The Register of Support Providers at Queen’s University

**Guidelines for Matching Students with Support Providers**

The Register of Support Providers at Queen’s University maintains a database of appropriately qualified and experienced Support Providers who are engaged on a freelance basis to provide one-to-one support to students with disabilities.

Support is provided on a face-to-face basis and is purely academic in that it is designed to help students develop more effective strategies for overcoming the academic hurdles associated with their particular disabilities or long term conditions. As such, and for health and safety reasons, support arranged through the Register of Support Providers at Queen’s University does not involve personal care of any sort at any level.

**The Matching Process**

Once a student has had their Needs Assessment, they will be given an overview of the various one-to-one suppliers available to allow them to make an informed choice and select the provider they feel will best meet with their needs.

If the student opts to have their support arranged by Queen’s and funding for one-to-one support is available, a Referral is sent to the Register of Support Providers.

The Referral outlines the student’s contact information, course details, their disability(ies), their one-to-one support requirements and any other information deemed necessary by their Needs Assessor for the effective implementation of the agreed support.

On receipt of a Referral, the Register will endeavor to match the student as soon as possible with a suitable Support Provider(s) based on the latter’s qualifications / experience and the student’s one-to-one support needs.

**Blended Support**

To ensure the health and safety of students and Support Providers, the Register does not provide blended (academic and personal) support either wholly or partially. Support Providers are not trained, insured or engaged to deliver any element of personal care. Where a student requires blended support, they will be directed towards organisations able to arrange support of that nature.

**Cover**

As our Support Providers work on a self-employed basis, they are free to take up or reject offers of work made to them. Whilst every effort will be made to arrange alternative cover in instances where a Support Provider declines / hands back work or is unable to continue with a student because of illness etc 100% cover cannot be guaranteed.

Depending on the one-to-one support required, and particularly with regards to Note Taker support, students should therefore expect to work with more than one Support Provider.

**Support Provision Responsibilities and Boundaries**

* Students will only be matched with Support Providers who meet the required criteria for the student’s support role(s) (for further information, please see the various job descriptions at [www.qub.ac.uk/directorates/sgc/disability/QueensRegisterofSupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/QueensRegisterofSupportProviders/)).
* Support Providers will deliver support within the boundaries of their support role / skill competencies. They should not be expected to give academic, subject-specific or personal advice to students beyond the remit of their support role(s) (see aforementioned web page for further information).
* Occasionally because of their disability(ies) and their course demands, a student will be referred for Specialist Campus Assistance. Based on the Campus Assistant role, a Specialist Campus Assistant will perform a range of duties within one role such as note taking, library support and campus assistance coupled with more specialist work such as workshop / laboratory assistance. As such, the Specialist Campus Assistant role is tailored specifically to meet with a student’s individual needs coupled with the particular academic demands of their course. No one Specialist Campus Assistant role will therefore be the same as another.
* Although support is normally given on a one-to-one basis, it may occasionally be provided by other means such as Skype if this has been agreed in advance with the student’s funder.
* Funding through DSA (Disabled Student Allowance) for one-to-one support is not available for family members or friends. The Register is not therefore able to accommodate requests from students to work with friends or members of their family.
* As Support Providers work on a freelance basis, 100% support cover cannot ever be guaranteed.
* For their own health and safety as well as that of the student, Support Providers should never engage in any element of personal care, manual handling or lifting.
* As the Register does not engage, either partially or wholly, in the provision of blended support, a blended support package is not an option available through the Register of Support Providers at Queen’s.
* The Support Provider is responsible for making contact with the student initially. Thereafter, both parties have equal responsibility for keeping in touch and making arrangements for support sessions.
* Both the student and the Support Provider are responsible for giving at least 24 hours’ notice where possible when cancelling a session (for further information, please see the Education Authority’s Cancelled Sessions Policy at [www.qub.ac.uk/directorates/sgc/disability/QueensRegisterofSupportProviders/GuidanceMaterialforSupportProviders/](http://www.qub.ac.uk/directorates/sgc/disability/QueensRegisterofSupportProviders/GuidanceMaterialforSupportProviders/)).
* For the safety of both parties, support must be provided in a neutral environment and not take place in either the lodgings of the student or the Support Provider.
* Support Providers are required to keep confidential any information they receive relating to their students. They are very aware of the importance of safeguarding student information and of adhering to Queen’s Data Protection policy.
* It is essential that students take responsibility for their own learning experience. If a student feels that they are not receiving the appropriate support, is dissatisfied with the quality of their one-to-one support or has concerns that a Support Provider is not acting in a professional manner, they should contact the Register of Support Providers at Queen’s University as soon as possible with their concerns.

**Queries**

If you have any queries about the above, please contact the Register of Support Providers at Queen’s University at [nmhregister@qub.ac.uk](mailto:nmhregister@qub.ac.uk) or at 90 973610.