

Specialist One to One Study Skills Support (Band 4)

Specific Learning Difficulties (SpLD) Support

Edge Hill University is registered with the DSA Quality Assurance Group to ensure that the support we deliver is of the highest quality and underpinned by sound business practices.

Your personal involvement with DSA

As the recipient of Disabled Students' Allowances and support, it is to your personal advantage to ensure that the recommendations in your Student Support Plan and/or Needs Assessment Report are communicated to everyone involved with your support, such as your tutors and the SpLD Support Team. This will ensure that any reasonable adjustments that need to be made are considered.

The aim of SpLD support is to

- help you to understand your SpLD and how this affects your learning
- develop or further develop strategies and techniques in key areas of study to work towards studying more effectively and independently
- recognise and use your learning strengths to support your studies
- empower you and assist you in becoming an independent learner
- develop your confidence in your abilities to complete your studies
- help you embed strategies and skills that are transferrable for supporting you on work placements and for future employment

Your support can include strategies for

- organising and managing your time
- reading, research and note taking
- assignment and dissertation planning and writing
- referencing and editing
- presentation planning and delivery
- using assistive technology
- revision and examination preparation
- dealing with placements

About your SpLD Support Advisor

Your SpLD Support Advisor will be a fully qualified specialist who has experience in working with learners who have SpLDs. You will be allocated an advisor to match your available times.

Your SpLD Support Advisor will

- attend agreed appointments with you and be on time
- aim to provide 24 hours' notice if unable to attend
- negotiate support with you and create an Individual Learning Plan (ILP) based on your Assessment of Needs Report, the Under Graduate Framework (UGF) and your own learning goal
- review and record your progress at appropriate intervals
- work with you to develop strategies, work on strengths and encourage independent learning
- maintain confidentiality (see note on confidentiality)

Please note that your SpLD Support Advisor's role **does not include** providing a proof reading or correction service, extra English or Maths lessons **or** subject tuition – you are expected to know your own subject area.

Changing to another SpLD Advisor

If for any reason you find that you would like to change to a different SpLD Support Advisor, you can request this by email: SpLD@edgehill.ac.uk

This might happen because you are unable to find a mutually agreeable time to meet or it might be that you would like to work with a different advisor for some other reason. We will do our best to meet your requirements.

Changing to another provider

Your funding body has approved the SpLD Support Team at Edge Hill University as the provider for your support. If for any reason you find that you wish to change to another provider, such as an agency, then you should contact your funding body to explain why you wish to change. You can contact us on SpLD@edgehill.ac.uk if you need help with this.

Confidentiality

The rights of individuals to confidentiality

Information that we hold about you will be held in confidence on a secure database in line with the universities policies in relation to data and confidentiality. We ask that you sign to agree to disclosing information about your SpLD to other parties within the University, this ensure that staff can provide you with appropriate support.

Exceptional circumstances overriding issues of confidentiality

Circumstances may arise where maintaining confidentiality may not be in your best interests or the interests of the wider community, for instance, due to an emergency situation.

In certain circumstances your SpLD Support Advisor may feel it necessary to disclose to a senior member of staff confidential issues raised during any support sessions in line with the university safeguarding policy.

Feedback

The service will provide opportunities throughout the year for you to give us feedback on the support and services delivered through the team. If you would like to provide any informal feedback at any time you can do so by e-mailing spld@edgehill.ac.uk or by speaking with your SpLD Advisor who will pass the feedback onto the Learning Support Manager.

Complaints

How to make a complaint

If you are unhappy with any aspect of the service please let us know and we will endeavour to resolve this; please e-mail SpLD@edgehill.ac.uk and the Learner Support Manager will respond. We strongly recommend that you read the University complaints policy with regard to the process you will need to follow should you wish to make a complaint. Details of the [University complaints policy](#) can be found on this link. You may also wish to seek independent advice that is available to students from the Student Union located on campus in the Hub (upstairs). To use this service contact:

Students' Union Advice Centre:

Tel: 01695 657301

Email: suadvice@edgehill.ac.uk

Cancellations and Missed Appointments

Cancellation and missed appointments policy

The university has a duty to ensure that the funding for support is used responsibly. If you fail to attend a pre-arranged support session, without providing 24-hours' notice, Student Finance England permits us to generate the full charge against your DSA funding. However, we understand that in some situations you may be unable to provide 24 hours' notice because of situations outside of your control.

In order to cancel a session, you should contact your SpLD Support Advisor or the SpLD Support Team to inform them why you are unable to attend. Let us know also when you are likely to resume your support.

Evidence for missed appointments

If you miss a booked appointment then we will require written evidence to say why you missed this – an email message is suitable evidence.

Repeatedly missed or cancelled appointments

When appointments are repeatedly missed or cancelled at short notice this affects other students who may be waiting to see a SpLD Support Advisor. Your funding body may not provide funding for support sessions that are repeatedly missed with less than 24 hours' notice.

How to cancel an appointment

If for any reason you wish to cancel a booked appointment please contact your SpLD Support Advisor directly. Your advisor will have given you their contact details when commencing support with you.

If you do not have your advisor's contact details then please contact the SpLD Support Team:

In person: Catalyst helpdesk, Catalyst

Email: SpLD@edgehill.ac.uk

By phone: 01695 587526

You can email us on SpLD@edgehill.ac.uk for further advice and guidance in relation to any of the points mentioned in this agreement.

SpLD Support Guide and Agreement

Your responsibilities

As part of this agreement you are expected to

- attend agreed appointments for support and be on time
- contact your SpLD Support Advisor directly if you cannot attend or if you wish to change your appointment
- provide 24 hours' notice (working days) if you are unable to attend
- send an email message to your advisor with the reason for missing a session or cancelling with less than 24 hours' notice
- take responsibility for your learning and bring your work and resources with you, e.g. assignment guidance, pen drive, paper
- keep your mobile phone on silent
- sign the session record sheet for all sessions attended, and for those missed or cancelled when 24 hours' notice has not been given

Office Use

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Student responsibilities

As part of this agreement you are expected to

- attend agreed appointments for support and be on time
- contact your SpLD Support Advisor directly if you cannot attend or if you wish to change your appointment
- provide 24 hours' notice (working days) if you are unable to attend
- send an email message to your advisor with the reason for missing a session or cancelling with less than 24 hours' notice
- take responsibility for your learning and bring your work and resources with you, e.g. assignment guidance, pen drive, paper
- keep your mobile phone on silent
- sign the session record sheet for all sessions attended, and for those missed or cancelled when 24 hours' notice has not been given

I have received and read the SpLD Support Guide and Agreement for Specialist One to One Study Skills Support (Band 4) and I agree to my responsibilities (see above 'Student responsibilities').

Student's name

ID

Signature

Date