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CONSULTANCY

DISABLED STUDENTS AND TERRA CONSULTANCY

SUPPORT AGREEMENT

for the DSA and externally funded students using 1, 2, 3, and 4-Band support workers

Student: _____ CRN: _____

1. INTRODUCTION

- 1.1 **Terms and Conditions between TERRA Consultancy and the student in receipt of the support role supplied and coordinated by Terra. To be read and signed, or acceptance of this agreement confirmed in an email by the student before or soon after the support takes place.**
- 1.2 The terms and conditions in this agreement are **subject to change as the service develops** and you will be notified in writing should this be necessary.

2. SUPPORT SERVICES OFFERED

- 2.1 Whilst the student has the ultimate responsibility for their own learning, TERRA Consultancy will aim to provide an environment enabling them to reach their full potential.
- 2.2 Support sessions will be carried out in accordance with the support approved which may be in classroom or on a one-to-one basis. All the support sessions are developed in agreement with the student. Specific learning strengths and needs outlined by both the diagnostic and DSA needs assessment reports will tailor each session to the individual. Classroom sessions are determined as per the timetable whereas mentoring and tutoring sessions are normally weekly. Training sessions are in line with the approved hours. Some students may require more support at the start of their course to aid with the transition to Higher Education.
- 2.3 Support worker will provide individually tailored support, working closely with you to help you identify and address the ways in which your health issue or disability may be impacting on your studies and vice versa.
- 2.4 We will promote strategies for independent learning, general wellbeing, social interaction, communication and flexibility, with the aim of enabling you to participate more fully in your chosen course.
- 2.5 We will ensure that students manage their academic workload within the context of their condition.

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- 2.6 The support can only take place during term times so you must ensure that Terra and your support worker/s are aware of your start and end dates for your terms.
- 2.7 You must ensure that you use the support and stay within your allocated hours. **You will be charged for any extra hours used above the hours that the DSA has approved and allocated to you.**
- 2.6 Support workers are appointed to assist students with gaining access to their studies, their university environment and campus life.

3. STUDENT RESPONSIBILITIES

- 3.1 The Student must be ready to participate fully in all sessions. Students supported in one-to-one sessions should be willing to try new methods as suggested by the Support Worker (for example, keeping a diary, time management techniques, stress management techniques).
- 3.2 The Student will bring all necessary information and equipment needed for the session, (including assignment briefs, exam revision, writing paper, pen and Dictaphone or recording aid if required for note taking).
- 3.3 After each meeting your support worker will log to the **TERRA ASSIST APP** and input hrs for the session to claim. You will be asked to sign the timesheet with your finger on their mobile phone screen to confirm the claim. You are advised to check the mobile app for the accuracy prior to signing. **For the support provided remotely, the TERRA ASSIST APP stores your electronic signature to generate digital claim form. At the end of each remote session, the support worker will email you a copy of the timesheet for your record keeping.** If you have any discrepancy with the timesheets received, you can inform us at booking@consult-terra.com, **within a week of the receipt.** You may also be asked to send an email confirming the session took place. You must confirm exclusively from the email account you registered with the DSA or your HEI registered account. This is to provide evidence for DSA (if appropriate) that you have been accessing the support and for TERRA to make a claim for this.
 - × **You should not:** ask your support worker to support you with work that falls outside the remit of their work. **For example,** if you require assistance with writing your CV then you must seek support from the Student Careers at your relevant University
 - ✓ **Please attend sessions punctually.** TERRA will try to accommodate you and respond with flexibility if you are delayed due to reasons beyond your control, but cannot guarantee to extend the pre-booked appointment time. **Persistent problems with punctuality and late cancellations may result in support being suspended.**

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4. CANCELLED SESSIONS

- 4.1 Failure to attend regular session means your funding body may decide to reduce or remove your support under the assumption that you no longer require it. In such circumstances there is no guarantee that a support worker will be available to see you at short notice.
- 4.2 **You must give 24 hrs notice period for any cancellation. If you cancel on a short notice (less than 24 hrs notice) or fail to attend your session your DSA funding may still be used to cover the costs of the lost session. The BSL sessions require two (2) weeks cancellation period. For the students supported in one-to-one sessions there is no guarantee of you being offered an alternative session for that week.** This ensures that TERRA does not incur unnecessary costs as we would normally be expected to meet the costs for your arranged support session/s.
- 4.3 **The DSA mandates that you can only cancel two sessions per term.** The term dates are as follows: September to December; January to May; June - August.
- 4.4 **If you cancel two sessions consecutively the support will stop.**
- 4.5 **You will be liable to pay for the costs of any missed sessions incurred as a breach of 4.2 and 4.3 and 4.4 above, or for any sessions the DSA refuses to pay, whichever applies. This includes sessions from 2.7 above.**
- 4.6 We will endeavour to provide all booked sessions of support; however, if there is a need to cancel i.e. staff sickness you will be informed via email. If this cancellation is unavoidably within 24 hours we will also ring to confirm. Should this occur you will not be charged for missed support.

5. PROBLEM SOLVING AND COMPLAINTS

- 5.1 We want to know that you have the best possible support and that you are benefiting from the support service that you are entitled to. If you are unhappy with the level of support provision or the individual support worker please speak to them in the first instance. Should your concerns not be satisfactorily resolved, you should contact TERRA Consultancy.
- 5.2 If you are experiencing difficulties with attending sessions on a regular basis **it is very important that you contact TERRA Consultancy** because together we might be able to find a solution.
- 5.3 TERRA Consultancy takes complaints very seriously and will make every effort to resolve them in accordance with their complaints procedures. Our complaints policy is available here



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<http://www.consult-terra.com/docs/ComplaintsPolicy.pdf> or can be emailed upon request).

6. CONFIDENTIALITY

- 6.1 For a successful student support relationship, the student needs to feel able to divulge sensitive personal information knowing that such information will be handled with confidentiality. Support workers are bound by the data protection agreement; however, there are some limits to confidentiality.
- 6.2 You should be aware that under some exceptional circumstances it may become necessary for your support worker to share relevant information without your consent if there is a concern about a serious risk of harm to yourself or a third party. In these circumstances your consent will usually be sought prior to any sharing of information and you will be informed of any action taken as a result.

7. FEEDBACK

All students will be given the opportunity to provide termly feedback via an online survey. However, ad-hoc feedback is welcomed and can be sent to info@consult-terra.com

Student name.....

Telephone number.....

University/College/Other email address.....

Personal email address.....

I have understood and agree to the terms and conditions set out in this Support Agreement.

Student signature.....

Date.....