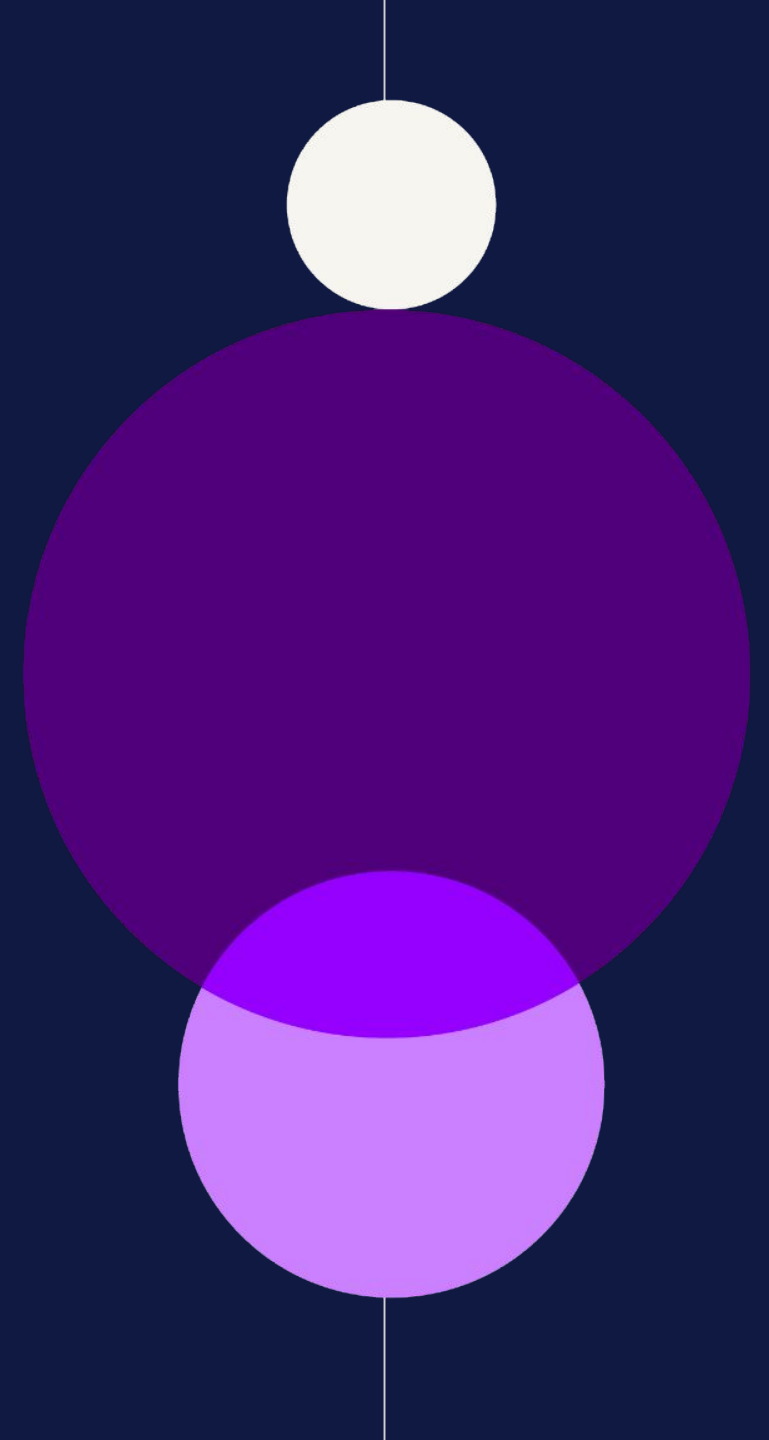


student support

# candidate handbook.

your guide to working with  
randstad student support.



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# introduction.

## About Randstad Student Support

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

As the leading provider of disability support for higher education students in the UK, we are proud to work with 200+ universities and colleges, and support 20,000 students across the UK to achieve their academic aspirations every year.

We support students nationally with study skills support and more general support, which covers a range of practical support roles, such as manual note taking, library support and exam scribe and reader support. In addition, we support students with specialist mentor support, wellbeing mentoring and counselling.

The purpose of this Handbook is to help you to learn about Randstad and our method of operating so that you can settle in quickly and carry out your duties in confidence. This handbook also forms part of your induction into the agency.

The headings, which appear in the Handbook, are for convenience only and do not affect the interpretation of the text to which they relate.

We are proud of the reputation that we have built but we are always mindful that it is dependent on the people who work with us. Our continuing success depends on how well we work together, to achieve this there has to be agreed rules, guidelines, and standards of conduct for all. These are explained in this Handbook in conjunction with our Policy and Procedures. Please use this handbook as reference material, but ask your consultant if there is anything that you are unsure of.

Additional information, such as timesheets, pensions, AWR, data protection, integrity and policies can also be found within the [Randstad UK Handbook](#) or [Randstad Ireland Handbook](#) issued at registration.

Every effort has been made in preparing this Handbook to comply with various Acts and Statutes, which govern the employment of people at work. In the event of any discrepancy between the information in this Handbook and relevant Acts and Statutes the latter will apply.

This Handbook remains the property of Randstad Student Support and should not be disclosed to any organisation outside the Company.



# support workers – guidance about your role and supporting students.

## The aim of student support

The support you provide is key to ensuring students receive and have access to the best education possible. Support workers are provided to students eligible for funded support to help overcome particular difficulties they experience as a result of their disability when studying. We support students with a wide range of disabilities including sensory loss, physical and mental health difficulties as well as those with specific learning difficulties such as dyslexia and dyspraxia.

## Guidelines for working as a support worker

The role of the support worker within the college/university is to facilitate the learning process of the student, allowing them to produce work consistent with their own abilities and ideas. You should remember that you are engaged to support the student within the boundaries of the specific support role. You should not complete work for the student, or give any other assistance, such as lifting, pushing wheelchairs or other similar activities. Please signpost your student to the disability/student support services team at the university if they request this, and let your Randstad account specialist know.

Please read the following guidelines and conduct for support workers, along with the separate guidelines available for the specific role you are undertaking (which can be found in the 'useful links' section at the bottom of this document) and your Contract for Services. These have been developed [in line with the DFE guidance on non-medical helper roles](#), alongside experience of others within disability support in Higher Education Institutions (HEI's), to provide practical advice on professional and considerate support.

# needs assessment.

Students may be asked to attend an assessment centre, to help their funding body understand what additional support they may need during their course prior to being allocated funding. This is known as a 'needs assessment'.

## The role of the DSA study needs assessor is to:

- consider the nature of the student's disability
- consider the learning environment of the student
- consider the impact of the student's disability on their ability to undertake their course
- analyse the student's previous educational experience and the effectiveness of any strategies
- identify appropriate solutions to enable barriers to be overcome



After the assessment, students get a report listing the support they are entitled to access to support them in their studies. This will also detail the maximum amount of support hours they can access.

Randstad do not receive a copy of the needs assessment report. Many 121 specialists feedback that in order to tailor the support they can offer to the student, they ask the student to share a copy of their needs assessment with them on or before the first session.

Please note, not all students will have a report (if they are not government funded, or be comfortable to share this report with you).

# how the support is funded.

The majority of students receive their funding via the Government funded Disabled Students' Allowance (DSA). This funding is provided to cover the study-related costs students have because of a mental health problem, long-term illness or any other disability. This funding can be used in several ways:

- specialist equipment, for example a computer if needed one because of a disability
- non-medical helpers, for example a British Sign Language (BSL) interpreter or specialist note taker
- extra travel to attend a course or placement because of a disability
- other disability-related study support, for example having to print additional copies of documents for proof-reading

DSA does not cover disability-related costs a student would have if they were not attending a course, or costs that any student might have. This can be on its own or in addition to any student finance they get. The type of support and how much is given depends on the students' individual needs - not their household income.

Students can apply for Disabled Students' Allowance (DSA) if they live in England and have a disability that affects their ability to study, such as a:

- specific learning difficulty, for example dyslexia or ADHD
- mental health condition, for example anxiety or depression
- physical disability, for example if you have to use crutches, a wheelchair or a special keyboard
- sensory disability, for example if you're visually impaired, deaf or have a hearing impairment
- long-term health condition, for example cancer, chronic heart disease or HIV

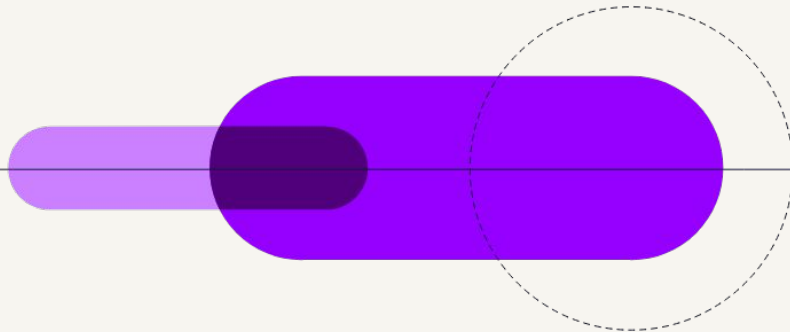
Students must also be an undergraduate or postgraduate student (including Open University or distance learning)

- qualify for student finance from Student Finance England
- be studying on a course that lasts at least a year

## other funding streams.

Where a student is not funded through the DSA due to being ineligible for government funding, they will be funded by their university.

Students will still go through an assessment of need conducted by their university who will determine the appropriate support type and intended frequency. Similar to DSA funded students, the recommended hours from the university should not be exceeded.



## hours & allowance.

Funding bodies will specify a set number of hours for each type of support the student is entitled to. It is essential that the number of hours awarded is not exceeded; the community portal will prevent support hours from being exceeded but it is important that you only provide the amount of support as specified in your booking confirmation. As well as ensuring that hours are logged correctly on the portal, we recommend that you keep your own log of hours supported for your records in case any further clarification is required.

It is important to note that disability type can have an impact on the amount of Non-Medical Helper (NMH) support that an individual student requires. Where a student is funded through SFE, the maximum number of support hours that a student can access during their academic year is listed on the student's DSA2 entitlement letter and will be listed on each session confirmation sent to you by the Randstad Portal. DSA will not pay for hours of support where this is more than that shown on the DSA2.



## what if my student requires additional funding?

If a student is at risk of reaching their funding limit they may be able to request additional funding, however this is only in specific circumstances and not in retrospect once hours have run out. For support funded by a funding body, such as Student Finance England, please prompt the student to contact the person/company that conducted their Needs Assessment. If you have any queries regarding this process please contact Randstad.



# students and their support needs.

The aim of the first session is to enable you to identify the student's needs so support can be tailored for all subsequent sessions. The student and support worker should discuss the students requirements for the support so it can be tailored to the students specific support needs. This could incorporate learning objectives, preferred communication and location of support for example. These should be regularly reviewed to ensure the support continues to be relevant. Please ensure that the students requirements are also documents on the students work plans when you are submitting a timesheet for the support session.

All students will be allocated a specific amount of support hours which they can access each academic year. The amount of hours they are entitled to will be based on their individual needs, and will have been previously confirmed by their funding body. All support workers must ensure they only provide the number of sessions allocated on their DSA2 letter and do not exceed this.

It is your responsibility to monitor this and if you are unsure, please contact Randstad for clarification. Please note, this information can be found when booking a session with a student under 'Funding Balance Information' on the Community and within every booking confirmation. It's important that you do not exceed the student's allocated support hours as you will not be paid for this. If it becomes apparent at an early stage that additional hours may be required for a student, it is important that you inform Randstad straight away so that the appropriate process can be followed (as this requires the student to be re-assessed). Under no circumstance should you provide more than the recommended hours allowance for a student.

## identifying the needs of disabled students.

Each student will have a report detailing their disability and their individual support needs which forms the basis of the students support package. Whilst we are informed of the support type recommended for the student, we do not always receive detailed information or a copy of this report. Some students may be happy to share this with you, however the best way of ascertaining the needs of your student is within the first session.



## identifying safeguarding concerns.

Randstad has a responsibility for the safety of children & vulnerable adults who are taught by, or come into contact with, our temporary workers and employees. Randstad is committed to practices which protect children & vulnerable adults from harm.

All employees and candidates who have unsupervised access to or contact with children & vulnerable adults are required to;

- recognise and accept their personal responsibilities to keep children & vulnerable adults safe;
- develop awareness of the issues which can cause children & vulnerable adults harm; and
- report any concerns they may have to an appropriate person in authority.

**If you do identify any safeguarding concerns, please contact your Randstad Account Specialist.**

# wellbeing concerns.

A wellbeing or welfare concern is broadly where there are indicators of risk and/or where there is evidence or a sense that a student is failing to thrive at an education setting.

## Immediate risk:

This refers to a person who is at significant or substantial risk of death any time from now onwards, until somehow safeguarded.



If you believe a student may be at risk, our goal is to get them assistance from a mental health provider or someone trained in suicide intervention as soon as possible.

If you believe the student is an immediate risk make an emergency **call 999 right away** and inform your Randstad contact.

Randstad and our support workers are not expected to take the place of a mental health professional. We must disregard confidentially at times of suicide risk.

## non-immediate risk:

This can be any form of wellbeing concern that is not immediate risk to life. This may sometimes include thoughts of self harm but the student will have had to make it clear to the Randstad worker they have not made any plans or given any immediate intent to self harm:

- Suggest the student speak to their GP, the samaritans or other wellbeing professionals
- Report concerns to your randstad representative
- Report as a wellbeing concern inline with the safeguarding reporting lines for the institution
- Where you do not have an institution reporting line, inform your Randstad contact who will report on your behalf
- Pass on the details of the student, date and time of the incident along with the actions that have been taken

## take care of yourself

Working with a student who has suicidal thoughts or plans can be stressful, but can be rewarding when you realise you have helped someone. Ensure you talk through your experience and make time for self care.

If you need any further assistance contact your Randstad representative.



# Individual Learning Plans (ILPs) and session logs.

If you work as a mentor or a tutor, a vital part of your role will be completing Work Plans/Individual Learning Plans for each student. Both of these are contained within the timesheet record on Randstad Community and must be completed after every session.

By considering their Needs Assessment and discussing with the student the areas they require assistance with, you should identify their support needs to focus on and strategies you will be using. The records may be used to support making additional hours requests on the rare occasion these are needed.

## **The logs are used to highlight the following:**

- What each individual session has covered
- Set out tasks for the student to complete for the next session
- Organise when the next session will be

You must also confirm that the student was offered breaks (if required), and if the session was delivered at a suitable pace which can also be recorded alongside the Work Plan. As part of our quality assurance process, your session logs will be audited throughout the year and feedback provided on an individual basis.

# location of support.

The location of support will be confirmed with you on the booking confirmation email. All support should take place on-site at the institution, unless the student has requested virtual support sessions. For specialist support such as One to One Study Skills or Specialist Mentoring 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 the student's home, unless this has been arranged with you by Randstad. In some cases such as for distance learners, support can take place in the student's home but this must be specified in the student's Needs Assessment Report and will be coordinated with you by Randstad. Any support which has been approved to take place in the home will require a risk assessment completing on the first session with the student. A risk assessment form will be provided to you by your Randstad account specialist along with guidance on how to complete the form. This must be sent to Randstad within 24 hours of the session taking place.



## booking sessions.

All sessions must be booked in advance and scheduled on the Randstad Community Portal. Sessions may be booked by Randstad, the University (in a small number of cases), or support workers directly. It's important that your record of assignments is accurate as you will receive regular reminders from Randstad regarding this.

[Please see this link for help videos on how to use the Community >](#)

candidate community  
general overview. ▶



## confirming sessions.

Any booked/scheduled sessions should be scheduled via the Randstad Community on the assignment timetable. The student will receive an email confirmation and subsequent reminders of the session from the Randstad Community Portal. Once you have been assigned a student(s) to support it is essential that you contact the student(s) directly within 24 hours to introduce yourself and confirm support arrangements as specified in the booking confirmation email.

All future support sessions must be confirmed by you with your student and booked on the portal with at least 24 hours to 7 days notice. If you do not confirm support sessions with your students and they fail to turn up to the session, then you are not permitted to submit a timesheet as the session has not been booked and confirmed in advance.



## if you need to cancel/miss a session

It is essential that you fully commit to supporting students that have been assigned to you - regularly canceling or failing to attend booked sessions with your students can pose a significant risk to your students' ability to study.

In the event that you need to cancel a booked session, please ensure that you arrange this by contacting your Randstad Student Support Specialist so that appropriate cover can be arranged and support continues for the student without interruption.

In the event that you regularly cancel sessions, or fail to attend booked sessions, we will investigate this with you and this may lead to you being removed from your student support assignments and you will not be offered further work. Further guidance on this can be found on the DFE guidance section 4.13 *Cancellation charges when students fail to attend a pre-arranged NMH session*.



## sessions that have been canceled/ missed by your students.

In the event that a student needs to cancel a booked session then they must do so by providing a minimum of 24 hours notice. In the event that the student fails to provide such notice, or does not turn up to the booked session at all, then this is classed as a canceled/missed session. It is vital that support workers are in regular contact with their students and remind them about upcoming support sessions.

You must flag any concerns regarding a students' attendance to Randstad - as 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/canceled sessions per term. As a result, Randstad is obligated to track all missed sessions including the reason for the missed session.

### Term Dates

*1st September - 31st December*

*1st Jan - 30th April*

*1st May - 31st August*

In the event that one of your students cancels/misses a booked session then please log the timesheet on the Randstad Community and select the 'Missed Session' box. You will then be prompted to select a reason for the missed session. If a student misses two sessions in one semester, you will not be able to claim for a third due to SFE only funding two missed sessions per term per student. As SFE will not pay for more than two sessions, you will have the option to no longer support the student after they have missed two missed sessions in one semester. Please ensure you contact your Randstad Account Specialist if your student has missed two sessions in a semester. If you are unable to log the timesheet on the Randstad Community, and you receive an error message, this may be due to the student having already reached their 2 missed/cancelled session threshold. Unfortunately, you will not be able to claim payment in this circumstance.

### Course End Dates

Randstad do not always hold the most up to date course end date for its final year students due to this information not being readily available to support providers by Higher Education Institutions. Therefore, it is the support workers responsibility to ensure they do not continue to work with students after their course end date. Please make this clear to your students and request confirmation of their end date during your sessions.

# allocation of assignments.

In order to suitably match students to work with you, we need to understand your preferred working days, times and locations. Please see below how you can keep us informed of your up to date availability through our virtual assistant Alex.

- Since January 2024 Randstad has introduced a virtual assistant called 'Alex'. Alex is a ChatBot and will contact you through email and/or text to obtain your work preferences. With this information, we can then begin the allocation of students to you.
- Alex will check in throughout the term, to ask that you update your work availability and let us know whether the work assigned to you is sufficient or if you have capacity to support more students.
- If your availability changes you should update this through the virtual assistant or contact your Randstad Account Specialist.

If you have not received any communication from our virtual assistant once you are compliant to work, please contact the Randstad Office on 0161 247 8800 or [studentsupport@randstad.co.uk](mailto:studentsupport@randstad.co.uk)





## keeping in touch.

### How you can keep in touch with Randstad

1. Keep your Randstad Student Support Specialist updated regarding your current workload, your availability for more work and when your assignment with a student comes to an end.
2. Contact your Randstad Student Support Specialist if you need cover support organising.
3. Contact your Randstad Student Support Specialist if you have any issues about your role.
4. Attend support worker meetings as and when communicated by your Student Support Specialist.
5. Attend professional development and training sessions offered.
6. Randstad frequently conducts check-ins with our workers via phone call, email and various surveys. Ensure you provide your feedback on these occasions.
6. Contact us via email [studentsupport@randstad.co.uk](mailto:studentsupport@randstad.co.uk)

## providing feedback.

Randstad welcomes feedback and encourages you to provide this as much as possible, especially in relation to any processes or procedures that may be improved. Please feel free to contact your Randstad Student Support Specialist by phone or email to provide feedback.

Feedback surveys may also be conducted periodically. If you are invited to complete a survey then we appreciate your time in doing so as this helps us to obtain valuable feedback in relation to our service that enables us to make improvements. Our team will reach out at regular intervals to check that everything is going smoothly and to address any questions or concerns you may have.

However, if you do need to provide any feedback at any time, please contact your Account Specialist.





## payroll - randstad community.

### Payroll procedures.

- Randstad uses an online payroll system. You input your timesheets onto the Randstad Community within 24 hours of the session taking place. You will get training on how to do this when you start your role
- You will be paid weekly by end of Friday, for your timesheets that are approved by the end of Tuesday
- All payments are made by BACS
- Payslips are emailed to your registered email address on or before the Friday, PAYE and NI are deducted as appropriate. Any change in bank account details, address or contact details must be provided in writing to Randstad
- Payment will be made in arrears each Friday on a weekly basis for all timesheets approved before 5:30pm on the Tuesday of that week (for timesheets dated up to and including the Sunday of the week prior)



# working with Randstad - your benefits.

Please also see the [Randstad UK Worker Handbook](#) for more information about working for Randstad

We'd like to take this opportunity to tell you about the benefits you receive whilst working for Randstad. If you need more information on any of these, you can speak to your Randstad Student Support Specialist who will be happy to help. Whilst you are engaged on the contract for services you will be identified by Randstad as a temporary worker and, as such, you will be entitled to the following package calculated on a pro rata basis linked to the number of hours you work:

## Paid Annual Leave

For every hour that you work for Randstad, you accrue holiday pay, which is calculated as a percentage of your hourly rate. You can request to be paid holiday pay that you have accrued at any time, provided it is to be paid for periods when you are not working. To request your holiday pay, your holiday will need to be requested through the Randstad Portal for a day that you are not working. You are able to find out how much holiday you have accrued by contacting the Randstad Office.

Other things you need to know are:

- You need to take all your holiday in the year in which you accrued it. The holiday year runs from 1st February to 31st January each year. **You will not be permitted to carry it over to the next year**
- **your holiday pay will be paid to you in the payroll cycle after the holiday has been taken**
- As the support you carry out is being delivered to University students, we ask that you minimise holidays during term time to avoid disruptions to student' support. If you do need cover for any of your students during holiday, please discuss with your student and contact your Randstad Account Specialist with at least 2 weeks notice
- If at any time you want to know how much holiday pay you have accrued please ring or email your Randstad Student Support Specialist who will confirm your holiday entitlement



# working with Randstad - Policies and procedures

The policies below detail Randstad's policies and ethos. As a Randstad support worker, you are required to comply with these policies, and to act at all times in the spirit and intent of the policies.

## complaints procedure

If you would like to raise a complaint then please contact your Randstad Student Support Specialist in the first instance. Your Student Support Specialist will listen to your complaint carefully and will take appropriate follow up action. You can also raise a complaint through the Randstad website under the contact us page. All complaints received will be acknowledged within three working days.

For our full complaints process please see:

<https://www.randstad.co.uk/about-us/complaints/> 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](mailto:studentsupport@randstad.co.uk) to inform us of your request.

## complaints or concerns about you or your work.

If Randstad has or is made aware of any concerns about the standard of your work, your conduct or any aspect of the service that you are providing, your Randstad Student Support Specialist may invite you to a meeting to discuss the issues. You will be given the opportunity to respond to Randstad regarding any complaint about you. Randstad may need to carry out further investigations into any complaint raised and may require that you do not provide support to any student via Randstad until we are satisfied that you may resume work. Because of the temporary nature of support work, you are not guaranteed work at any time.

*All issues/complaints raised to Randstad will be investigated thoroughly and, if necessary, formal procedures will be followed.*



## what do I do if I feel I am not receiving equal treatment?

We're here to help you every step of the way, so please contact your Randstad Student Support Specialist if you feel you are not receiving equal treatment. We will discuss the matter with you and ensure you are given all the relevant information.

If you wish to raise the matter more formally, you should refer to the grievance/complaints procedure within this handbook.



## data protection and confidentiality.

It is essential that you respect the confidentiality of the student to whom you are providing support. Never discuss anything you learn about them either from Randstad, or when providing services to the student. If you have any concerns about the student, please treat this as sensitive information and speak to your Randstad representative who will be able to guide you.

Randstad will keep student details confidential except in circumstances where they may need to be discussed with the University.

For further information please see our [website](#)





# data protection.

## Sharing information:

During your supply assignment you may have access to highly personal and sensitive information relating to individuals. As a worker through Randstad we ask you to recognise that individuals have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little intrusion as possible on those rights.

As such, we will only give you access to personal data where there is a legal right, in order for you to perform your duties in connection with the service you are there to deliver. We will only break the rule of confidentiality in very extreme circumstances, which justify our taking that action for the greater good of an individual or, exceptionally, others.

We would recommend that all workers make themselves familiar with the data protection laws.

# data security:

Any data that is in your possession from Randstad must be stored securely and kept confidential where appropriate. The following points should be considered:

1. All information supplied to you on a client/ individual should be kept confidential and not discussed with anyone other than authorised individuals or relevant parties.
2. Written information supplied to you as part of your assignment should be kept confidential and in a secure location where it is not at risk of being viewed or stolen, and not left in view of the general public.
3. Where information is sent via electronic mail it is recommended that it is password protected.
4. Information or data gained through the task of providing education services during your assignment should remain confidential and only discussed with relevant or authorised individuals.
5. Supply staff should never pass information to any other individual other than for professional reasons.



# equal opportunities.

please see the [UK Randstad Worker Handbook for more information](#)

Randstad is committed to providing and promoting equal opportunities in employment. We aim to treat everyone equally regardless of age, disability, gender, marital or civil partnership status, pregnancy or maternity, race, colour, nationality, ethnic or national origin or belief, sex or sexual orientation (protected characteristics).

For more information on the Equality Act 2010 you can visit the Government Equalities Office Website  
(<https://www.gov.uk/guidance/equality-act-2010-guidance>)

We aim to provide equal opportunities and avoid discrimination in all aspects of employment and to ensure that the talent and skills of all individuals are maximised. Our approach applies to recruitment, terms and conditions of employment (including pay) appraisals, promotion, disciplinary and grievance procedures and training.

For discrimination to have taken place against people with protected characteristics an unlawful act must have also taken place. Such prohibited conduct can be in the form of direct discrimination, indirect discrimination, harassment or victimisation.

**If you have any concerns please contact your Randstad representative.**



# health and safety at work policy.

Randstad is committed to the health, safety and welfare of all workers and to maintain best practices in these areas. It is the duty of Randstad and Randstad undertakes to ensure, so far as is reasonably practicable, the health, safety and welfare of its workers at work.

Randstad observes the Health and Safety at Work act 1974 and all relevant regulations and codes of practice made under it from time to time. Randstad takes into account any recommendations made by the Health and Safety Executive with regard to health and safety issues, and where appropriate, will liaise with the Health and Safety executive regarding specific health and safety issues which are of particular relevance to Randstad.

**For further information please contact your Randstad Account Specialist.**



# randstad code of conduct.

The standards and behaviors outlined in this document are the standards, performance and behaviours expected of all Randstad staff. This is not intended as a complete and/or exhaustive list of Randstad's rules, regulations and standards.

## **When working for Randstad the following behaviours are expected:**

- You should provide a safe learning environment for all students and learners
- You must act in line with Randstad's safeguarding policies and procedures at all times
- You must act in line with Randstad's safeguarding policy and follow the process for reporting an incident/concern where necessary
- You should be a role model in accountability and responsibility at all times
- You must use appropriate language at all times. Discriminatory language, offensive comments/language, derogatory comments/language and/or abusive language towards anyone is not acceptable
- You may not share any inappropriate content. This includes photos, images, videos and links. Inappropriate content is considered to be anything that may cause harm, stress, upset or offense to anyone and/or involves illegal activities
- You must wear appropriate clothing during work, and must not wear any clothing with offensive language or symbols. Additional information related to this can be found in your Randstad handbook
- You must not be under the influence of alcohol, drugs or other substances that may affect behaviour when working with young people (online or in person)
- You must abide by all Policies, Procedures and Codes of Practice laid down by the Company
- You must not discriminate on the grounds of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation. The values, customs and religious/spiritual beliefs of each client must be respected
- You must act with honesty, integrity and with respect for client / university property





# ICT usage and social media.

1. You should not access your social media pages through any ICT equipment which does not belong to you.
2. Your social media use including status updates or photo uploads should not identify or refer to the or refer to the student that you are working with.
3. We would advise workers to refrain from engaging in, or commenting on topical news stories or discussions online that have a contentious nature within the education world – as it can result in complaints and concerns. In many cases, once your comments are published, you will not be able to have them removed. We suggest that you take a common sense approach, refraining from making any comments that could be perceived to be prejudicial, discriminatory or defamatory.



Never enter into over-familiar correspondence with students. Remember that you are in a position of trust. If you receive any email correspondence from a student that concerns you please report this immediately.

- Don't have your mobile phone in view during session and never try to take photographs or videos of students on your phone. If, as part of the learning experience, you need to photograph or video students/young people, get clear permission from the carer beforehand.
- We would also remind you that Facebook or other social media profile pictures can easily be accessed by students; you should avoid using any photo which could be deemed inappropriate or suggestive. Monitor your privacy and security settings so that only friends can view your profile, otherwise students may be able to obtain your personal details.
- Finally, do not allow students to 'friend' you on Facebook (or any other social media) or make such a request yourself – even if you are coming to the end of your assignment. This will only blur the boundaries between student and worker and will certainly put your motives in question.
- Ensure all social media account are private and are blocked from being viewed / accessed by by students



# radicalisation and Prevent.

The duty in the Counter Terrorism and Security Act 2015 is “to have due regard to the need to prevent people from being drawn into terrorism.” Prevent – is the Government’s national counter terrorism strategy and aims to stop people being drawn in terrorism. It aims to reduce the risks of radicalisation and ensure people are given advice and support.

Extremism – is vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. This also includes extremism calls for the death of the armed forces, whether in the UK or overseas (Home Office 2015).

Radicalisation – refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

Education establishments are at the heart of this effort. They play a vital role in shaping each member of their community to be an active, engaged citizen. This can be challenging. We are confronted by groups trying deliberately to radicalise and recruit people using the internet and social media. Students have been induced to travel to Syria and Iraq, placing them in great danger and causing terrible distress to their families.

The Prevent duty came into effect on 1 July and requires all education establishments to “have due regard to the need to prevent people from being drawn into terrorism”.

Education establishments should provide a safe environment in which students can discuss issues such as extremism and terrorism in a balanced way – just as they do with other sensitive issues.

There are a wide range of topics that education establishments can consider when thinking about how to build student’s resilience to radicalisation and these can be tailored to your local context and community. Issues, such as stereotyping, propaganda, online safety, and freedom of speech are all relevant to the debate, and for some age groups and areas topics such as terrorism, religious fundamentalism and global issues will also be appropriate. Understanding the perspectives of others and actively debating these issues plays an important role in building the resilience to radicalisation, whether inspired by far right, Islamist or any other extremist ideology.



# vulnerability to radicalisation.

All staff have a responsibility to take notice of patterns of behaviour that show whether a person is engaged in an ideology, is intent in causing harm or capable of committing violent acts. There are a number of behaviours and other indicators that may indicate a vulnerability to radicalisation and extremism.

Engagement factors can also include:

- Feelings of grievance or injustice
- Feeling under threat
- A need for identity, meaning or belonging
- A desire for status
- A desire for excitement or adventure
- A need to dominate and control others
- A desire for political or moral change
- Opportunistic involvement
- Family or friends' involvement in extremism
- Mental health issues
- Spending increasing time in the company of other suspected extremists
- Changing their style of dress or personal appearance to accord with the group
- Their day-to-day behaviour becomes increasingly centered around an extremist ideology, group or cause

- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause
- Possession of material or symbols associated with an extremist cause (e.g. the swastika for far right groups)
- Attempts to recruit others to the group/cause/ideology
- Communications with others that suggest identification with a group/cause/ideology

## Escalating an incident or concern

Prevent concerns and/or incidents should be reported using Randstad's high risk safeguarding reporting form (internally). For individuals external to randstad you can email any concerns directly to our Designated Safeguard Lead via [safeguarding@randstad.co.uk](mailto:safeguarding@randstad.co.uk)

Once the Designated Safeguarding Lead has been informed they will make a decision on whether the issue needs to be escalated to the local Police Prevent Officer. The designated safeguarding lead will then support the Channel process as seen fit by the local Channel panel. It should be noted that referral to the Channel process is not a criminal intervention.

Engagement factors are sometimes referred to as psychological hooks. These could include the needs of a person, their susceptibilities, their motivations and influences.

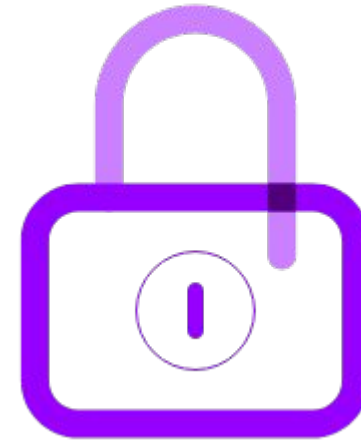


# quality assurance.

To ensure high quality support is provided to all students, Randstad has a rigorous quality assurance process that is designed to identify best practice, and support where needed to benefit all. We regularly send satisfaction surveys to all relevant stakeholders, including students, workers and universities to ensure a clear line of feedback. We strongly encourage honest and open communication in regards to standards of service and positive outcomes for all. We also conduct regular check in calls with students and universities to discuss the quality and impact of the support provided.

We closely monitor the timesheets, including the overview of what happened in each session, to ensure the support is appropriate and tailored to the individual students' needs.

Should the quality of support fall below our expectations we will make contact with all relevant parties to discuss the guidance and support available to ensure our high standards are maintained. See the role specific code of conduct and code of conduct earlier in this document for an overview of the expectations of your role and professional behaviour.



## contact us

Randstad Support Team

[studentsupport@randstad.co.uk](mailto:studentsupport@randstad.co.uk)

0161 247 8800

## regional contacts



### Scotland

[studentsupportscotland@randstad.co.uk](mailto:studentsupportscotland@randstad.co.uk)



### North

[studentsupportnorth@randstad.co.uk](mailto:studentsupportnorth@randstad.co.uk)



### Central

[studentsupportcentral@randstad.co.uk](mailto:studentsupportcentral@randstad.co.uk)



### South

[studentsupportsouth@randstad.co.uk](mailto:studentsupportsouth@randstad.co.uk)



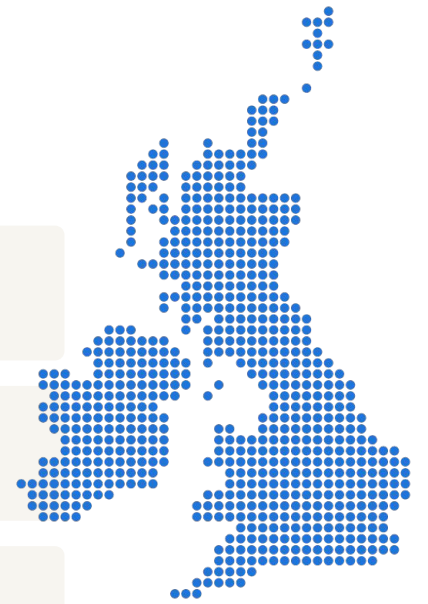
### BSL

[bsl@randstad.co.uk](mailto:bsl@randstad.co.uk)



### Counselling

[counsellingsupport@randstad.co.uk](mailto:counsellingsupport@randstad.co.uk)



useful links.

[Disabled Students' Allowance \(DSA\) Guidance](#)

[Disabled Students' Allowance Website](#)

[General Support Worker Code of Conduct](#)

[Code of Conduct for Counselors](#)

[BSL Code of Conduct](#)





# thank you.

Thank you for taking the time to read through the above information, we trust that you have found this useful and informative - however should you have any further questions please do not hesitate to contact the Randstad team.

We wish you the best of luck in your role with Randstad Student Support.