

student handbook.

Randstad Student Support

Contact us:

0161 247 8800

studentsupport@randstad.co.uk

Or:

Please contact your account specialist

Randstad Student Support

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Introduction

We would like to welcome you to working with Randstad Student Support.

About Randstad Student Support

At Randstad Student Support we provide specialist support workers to deliver high quality support to students with disabilities and learning difficulties in higher education.

As a specialist disability support partner, we continually work with universities, institutions and Support Workers to ensure that our bespoke service delivers high quality support to you, as stipulated in your Needs Assessment Report. This tailored support package allows you to have an inclusive Institution experience and fulfil your true academic potential.

The main purpose of the Support Worker service is to:

- encourage and support you with your studies
- ensure this is underpinned by high quality support, policies and practices

If you would like to know more about Randstad Student Support or any of our services please contact us at:

Randstad Student Support
5th Floor
St James Building
79 Oxford Street
Manchester
M1 6FQ

Tel: 0845 130 4655

Tel: 0161 247 8800

What is the role of a Support Worker?

Disability Support Workers enhance students' lives. The support they give you is key to ensuring you receive the best education possible to help you onto the career ladder once you gain your qualification. Support can be provided if you have received funding through a recognised funding body.

Support Workers are usually recommended to support students in overcoming particular difficulties experienced as a result of a disability when studying. We support students with a very wide range of disabilities including, auditory or vocal impairments, physical disabilities, specific learning difficulties and mental health impairments.

A Support Worker within an Institution will assist you with the learning process, so the work you produce is consistent with your own abilities and ideas.

At your first meeting with your allocated Support Worker, you should agree the best way of working together.

Most of the support delivered will be on campus and is usually on a one-to-one support basis.

What kind of help might I expect to get if I am entitled to Disabled Students Allowance (DSA)?

The support you receive will be specific to your individual needs as outlined in your Needs Assessment Report. It will take into account the particular requirements of your course within the University or institution you are part of. More details of what these roles involve can be found below:

Our support workers are specialist in a range of roles including:

Notetaker and Electronic Notetaker

A Notetaker supports students whose disability means that they are unable to write their own notes. Note-taking may be either manual or producing typed notes using a laptop. The role of the Notetaker is to ensure all key points are clearly expressed in a legible manner. You will need to agree with your Notetaker your preferred method of note-taking and ensure that the arrangements are providing the support you need. The Notetaker may also accompany you on field work or course related excursions.

Library Assistant

A Library Assistant helps students with general support in the library, which could include accessing books from shelves, searching the library catalogue, locating and/or collecting materials and photocopying etc.

Reader

A Reader reads aloud for a student whose disability makes reading or other forms of accessing text difficult.

Mobility Assistants

A Mobility Assistant provides practical and mobility support to assist a student with a physical impairment in manoeuvring around a building/campus. It could also include helping to assist a wheelchair user, carrying books, IT equipment, finding out where things are located etc. In all cases you should liaise with your support worker in order to arrange locations/times and what support you require.

Study Buddy

A Study Buddy is a flexible role which can include different tasks, e.g. supporting the student in adapting to the academic demands of higher education, providing information, helping with time keeping, helping with organisational skills etc. as well as more formal tasks such as acting as a Reader, Scribe or Notetaker. Some of these roles will be required throughout a student's course. Others may require an initial input then reduce as the student becomes more able to manage independently.

Transcription Service

A Transcription Service transcribes lecture notes, seminar notes, oral dictation or audio files into another agreed format e.g. text to Braille or audio to typed notes.

Proof Reader

A Proof Reader reads through the student's work and point out the types of errors that the student has made in grammar/spelling/structure etc. and suggests ways of rectifying these in the future. The role is not to comment or to advise on content.

Specialist Mentor

A Specialist Mentor provides highly specialist, specifically tailored, one-to-one support which helps students address the barriers to learning created by a particular impairment e.g. mental health difficulties or autistic spectrum disorders. This could include issues such as coping with anxiety and stress situations, how to deal with concentration difficulties, time management, prioritising workload and creating a suitable work-life balance.

Specialist Tutor (covering Specific Learning Difficulties)

A Specialist Tutor provides one-to-one specialist support, largely, for students with Specific Learning Difficulties (SpLD). The Tutor would base the programme on the student's Needs Assessment. Areas covered are likely to include essay writing techniques, reading strategies, revision planning techniques etc. The Tutor delivering this support should set out clear goals and timescales for achieving these goals with the aim of the student taking responsibility for their own learning and to develop their study skills as far as possible.

Language Support Tutor

A Language Support Tutor provides one-to-one specialist English Language enhancement to deaf students – either those whose first language is BSL or those who communicate orally.

British Sign Language Interpreter (BSL)

A BSL Interpreter is an Interpreter for students who are deaf and whose first or preferred language is BSL. The Interpreter will attend lectures, seminars and tutorials and will interpret from English to BSL or vice versa.

IT Trainer

An IT Trainer provides a programme of training for the student in how to use the range of assistive technology and specialist software or hardware, in relation to their studies.

Randstad Student Support can also fulfil other roles as required on a case-by-case basis. The only roles which are not covered relate to personal care. However, support of this kind can be organised through Randstad Care which specialises in this type of assistance.

Please ask your Randstad Account Specialist if you would like more information relating to Randstad Care.

How will I be matched with a support worker?

We are usually referred students from a University or institution or students contact us directly. We then liaise with the student to arrange the support outlined in the DSA2 letter.

Once we have all your information, we work on your behalf to find an available Support Worker to suit your specific requirements. Once this is confirmed, we send you, and your support worker, confirmation details of the support taking place. Your Support Worker will then contact you to arrange your first session. After your first session, you will be contacted by your Randstad Account Specialist to find out how your support is going. If you are happy with the support being given, you will continue to work with your Support Worker for the rest of the academic year. If, in the unlikely event, you have any concerns regarding your support, please contact your Randstad Account Specialist and we will be happy to help.

Your Randstad Account Specialist will keep in contact with you and your Support Worker to check progress throughout the academic year.

Students and their support needs

As a student entitled to DSA, you usually know best what support you require. However, you may not be aware of what support can be arranged. The responsibility for making sure that the right support is in place for you lies with the Disability Office and your Randstad Account Specialist working closely together. It is important that we all take responsibility for assisting you to identify your support needs in a diplomatic and sensitive way.

Preferred method of contact

We want to ensure that we contact you using your preferred method of contact should you have one. Our usual contact methods are telephone and email, should either of these be unsuitable please don't hesitate to contact your dedicated Randstad account specialist.

However, it will be necessary for us to contact you by email at times, for example booking confirmations for support workers that have been assigned to you and timesheet approvals.

Opus Guide to approving timesheets for your Support Workers

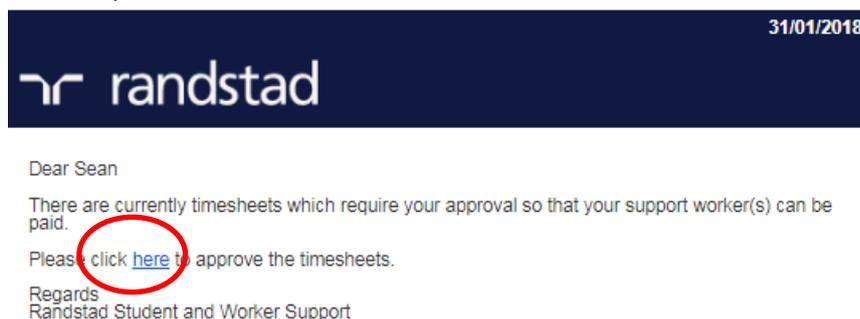
At regular intervals throughout the month, you should receive timesheets approval emails from your support worker(s). This email is sent directly from our payroll system, OPUS, and all you need to do is follow the instructions given in the email.

- click on the "click here" link: This opens a new window
- Select approve if you are happy with the details or reject if the information is not
- click "submit" to confirm your approval

You have now approved your Support Worker's timesheet.

Below are some screen shots to help you with these instructions.

This is the approval email you will receive. Click on the "click here" link:



You will then arrive at this page



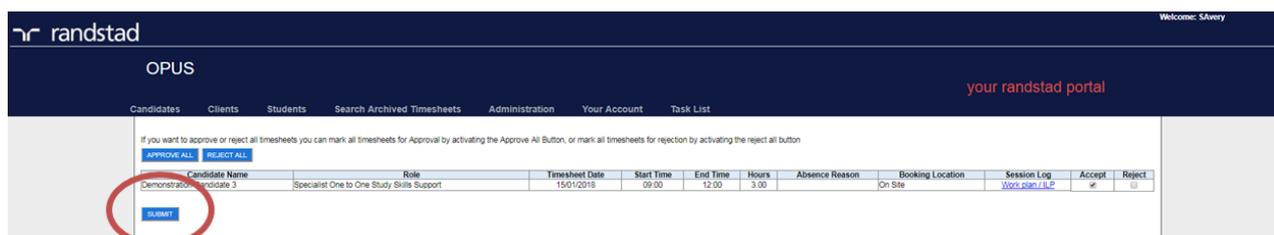
Check the detail for each session. If you are happy to proceed, tick the approve box.



If you are not happy with the detail, click the reject box.



Once you have made your selections, click on the "submit" button on the bottom left of the page.



You will be notified that your timesheets have been submitted successfully.

Frequently Asked Questions: Do's and Don'ts

Q. What if I get more than one email / text message asking me to approve the same session?

A. Please use the most recent email / text message and ignore the previous emails. A support worker may resubmit this timesheet for approval if they do not get a response from the first email. The system makes the first email / text message invalid.

Q. I told my support worker I couldn't attend the session we had booked but I've received an email asking me to approve the time I should have seen them, why is this?

A. If you haven't provided your support worker with more than 24 hours' notice then the support worker will still enter a timesheet for the session as usual. This is to compensate the worker for them not having been given enough notice that their time would not be needed to support you.

Q. I don't get on well with my Support Worker. What can I do?

A. Speak to your Randstad Account Specialist or the Institution and we can change your Support Worker for you. We always strive to ensure you have the best support, however, if you don't feel the Support Worker you have been allocated is the best fit for you, we can look at providing someone who is more suitable.

Q. I have run out of funding but still require support, what can I do?

A. You will need to contact your Disability Officer to discuss your options.

Q. I have asked my Mentor/Tutor to proof read my assignment but they say they can't. Why is this? I thought they had to do anything I needed to help me?

A. We have very strict guidelines as to what our support workers are able to assist with. This is so that they can help you to achieve independent learning and also to ensure that you are not given an advantage over students who do not receive any support. The Mentor/Tutor's role is to give you strategies so you are able to manage your Institution workload, whilst also managing your disability. Proof reading is a separate form of support and if you feel you need this, you will need to go back to your Disability Team at the Institution and they may be able to help. We understand that the boundaries can sometimes be unclear, but if your Support Worker refuses to provide proof reading, it is because it is within their right to do so.

The Equality Act 2010

The Equality Act 2010 came into force on 1 October 2010. The purpose of the Equality Act 2010 is to simplify discrimination legislation and create a more consistent and effective framework, while at the same time extending discrimination protection.

The Equality Act sets out certain protected characteristics. These protected characteristics are the grounds upon which discrimination is deemed unlawful, they are as follows:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

For discrimination to have taken place against people with protected characteristics an unlawful act must have also taken place, which is a prohibited conduct, such as direct discrimination, indirect discrimination, harassment or victimisation.

For more information on the Equality Act 2010 you can visit the Government Equalities Office Website.

Lone Working

The HSW Health and Safety at Work etc Act 1974, and The Management of Health and Safety at Work Regulations 1999 require employers to identify hazards associated with lone working, assess the risks involved, and put measures in place to avoid or control the risks.

In preparation for student support taking place in the home, a framework has been created to outline how the work placements will be controlled and managed and the procedures that will be put into place to control the risks associated with lone working.

The work placement involves a Randstad Appointed worker visiting a persons home to assist them with their educational studies. A lone worker is a person who is engaged in solo work activities, or activities where contact with colleagues will be irregular or infrequent.

For the Randstad SWS Lone Working Policy and Risk Assessment please see the Randstad Website page: <https://www.randstad.co.uk/employers/areas-of-expertise/student-support/working-with-randstad-student-support/>

Reapplying for Disabled Students Allowance Funding (DSA)

Students studying in Scotland

If you are returning to study next year and you would like your support to continue, you must make an appointment with your Disability Advisor at your Institution. Your Disability Advisor will ensure that your DSA allowance is applied for. If you do not do this then support arrangements will not be able to be confirmed for the academic year.

Students studying in England and Wales

If you are returning to study next year and would like your support to continue, you must state on your main application for student finance that you wish to continue to receive DSA.

If you do not receive any form of student finance from your local funding body, or are part time or a post graduate student, you must re-apply for your funding as it is not automatically updated. Please find enclosed a link, explaining how to go about re-applying:

<https://www.gov.uk/student-finance-forms>

If you are graduating this year:

Randstad will be able to offer help and guidance for funding that you may be able to receive upon leaving your HEI and beginning your career, this funding may also be available if you are on a sandwich course or placement year.

Complaints Procedure

Complaints about Randstad or a Support Worker

All complaints received will be acknowledged within three working days. A senior member of the Randstad team will investigate the complaint and a written response will be sent within 14 working days. If you are still not satisfied with the outcome of your complaint then you can request that it is reviewed again and a response will be provided within 14 working days.

If you would like to raise a complaint then please contact your Randstad account specialist in the first instance. You can also raise a complaint through the Randstad website under the contact us page. [Click here](#) to see our complaints process. If you require our complaints policy in an alternative accessible format then please contact us on 0161 247 8800 or email studentsupport@randstad.co.uk to inform us of your request.

Alternatively if you would like to seek external assistance and advice we would recommend contacting these two governing bodies:

Student Loans Company via 0300 100 0601 or customer_complaints@slc.co.uk

Recruitment and Employment Confederation (REC) via 020 7009 2100 or info@rec.uk.com

Cancelled / missed sessions

Cancelled / missed sessions by your support worker

It is essential that your support workers fully commit to supporting you, if they regularly cancel or fail to attend booked sessions with you then please notify your Randstad Account Specialist. Cancelled / missed sessions by you. In the event that you need to cancel a booked session then please provide a minimum of 24 hours' notice. In the event that you fail to provide such notice or do not turn up to the booked session then this is classed as a cancelled/missed session. Funding bodies such as Student Finance England, Student Finance Wales and the NHS specify that students will only receive funding for a maximum of 2 missed/cancelled sessions per term. As a result Randstad is obligated to track all missed sessions including the reason for the missed session. If you cancel / miss booked sessions on a regular basis then it may lead to your support worker not being paid and your support may be reviewed by the funding body.

Requesting additional funding

You may be funded by the Institution or a funding body such as Student Finance England. Funding is awarded to you that will specify a set number of hours for each type of support that you are entitled to. It is essential that the number of hours awarded is not exceeded, the OPUS system will prevent support from being exceeded but it is important that you only access the amount of support as specified in your booking confirmation. If you think you may be at risk of reaching your funding limit then you may be able to request additional funding. For Institution funded support please contact the Institution to place a request for further support. For support funded by a funding body such as Student Finance England please contact the person/company that conducted your Needs Assessment. If you have any queries regarding this process please contact Randstad.

Location of support

The location of support will be confirmed with you on the booking confirmation email. All support should take place onsite at the institution. For specialist support such as One to One Study Skills or Specialist Mentors it is essential that the support takes place in a comfortable and confidential environment, such as a booked room at the Institution. One to one support of this nature should not take place in the public domain.

Under no circumstances should support take place in your home, unless this has been arranged with you by Randstad. In some cases, support can take place in your home but this must be specified in your Needs Assessment Report and will be coordinated with you by Randstad.

Providing feedback

Randstad welcomes feedback and encourages you to provide feedback as necessary, especially in relation to any processes or procedures that may be improved. Please feel free to contact your Randstad Account Specialist by phone or email to provide feedback. Feedback surveys will also be conducted on a termly basis, this provides you with the opportunity to provide feedback in a formal and structured manner. We appreciate all feedback we receive and encourage you to complete the surveys so that we can help to enhance the service we provide to you. If you would like to provide feedback anonymously then you can also do this through the Randstad website <https://www.randstad.co.uk/contact-us/> by omitting your name.