**The Register of Support Providers at Queen’s University**

**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,833518,en.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 required manner. The following guidance notes explain how you should complete your Work Records.

**Work Record Proforma**

The Work Record proforma may be downloaded from the Registers web site at: <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/>. 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** (e.g. ‘SFE’ = Student Finance England).
* Make sure you include your own **address** in full, including the **postcode**. This is used by some 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 may create **templates** for each student by saving copies of partially completed Work Record proformas your own laptop/PC. **Please ensure these are stored safely and securely as personal and sensitive data is contained within this section.**

**B. Main Section**

The **Day, Date, Time, Number of Hours and Areas Covered** (see over) **must** 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 have 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,833518,en.doc)for monthly deadlines). Please note that due to the sheer volume of Work Records to be checked / processed, in most cases, **late submissions will be set aside** **for processing until 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 again, 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 i.e.:

|  |  |
| --- | --- |
| **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 an additional 0.5 hour (30 minutes) typing up time. All note taking support should therefore be detailed 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. As such, you are entitled to claim £12 for each additional student per month for the extra administration involved.

As far as possible, the Note Taker should aim to incorporate as many of the additional students’ requirements as possible into the additional set of notes in terms of font size/style, layout, structure etc.

You should **preferably email the notes to each student individually** to preserve confidentiality. If, however, you decide to email notes to multiple students at the same time it is essential that you use the **Bcc (i.e. ‘blind carbon copy’)** facility for sending the notes to the group so that **student confidentiality / anonymity is preserved** .

Claim as normal for your main student. When claiming for the support for your additional student(s), use a separate Work Record(s) for each, list the classes of shared notes, claim the £12 (administration fee) in the ‘Total Cost’ box at the bottom and ask the student(s) to sign off the Work Record(s) **once** at the bottom of the proforma.

**Copy of Notes Policy** (Nursing Students Only)

The BSO (Business Services Organisation) has agreed to pay Note Takers the sum of £12 per month **per additional student** for copies of notes where:

* The Note Taker has agreed to supply a copy of the notes for their primary student(s) to other students on the same course/year for an extra £12 per additional student per month.
* The Note Taker has agreed to attempt to include in each set of notes, as far as practicable, each student’s individual requirements in terms of font size, font preference, structure etc.
* The Note Taker will submit, on a monthly basis, a separate Work Record for each additional student to whom copies of notes were supplied.

‘*Copies of notes for the month of xxxx*’ should be detailed in the ‘Nature of Support’ section and ‘*Copies of notes*’ reiterated in the ‘Areas Covered’ column, with the student signing as normal (once only) in the ‘Student Signature’ section.

**Details of the individual classes are not required** but to avoid double claims, the Note Taker must **ensure that the month of the claim is noted** in the ‘Nature of Support’ section.

* The Note Taker should **preferably email the notes to each student individually** to preserve confidentiality.

If the Note Taker does decide to email notes to multiple students at the same time it is essential that he/she makes sure that the **Bcc (i.e. ‘blind carbon copy’)** facility is used for sending the notes to the group so that **student confidentiality / anonymity is preserved** .

**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 that you resumed support in the evening to illustrate to the student finance 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 finance 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/media/Media,733238,en.doc) (see Appendix 1) indicating the reason for your claim and **ensure that your student signs both it and the corresponding Work Record** entry(ies).

When a student misses a session e.g. 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”. This information provides the student finance body with a clear explanation for a payment request where support did not take place. In addition, you must complete with your student a ‘Missed/Cancelled Session Proforma’ (see Appendix 1) detailing the reasons for each missed or cancelled-at-short-notice session and remind them of the importance of providing you with more than 24 hours notice where possible. The completed proforma(s) must accompany the relevant Work Record(s) to detail the reason for your claim(s). The form (s) should be **signed by you**, **countersigned by your student** and **attached to the relevant Work Record which should also be countersigned**.

Student finance bodies may stop the payment of student support when two or more missed or cancelled-at-short-notice sessions occur in a semester. When a funder refuses to pay for further support because of the number of missed/cancelled sessions accrued, Queen’s Disability Services will support the student in getting their funding re-instated by meeting with the student to agree strategies for future support and to sign the necessary paperwork required by their funding body.

Students will be given **5 working days** to complete this process. If a student fails to respond and complete all necessary actions within the timeframe, Queen’s Register of Support Providers will be **unable** to assign Support Providers to the student until this process is completed. This means that all one-to-one support will be put on hold in the interim. Queens Register of Support Providers will notify all Support Providers to stop providing the student with support until further notice.

**Note Taking in Absentia**

If you are assigned to a student who is eligible for Note Taker cover in absentia (i.e. 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 (i.e. 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 Register of Support Providers. Once the student has contacted the Register of Support Providers to discuss the additional support required a case will be made to the student’s funding body for the approval of the additional support. Only when you receive confirmation from the Register that the additional support has been approved should you continue with the student**. Please remember that if you do provide support to students without this prior arrangement in place, **you will not be 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. Student Finance bodies** require original signatures for auditing purposes, **faxed, scanned/emailed or photocopied versions will not be accepted.**

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 ensure this is an efficient process a **locked post box** is provided for Support Providers and it sits on the SGC Information Desk. The post box is checked and cleared regularly, however, please **ensure 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,833518,en.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 SGC Information Desk** 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,628730,en.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 / 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 <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/>.

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 Register of Support Providers** to request additional hours from their funding body. If additional hours have not been formally agreed in advance with the funder, **you run the risk of not being paid** for 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 this 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

**Emails:**

**Work Record completion and payment queries** - [supportprovider@qub.ac.uk](mailto:supportprovider@qub.ac.uk)

**General queries / room bookings -** [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk)

**Web:** <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/>

**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.

**Please remember to advise the Register as soon as your student misses or cancels a session with you at short notice** ([nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk)), as student finance bodies may stop the payment of their one-to-one support when more than two missed or cancelled-at-short-notice sessions occur in one term. **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.**

The completed 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. If you are unable to contact your student to complete this proforma, please seek guidance from Queen’s Register of Support Providers.

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**Support Details**

|  |  |  |
| --- | --- | --- |
| Student Name / Date of Birth | **Name:** | **DoB:** |
| Support Provider Name |  | |
| Date & Time of Absence |  | |

**Reason for Absence** *(please tick relevant reason and provide additional detail where necessary)*:

|  |  |
| --- | --- |
| **A. University Related** | **Tick** |
| Class cancelled by the University with less than 24 hrs notice |  |
| Additional class scheduled by the University with less than 24 hrs notice |  |
| Other *(please specify)*: |  |

|  |  |
| --- | --- |
| **B. Student Related** Session cancelled by the student with less than 24 hours notice because of: | **Tick** |
| Reasons relating to student’s disability |  |
| Illness |  |
| Family issues |  |

|  |  |
| --- | --- |
| **C. Other** | **Tick** |
| Other *(please specify):* |  |

***I confirm that I have reviewed the above session with the student and reminded them of the EA’s Cancelled Session Policy and the requirement to give at least 24 hrs notice where possible when cancelling a session.***

|  |  |
| --- | --- |
| **Support Provider Signature** |  |
| **Student Signature** |  |