidance notes explain how you should complete your Work Records.

**Work Record Proforma**

The Work Record proforma may be downloaded from Queen’s Register of Support Providers web site at [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/). Work Records should either be completed by hand in neat, legible writing and/or word processed / typed and should be **signed off by your student at the end of each session**. It is important to ensure that your Work Records are **signed off regularly** as unsigned Work Record entries will not be paid and cannot, in most instances, be countersigned instead by the student’s Disability Officer. Please also note that for audit purposes, only original signatures are acceptable – **scanned, photocopied or initialled Work Records cannot be processed for payment**. If your student initials your Work Record, double-check with them that this is their regular signature and that this was how they signed off their DSA (Disabled Student Allowance) application.

**A. Top Section**

* Check against your match-up letter or ask your student for their **date of birth** and **funding body** (eg ‘SEELB’ = Education Authority (EA), South Eastern Education and Library Board division).
* Make sure you include your own **address** in full, including the **postcode**. This is used by some of the student’s funding bodies to post remittance slips to you.
* As your payment will be completed by a BACS (Banks Automated Clearing System) transfer directly into your bank account, please ensure that your **8 digit account number and 6 digit sort code are detailed correctly**.
* The **Month & Year of Claim** refers to the month and year in which you are submitting the Work Record for payment.
* **Nature of Support** refers to the support role(s) you have undertaken for that student (see over).

As the majority of the information in this top section will remain the same, you can create **templates** for each student by saving copies of partially completed Work Record proformas on your own laptop/PC.

**B. Main Section**

The **Day, Date, Time, Number of Hours and Areas Covered** (see over) should be completed for each support session and should be signed off by your student **at the end of each session**. However, if you are a Note Taker and your student is anxious for their peers not to know they have a Note Taker, arrange to meet later in the day / week to get your Work Records signed off. Please respect their right to privacy and do not wait around at the end of the lecture to ‘pounce’ for a signature.

The **Cost** should be calculated as the number of hours multiplied by the rate per hour as stated in the allocation letter. The **smallest amount of time that may be claimed for is 15 minutes** so please claim in units of 15 minutes only, by rounding up/down as appropriate. At the end of the month, **total** the number of hours / cost and sign off / date the Work Record before submitting it for payment by the due date (see the [**Work Record Payment Schedule**](http://www.qub.ac.uk/directorates/sgc/disability/FileStore/Filetoupload%2C506366%2Cen.doc)for monthly deadlines). Please note that due to the sheer volumes of Work Records to be checked / processed, in most cases, **late submissions will be set aside** **for processing the following month**. Please also note that where totals are **incorrect**, you will be advised by email of the error and the new (lesser) amount you should expect. If, however, we discover that you should be claiming more than is stated on your Work Record, you will need to call in to correct the form yourself and you will be advised of this by email.

**Nature of Support & Areas Covered**

The **Nature of Support** refers to the support role(s) you are undertaking for the student. It is important to make sure that you complete this correctly to ensure that you are paid at the correct rate. You should use the same wording as that on your confirmation letter ie:

|  |
| --- |
| **Support Provider Roles** |
| Study Skills Tutor | Note Taker |
| Campus Assistant (General or Specialist) | Maths & Statistics Tutor |
| Dyslexia Tutor | Academic Mental Health Tutor |
| Exam Scribe | Autistic Spectrum Disorder Tutor |
| Exam Scribe / Reader | Exam Reader |
| Exam Scribe Typist | Exam Prompter |
| Foreign Language Tutor | Proof Reader |
| Reader | Library Assistant |
| IT Tutor | Typist |
| Interpreter (BSL & ISL) | Audio Typist |

Under ‘**Areas Covered’**, provide a **short summary** of the topics or areas you have covered with your student. For example, a Note Taker would note the module code/title whilst a Tutor should record the key areas covered such as stress management, essay writing skills, exam preparation techniques etc. **Keep it brief** but please **ensure that the correct terminology is used**. For example, Dyslexia and Study Skills Tutors should record “Teaching of proof reading skills” as opposed to “Proof reading” as the latter is outside of the remit of either type of Tutor. If your student is entitled to Proof Reader support, he/she will have been allocated one at a cost of £10 per hour.

**Sample Work Record for a Study Skills Tutor (£20 per hour)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SUPPORT** | **No of HOURS** | **AREAS COVERED**  | **STUDENT SIGNATURE** | **COST (£)** | Register use only:**SFE NMH RATE (£)** |
| **DAY** | **DATE (DD.MM.YYYY)** | **TIME** |
| Wed | 25/3/15 | 9 am | 2 | Time management  | *J M Bloggs* | £40.00 |  |
| Wed | 1/4/15 | 9 pm | 2 | Memory techniques | *J M Bloggs* | £40.00 |  |
| Wed  | 8/4/15 | 9 am | 1.5 | Essay writing | *J M Bloggs* | £30.00 |  |
| Thu | 9/4/15 | 4 pm | 1  | Stress Management | *J M Bloggs* | £20.00 |  |
| Fri  | 10/4/15 | 3 pm | 2  | Revision Techniques | *J M Bloggs* | £40.00 |  |
| **TOTAL NO OF HOURS:** |  | **8.5** | **TOTAL COST OF SUPPORT PROVIDED (£):** | **£170.00** |  |

The **only exception to the above is for** **Note Takers**. For every hour of note taking support, Note Takers are entitled to claim for 0.5 hour (30 minutes) typing up time. All note taking support should therefore be referred to as “**Note taking + typing up**” and the hours should be written as 1 + ½ etc (see below).

**Shared Note Taking Support**

Occasionally, a Note Taker will be asked to provide support for two or more students taking the same lectures. When note taking support is shared by additional students, each student’s funding body pays for exactly half of the cost of the support. Note Takers should therefore complete a **separate form for each student** listing the hours covered. The hours should be totalled and then **divided by two** so that only half the cost of the support is being charged to the respective Board.

In addition, Note Takers may claim an additional **£12 per month** for the associated administration involved in producing and providing a second set of the notes for the additional student(s). To claim, this £12 should be split between the students receiving the notes. If, for example, you are sharing notes between two students, an additional £6 should be added to each student’s Work Record (see below examples) or if sharing notes with three students, an extra £4 should be added to each. The additional student(s) funding body(ies) should also be noted on the Work Record but not their name. If you are sharing notes for particular classes only and not for the full timetable, it may be simpler for your calculations to keep all these together on the one Work Record as shown below.

**Student A:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **DATE OF SUPPORT** | **No of HOURS** | **AREAS COVERED**  | **STUDENT SIGNATURE** | **COST (£)** | Register use only:**SFE NMH RATE (£)** |
| **DAY** | **DATE (DD.MM.YYYY)** | **TIME** |
| Fri | 6/2/15 |  | 2 + 1 | Social Psychology | *J M Bloggs* | 36 |  |
| Fri | 13/2/15 |  | 2 + 1 | Applied Psychology | *J M Bloggs* | 36 |  |
| Fri | 20/2/15 |  | 2 + 1 | Psychobiology | *J M Bloggs* | 36 |  |
|  |  |  |  |  |  |  |  |
| **TOTAL NO OF HOURS:** |  | **9** | **TOTAL COST OF SUPPORT PROVIDED(£):** | **108** |  |
| **Support shared with 2 students** |  |  | **Total divided by 2 + Administration fee (£6)** | **£60** |  |

**Student B:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **DATE OF SUPPORT** | **No of HOURS** | **AREAS COVERED** | **STUDENT SIGNATURE** | **COST (£)** | Register use only:**SFE NMH RATE (£)** |
| **DAY** | **DATE** **(DD.MM.YYYY)** | **TIME** |
| Fri | 6/2/15 |  | 2 + 1 | Social Psychology | *John Smith* | 36 |  |
| Fri | 13/2/15 |  | 2 + 1 | Applied Psychology | *John Smith* | 36 |  |
| Fri | 20/2/15 |  | 2 + 1 | Psychobiology | *John Smith* | 36 |  |
|  |  |  |  |  |  |  |  |
| **TOTAL NO OF HOURS:** |  | **9** | **TOTAL COST OF SUPPORT PROVIDED (£):** | **108** |  |
| **Support shared with 2 students** |  |  | **Total divided by 2 + Administration fee (£6)** | **£60** |  |

**Tutor Support**

Normal Tutor sessions last between one and two hours. However, if your student has an assignment deadline or exam approaching and you end up working together for more than 3 hours on the same day, please ensure that you **split this** **claim** on your Work Record. It is difficult for any student, particularly those with dyslexia or mental health issues, to maintain focus and concentration for three or more hours so please note on the Work Record that you broke for coffee, lunch etc or resumed support in the evening to illustrate to their funding body that you did not work consecutively for more than three hours. **If you do not do this, your payment may be delayed** whilst the student’s funding body launches an investigation and queries the lengthy session with the student’s Disability Officer.

**Missed Sessions or Sessions Cancelled With Less Than 24 Hours Notice**

Any **lectures cancelled by the University** or any **additional classes scheduled by the University** that cause a student to miss a session with you will be paid for by Queen’s. Please detail these as normal on your Work Record, attach a [**Missed/Cancelled Session Proforma**](http://www.qub.ac.uk/directorates/sgc/disability/FileStore/Filetoupload%2C432708%2Cen.doc) (see Appendix 1) indicating the explanation and **ensure that your student signs both it and the corresponding Work Record** entry(ies).

When a student misses a session eg does not attend a lecture or where support is cancelled with less than 24 hours notice, you are entitled to claim only for the **first hour** of that cancelled/missed session. This should be noted in the “Areas Covered” section with wording to the effect that “Support was cancelled by the student with less than 24 hours notice” or “Student did not attend”. So that the student’s funding body has information (for auditing purposes) regarding why a payment was made for a session where no support took place, a Missed Cancelled Session Proforma (see Appendix 1) must accompany the Work Record to detail the reason for your claim. This should be **signed by you**, **countersigned by your student** and **attached to the relevant Work Record**.

If your student misses two sessions/classes or cancels twosessions/classes with less than 24 hours notice, please **advise the Student Support (Disability) Officer, Will Plunkett, as soon as possible** at w.plunkett@qub.ac.uk. **Stop working with your student immediately** and advise him/her of this and that someone called Will Plunkett will be contacting them soon to follow up on their non-attendance. When Will has managed to speak with the student, he will get back to you in due course to let you know whether or not you may resume support.

**Note Taking in Absentia**

If you are assigned to a student who is eligible for Note Taker cover in absentia (ie where the student may be absent on occasion because of their disability), this will be highlighted to you in your match-up letter. In these instances, you may attend class in the student’s absence if they are off for reasons relating to their disability (illness, flare-ups, hospital appointments etc).

When you are claiming for these, please do not note these on your Work Record as missed or cancelled sessions. Simply record them as normal and ask your student to countersign against the class(es) on their return to University.

**Support Provision Outside of Semester Time**

Please note that for undergraduates, support work may only take place within the students’ academic year. If you have been asked by an undergraduate to continue their support beyond the end of 2nd semester (ie after the end of the exam period) and over the summer months, **this must be agreed in advance** with the student’s funding body, even if your student has enough hours left to accommodate their requirements. It may be that your student has a resit exam to prepare for or an assignment to resubmit so in these instances, please **ask your student to contact the Student Support Officer (Disability), Will Plunkett, directly at** w.plunkett@qub.ac.uk. He will then make a case to the student’s funding body. **Only when you receive confirmation from the Register should you continue with the student**. Please remember that if you do give support to students without this prior arrangement in place, **you run the very real risk of not being paid** **for that support**. Please note that this arrangement **applies only to summer time** and not to the Christmas and Easter holiday periods when you may continue to work with your students as normal.

**Submission of Work Records**

Before submitting your Work Record(s), please double check all the information given on the form and only when you are satisfied that everything is correct, sign off each Work Record at the bottom. Please note that if you decide to run your Work Record to more than one page, you should **sign the bottom of each page. Only original, signed copies will be accepted.** Because the funding bodies require original signatures for auditing purposes, **faxed, scanned/emailed or photocopied versions will not suffice.**

The Work Record(s) should then be posted to Queen’s Register of Support Providers or delivered by hand to the Student Guidance Centre (SGC). To allow you to avoid any queues, a **locked post box** is provided for Support Providers and it sits on the SGC Information Desk. As the post box is checked and cleared regularly, you may submit your completed Work Records at any time. Please ensure, however, that your Work Records are submitted by the monthly deadlines (see the [**Work Record Payment Schedule**](http://www.qub.ac.uk/directorates/sgc/disability/FileStore/Filetoupload%2C506366%2Cen.doc)). As long as the Work Records arrive in the correct format by the given deadlines, you should expect to receive your payments as detailed in the schedule. Please note that the **payment dates are ‘week beginning’** so if you do not receive your payment that Monday, it should follow later in the week. If you have not been paid by the following Monday, please contact Queen’s Register of Support Providers and we will investigate the matter for you.

Please **do not leave Work Records at the Information Desk**, Student Guidance Centre, for your student(s) to sign. Because there is no arrangement for this facility between the Register and the Information Desk, it is not something that the Register is in a position to monitor. As such, the Register cannot guarantee the security of the student information on the Work Record or any personal information (address, bank details) that you have entered on the proforma. If you have completed work for a student and you have not, for whatever reason, been able to arrange to meet / get your Work Record(s) signed off, please refer to the guidance on [**Difficulties Contacting Students and Getting Work Records Signed**](http://www.qub.ac.uk/directorates/sgc/disability/FileStore/Filetoupload%2C321177%2Cen.doc).

**Record Keeping**

You should provide your student(s) with copies of the Work Records for their records. You should also retain copies of each month’s Work Records for your own reference / tax returns and for monitoring the number of hours claimed for to date and amount of time remaining. To help with this administration, all Support Providers are issued with **photocopying cards** with £5 worth of complementary credit. The photocopying card gives you access to photocopiers around the campus so that you may copy your Work Records and related documents to help you keep accurate records of the hours you have completed with your student(s). The photocopying cards are available for collection from the SCG Information Desk and should be used in conjunction with the photocopying card instructions (see [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/)).

If you find that your student has only 5 hours of support remaining and your student thinks that additional hours may be required**, please ask your student to contact the Student Support Officer (Disability)** to request additional hours from their funding body. If additional hours have not been formally agreed in advance with the Boards, **you run the risk of not being paid** for any support provided over and above the total hours originally allocated to you as most of the EA divisions will not pay in retrospect. Even if your student advises that they have been awarded additional hours, **please do not recommence support until you have received confirmation of these from the Register**.

**Work Records should be submitted on a monthly basis.** It is important that you do not “stock pile” Work Records until the end of a semester or the end of the academic year - both Queen’s Register of Support Providers and the students’ Disability Officers monitor how much support has been used to date and how many hours are remaining.

**Queries**

If you have any further queries, please either see our web site for a range of guidance documents and other information or contact Queen’s Register of Support Providers at:

**Queen’s Register of Support Providers**

Disability Services

Student Guidance Centre

Queen’s University

Belfast, BT7 1NN

**Tel:** 028 90 972727

**Email:** supportprovider@qub.ac.uk (Ann Marie Allen)

**General queries / room bookings:** nmhregister@qub.ac.uk (Julie Robinson / Maria Camarena Polache)

**Web:** [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/)

Appendix 1

**Queen’s Register of Support Providers**

**Missed / Cancelled Session Proforma**

One proforma to be completed for each missed/cancelled session where less than 24 hours notice has been provided by the student or by the University if a class is unexpectedly cancelled/scheduled. **Note Takers: if you are scheduled to note take for more than one class in the day, only one hour may be claimed for a full day of cancelled support.** If you have not been able to contact your student ie he/she has failed to return your communications, please tick the ‘Student failed to return calls/texts/emails’ box and return the form with just your own signature.

The proforma should be attached to the relevant Work Record and returned as normal to Queen’s Register of Support Providers by the submission deadline for that month.

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**Student Name:**

**Support Provider Name:**

**Date & Time(s) of Absence:**

**Reason for Absence** (please tick)**:**

[ ] Class cancelled by the University with less than 24 hours notice

[ ] Additional class scheduled by the University with less than 24 hours notice

[ ] Session cancelled by the student with less than 24 hours notice because of:

[ ] Illness *(****please elaborate*** *briefly eg ‘flu, migraine etc)*

[ ] Accident *(****please elaborate*** *briefly eg car, fall etc)*

[ ] Family issues *(****please elaborate*** *briefly eg death, child/dependant illness etc)*

[ ] Reasons relating to student’s disability *(****please elaborate*** *briefly eg poor*

*organisational skills, poor memory, worsening of condition etc )*

[ ] Student forgot about the session / neglected to cancel the session

[ ] Student failed to return calls/texts/emails

[ ] Other *(please state)*

**Student Signature:** ……………………………………………………………………………

**Support Provider Signature:** ………………………………………………………………...