Support Provider Guidelines & FAQ

# General Information

## The Register Team

**Maria** is your main point of contact for support queries, problems with Cudos, etc. You can contact her on nmhregister@qub.ac.uk.

**Malene** is your main point of contact for queries regarding payment. You can contact her on supportprovider@qub.ac.uk.

**Kirsti** is the Disability Support Manager and deals with Support Provider recruitment, training, feedback, issues/complaints etc. You can contact her on k.alexander@qub.ac.uk.

## Emailing about a student

When you email about a student, please ensure that for data protection / security purposes you **only use the student’s initials and not their full name**. Please give the course details of the student to help us identify them, especially if you have several students with the same initials.

If you need to send a document with student’s full name and/or personal details, please ensure you password-protect the document. Please use the following password: **DisabilitySupport16!**

## Documents to Complete

You can find all documents for Support Providers here: <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/SupportProviderForms/>

If the document contains the student’s full name and/or personal details, please password protect it before emailing it to nmhregister@qub.ac.uk. Please use following password: **DisabilitySupport16!**

You can also drop off completed hard copy documents in person to the Student Guidance Centre. The Disability Services post box can be found on the left side of 1st floor reception (facing the window).

**Contract for Services:** Before the start of each academic year, we will ask you to sign a new Contract for Services. It is very important you sign and return this document, as we will not be able to match you with any students until it has been signed. Please note that we need a handwritten signature.

**Statement of Agreement:** Please complete with your student at the first meeting, regardless of the support you provide. This is not needed for one-off covers.

**Learning Plan:** This is only required for Tutors. Please complete when starting the Tutor support.

**Interim Reports:** This is only required for Tutors and is due every six weeks (twice each semester).

## Email Advertisements

We send out advertisements for note taking, exam support and other support throughout the year and on almost a daily basis during semester. If you are interested in what is advertised, please reply to the email stating which session(s) you can cover. Usually, if you don’t hear back within 24 hours, we have assigned it to another Support Provider.

## Note Taking Covers

If you have been matched with a student and are unable to attend one or more of their classes, please email nmhregister@qub.ac.uk as soon as possible and include the following details: Student initials, course and year, date, start and end times, building and room number. We will then do our best to find another Support Provider to cover.

# Cudos

## DNA (Did not Attend) claims

When you are claiming for student-related DNAs, select either 'Illness', the student's 'Disability' or 'Family Issues' as far as possible. This is to avoid any delays in payment in case your claims are called into question by the Education Authority. The 'Other' option should only be used when absolutely necessary.

## Adding several sessions to a timesheet

When you create a timesheet, you can add several sessions to it before submitting it. Unless the student has requested otherwise, we highly recommend you grouping sessions into one timesheet every few days or so (of course depending on how many sessions per day and frequency etc.). When grouping the sessions into one timesheet, it also means the student only receives one email, instead of one per session, which mean they’re less likely to miss one.

## Submitting Timesheet

Please remember to submit your timesheet once completed, otherwise the student will not receive an email notification, asking them to approve it. To submit a timesheet, please follow these steps:

1. From the Timesheets page, click on the “Sessions” button for the timesheet in question.
2. Click on the “Submit Timesheet” button at the bottom of the page.

## Student Approvals

Once you have submitted your timesheet, it will be sent off to the student for approval. If they do not approve it immediately, the email with the appropriate link may become ‘lost’ amongst other Cudos notification emails. The student should therefore log into Cudos directly to identify and approve the relevant timesheet. Please direct your students to the Student Guide to Cudos which may be found at: [www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/GuidanceMaterialforSupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/GuidanceMaterialforSupportProviders/)

Should any of your students experience problems logging in, please have them contact us on nmhregister@qub.ac.uk so we can reset their password and assist them further.

You can check the status of each timesheet on the Timesheets page in Cudos in the ‘Status’ column. Here is what the status mean:

* **Pending:** You have added the timesheet but not yet submitted it to the student. When it’s pending you can still add more sessions to the timesheet.
* **Submitted:** The student has received an email, asking to approve the timesheet, and can also view it if they log to Cudos.
* **Approved:** The student has approved the timesheet. You can see the date of approval in the last column.

## Next Session Option / Provisional Appointments

Please do not use the ‘Next Session’ option when claiming a session, if you are a Note Taker, Library Assistant, Proof Reader, etc., but instead select the 'Not Applicable' option. This facility is for Tutors only, to remind their student of their next appointment.

## Disputed sessions

If your student has disputed a session claim for some reason (e.g. the time or date claimed for is incorrect), you will be alerted of this by a red exclamation mark beside the relevant line on the student's timesheet. If this should happen, please contact us on nmhregister@qub.ac.uk for further guidance.

# Payments

## PAYMENT DaTe

If student’s funder is the Northern Irish Education Authority EABR, EANER, EAPGPT, EASR, EASER and EAWR), the payment should be received by the end of the week listed on the Timesheet Submission and Payment Schedule, which you can find here: <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/GuidanceMaterialforSupportProviders/>

BSO generally follows the same payment schedule as the EA, but it may differ slightly some months. Please therefore give it an extra week before querying a payment.

If the student is funded by SFE, SAAS, SSF, Interim or Other, you will be paid by Queen’s. All class cancellations by the University will also be paid by us. The payments from Queen’s will be paid to you towards the end of the month.

If you have any payment queries, please contact us on supportprovider@qub.ac.uk. Please include the initials of the student and the date(s) of the session(s) you’re querying in the email.

## Change of Bank Details

If you need to update your sort code and/or bank account details, please be aware that both must be retyped in full, even if only one digit was incorrect. This is required because, for some reason, the system defaults back to the original information if only one digit is changed/updated.

## Payments from BSO

If you are working with a student funded by BSO and have not already registered with them, you will need to complete and send a BSC BACS form to BSO. You can find the form here: <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/SupportProviderForms/>.

# Frequently Asked Questions

## Can I see a student in Easter / Christmas Break?

Yes, you can provide support over Easter and Christmas holiday periods, if needed. The only exception for undergraduates is the summer break (see below).

## Can I support a student over the summer?

**Undergraduate students:** Support can only be given to a student until their last class or last exam, whichever is latest. You can check this date with the student.

If a student has re-sits or their exams have been deferred to August because of illness etc., and the student wishes to continue with their one-to-one support, the student (not the Support Provider) will need to contact Needs Assessment Centre (nac@qub.ac.uk) with details, so that a case may be made to their funder.

**Postgraduate students:** You can support them throughout the summer until September, when the new academic year starts.

**February Intake Nursing students:** You can provide support throughout the summer, as their academic year is February to January.

## What do i do if i’m no longer available to provide support?

Should your availability change, please email us on nmhregister@qub.ac.uk and we can re-allocate classes or other support which you can no longer provide. If you cannot provide any support at all, you have two options:

**Temporarily Inactive:** If you want to become temporarily inactive, we will reassign your students, remove you from the mailing list of all advertisements and deactivate your Cudos account. You will remain inactive until you ask us to make you active again.

**Permanently Withdrawn:** If you no longer wish to be a Support Provider with Queens’s University, you can request to be permanently withdrawn. We will delete all your information including your Cudos account. This cannot be reversed and should you wish to become a Support Provider again at a later stage, you will need to re-apply.

## How can I book a Room?

If you are a Tutor and are meeting with a student on campus, you can book a room using your QOL (Queen’s Online) account. If you have not yet received an account (Tutors only), or are a Proof Reader and wish to book a room on campus to meet with your student, please email nmhregister@qub.ac.uk.

Study rooms are also available in the McClay Library, but Support Providers will not be able to book these rooms themselves – this has to be done by the student via QOL.

## How can I get a library pass?

Only Tutors, Library Assistants and Campus Assistants can request a library pass in order to have access to the McClay Library. Please contact supportprovider@qub.ac.uk if you need a library pass, or if your pass has expired. Please state if the library pass is required for undergraduate or postgraduate and include a recent photo of yourself for the pass.

## What do I do if a note taking session has been double booked?

Mistakes happen! If we have matched two Note Takers for the same class, the Cudos system will not allow you to proceed with logging your timesheet, if the session has already been claimed by the other person. In this case, a ‘SESSION CANNOT BE ADDED’ message will pop up to let you know you cannot proceed any further. Should this happen, please contact us so we can investigate and arrange for your payment through Queen’s, if appropriate.

## How can I get Wifi at Queen’s University?

You can get free WiFi by connecting to the **The Cloud** network. Please note that, although you are only permitted 4 hours per day as a Visitor, there is no limit to the number of accounts you may hold. You can find more information here: <http://www.qub.ac.uk/directorates/InformationServices/Services/WiFi/>

## How do I claim for Copy of Notes?

As we are not yet able to match for copy of notes in Cudos, you will need to claim for this using the old paper Work Record. You can find this here: <http://www.qub.ac.uk/directorates/sgc/disability/TheRegisterofSupportProvidersatQueensUniversity/SupportProviderForms/>

Please note we need the original signature of the student on the form and cannot accept a copy. You can drop the form in the Disability Services post box in Student Guidance Centre reception.

You can claim for 1 student per month (regardless of how many times you provide them copy of notes that particular month) and the rate is £12.

# Contact Details

If you have any other queries, please do not hesitate to contact us at:

**Address:**

Disability & Wellbeing Services

Student Guidance Centre

91a University Road

Belfast

BT7 1NF

**Tel:** 028 90 973610

**Email:** nmhregister@qub.ac.uk / supportprovider@qub.ac.uk

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