**Queen’s Register of Support Providers**

**Guidance for Managing One-to-One Support**

One-to-one support allows students with disabilities / additional needs to access a range of academic-related support. Queen’s Register of Support Providers co-ordinates and manages the NMH support which is delivered through freelance Support Providers.

All Support Providers adhere to a standardized Contract for Services, further details of which may be obtained at [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/SupportProviderForms/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/SupportProviderForms/).

Support Providers are also obliged to abide by the principles outlined in Queen’s Code of Conduct when delivering one-to-one support (see [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/ApplytobecomeaSupportProvider/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/ApplytobecomeaSupportProvider/)). Failure to do so may result in their removal from Queen’s Register of Support Providers.

Support Providers report to the Disability Support Manager in the first instance.

**Student Concerns and Complaints**

**Stage 1 - Informal Resolution**

Queen’s Register of Support Providers is committed to maintaining high levels of quality in relation to the one-to-one support service delivered through freelance Support Providers.

The majority of students are very happy with the one-to-one support arranged for them. However, where a student is dissatisfied with any aspect of their one-to-one support, they should contact the Disability Support Manager and/or their Disability Officer as soon as possible to discuss their concerns.

Issues might include:

* One-to-one support not being implemented in a timely manner.
* One-to-one support not being of the standard / quality expected.
* Notes not being returned within the agreed time frame.
* Notes not being produced in the agreed format.
* Not being able to find a mutually suitable time to meet with the Support Provider

allocated to the student.

* Not being able to working effectively on a personal level with the Support Provider

allocated to the student.

* Not hearing from the Support Provider within three working days of their being

allocated to the student.

Once an issue has been highlighted, the Disability Support Manager will work proactively with all parties concerned to resolve the issues in a timely manner and to the satisfaction of all those involved.

If, once the various issues have been clarified and addressed, it becomes apparent that the student or their Support Provider would prefer not to continue with the working relationship, the student will be matched with a new Support Provider and, where possible, the Support Provider with a new student.

This informal approach should be the first course of action when trying to resolve a problem between a student and his/her one-to-one support provision.

**Stage 2 - Formal Investigation**

Where the student remains dissatisfied with the results of the informal investigation by the Disability Support Manager, the student may submit a complaint under the Student Complaints Procedure (see

<http://www.qub.ac.uk/directorates/AcademicAffairs/AppealsComplaintsandMisconduct/StudentComplaints/>.

**Stage 3 - Appeals**

If the complainant is still dissatisfied with the outcome of the investigation, he/she may appeal. For further information, please refer back to the Student Complaints Procedure (see link above).

**Breach of Support Provider Contract / Code of Conduct**

If concerns are raised at any point during the informal or formal investigation that the Support Provider may have breached their Contract for Services and/or the Register’s Code of Conduct, the University shall notify the Support Provider in writing that their Contract may be terminated. Queen’s may terminate a contract if it is established that the Support Provider has:

* Breached Queen’s Code of Conduct for Support Providers.
* Failed or refused to carry out his/her duties competently following written warning(s).
* Been found to have been acting incompetently or is guilty of any serious or persistent negligence in respect of his/her obligations under this agreement.
* Been found to be guilty of conduct or a course of conduct or has been convicted of a criminal offence which may bring him/herself or Queen’s into disrepute.
* Failed to respond to communications from Queen’s to confirm their continued availability for supporting students.

The Support Provider will be given the opportunity to respond to all concerns before a final decision is taken to terminate a Contract of Support.

**University Staff Concerns or Complaints**

Although Support Providers work on a one-to-one basis with their students, their presence on campus means that they come into daily contact with a range of University staff members including Information Assistants, lecturers, library staff, staff from Disability Services, School offices, Carecall etc.

If a member of staff has concerns about the conduct of a Support Provider, he/she should report the problem(s) as soon as possible to Queen’s Register of Support Providers. Issues might include:

* Behaving rudely, aggressively and/or unreasonably.
* Acting as an intermediary between the student and School staff.
* Being noisy / disruptive in class.
* Contributing to class discussions by offering opinions and answering questions.
* Providing students with subject-specific advice / guidance.
* Being indiscrete with regards to a student’s disability and personal / academic challenges.

The Disability Support Manager will work proactively and in a timely manner to resolve issue(s) raised by contacting the Support Provider by email to outline the concern(s) and to invite them to a meeting to discuss the issues further. During the meeting, the Support Provider will be given the opportunity to respond to the concerns presented. Following this meeting, the Disability Support Manager will review all information with the Head of Disability Services and an appropriate course of action will be agreed to resolve the concerns raised. The agreed action will be communicated by email to all parties concerned and where necessary, new support arrangements will be implemented.

The agreed action will be monitored by the Disability Support Manager to ensure the ongoing effective support of students.

If the Support Provider or University staff member is dissatisfied with the agreed action they should raise their concerns with the Head of Disability Services.

**Student Conduct**

Queen’s University values its Support Providers and will seek to resolve any concerns raised about student conduct as soon as possible.

Support Providers work on a one-to-one basis with students in a range of one-to-one roles with clearly defined boundaries and limitations (see [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/) for further details).

In the main, these working relationships function well. Occasionally, however, a student may:

* Seek support beyond the boundaries of the support role remit(s).
* Have very unrealistic expectations of their one-to-one support.
* Behave rudely and/or aggressively towards their Support Provider(s).
* Fail to engage with or keep in contact with their Support Provider(s).
* Seek subject-specific support and guidance.

Because Support Providers work on a self-employed basis, they are under no obligation to continue to work with students with whom they are experiencing difficulties. A Support Provider who no longer wishes to work with a student should contact Queen’s Register of Support Providers and request that the student be matched with a new Support Provider as soon as possible.

However, as students have certain responsibilities with regards to their one-to-one support (for a copy of the Student Contract (please see [www.qub.ac.uk/directorates/sgc/disability/SupportProviders/SupportProviderInformation/](http://www.qub.ac.uk/directorates/sgc/disability/SupportProviders/SupportProviderInformation/)), it is important that the Support Provider advises the Register of the reason(s) why they are not prepared to continue to work with a student.

In cases where the Support Provider hopes to continue to work with a student, he / she should contact the Disability Support Manager immediately in writing (normally by email) to outline the issue(s) arising. The Disability Support Manager will raise the issue(s) highlighted with the student’s Disability Officer and / or the Student Support Officer (Disability) who in turn will contact the student concerned to discuss the matters raised and clarify any misconceptions / misunderstandings.

The student will be reminded of his/her responsibility and accountability as detailed in the Student Contract and, where necessary, of the boundaries and limitations of the one-to-one support role(s) as outlined in the ‘The Student’s Guide to Queen’s Register of Support Providers’ (see [www.qub.ac.uk/directorates/sgc/disability/StudentsReceivingNon-MedicalSupport/](http://www.qub.ac.uk/directorates/sgc/disability/StudentsReceivingNon-MedicalSupport/)).

If, after discussion with the student, the matter is not resolved to the Support Provider’s satisfaction or the working relationship has subsequently become untenable, the student will be allocated to a new Support Provider and, where possible, the Support Provider to a new student.

**Queries**

For any further advice or for a copy of this guidance in an alternative format, please contact:

**Queen’s Register of Support Providers**

Disability Services

Student Guidance Centre

Queen’s University

Belfast, BT7 1NN

**Tel:** 028 90 973610 / 028 90 972727

**Email:** [nmhreigster@qub.ac.uk](mailto:nmhreigster@qub.ac.uk); supportprovider@qub.ac.uk

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