"Students with an illness or disability have essentially the same rights and responsibilities as any other student."

INTRODUCTION

The purpose of these guidelines is to provide the students, support workers, teachers and others with ideas for working together successfully.

♦ For the support worker this means providing a quality service (note-taking, interpreting, scribing or reading) in an environment of mutual respect and acceptance.
♦ For the student this means knowing what to expect from the support worker and being aware of their own rights and responsibilities.
♦ For the teacher this means being aware of the role of the support worker and the responsibilities of both student and their support worker.

We are always open to share ideas in order improve our service.

STUDENT/SUPPORT WORKER RELATIONSHIP

Support staff have been engaged to provide notetaking, scribing, reading, study assistance, participation assistance or interpreting for students with disabilities. Whilst there are many functional aspects to being a support person, there are some things which they have not been engaged to do. They have not been engaged as a friend or as an advocate or to carry out duties other than those specified by the Disability Liaison Officer (DLO). Failure to adhere to appropriate boundaries compromises the professional relationships and will result in the Support Worker being removed from supporting that student. It is expected that they will form a positive on-campus relationship with the student, one that is comfortable for both of them.

Students with disabilities have demonstrated their academic competence by gaining places at the Institute. The role of support staff is to enhance students’ learning and not to create dependency.
Support Work – Rights & Responsibilities

Support staff may have different ideas or different experiences. Please talk to the DLO about these ideas, as they are always looking at ways to improve services to students with disabilities.
SUPPORT WORKERS - RESPONSIBILITIES

* Be punctual and wait for the student outside the classroom (unless advised otherwise). If the student does not arrive **after 20 minutes**, contact Student Services. The DLO will advise you whether or not the student has left a message and the outcome.

* Notify the DLO or Student Services **as soon as possible** if you are unable to attend a scheduled class so that arrangements can be made to find a replacement.

* Discretely indicate to teaching staff at the start of your assignment that you are a support worker.

* Aim to be as unobtrusive in class as possible. Generally this means you are **not to interact or participate in class** activities.

* If you require clarification of a point in a class then try to wait until a break or the end of the class before asking the teacher.

* If the teacher asks you a question with regard to the student you should request they either ask the student directly or contact the DLO. You should not accept or answer questions on behalf of the student.

* Some students do not want others to know that they have a support worker. Be sensitive to this and respect their desire for privacy.

* It is important to maintain confidentiality and not discuss the student with anyone.

* Remember - It is not your responsibility if the student does not pass. Like any other student, their results should accurately reflect their understanding and abilities. Too much ‘help’ is unfair to everyone.
Support Work – Rights & Responsibilities

* If the student needs support beyond that of your role, it is their responsibility to discuss this with the DLO – encourage them to do so. However, using the Student Support Feedback sheets will assist us all to identify such issues.

* The student is responsible to keep the DLO informed of any timetable changes, however you also are responsible to keep the DLO informed of any changes to your booking details (such as room or time changes)

* Professional behaviour –
  - Dress neatly/appropriately in order to blend in with the students
  - Do not chew gum or eat/drink in class
  - Turn off your mobile phone in class
  - Remember you are representing the Disability Office of Student Services
  - You MUST have your Staff ID badge with you at all times on campus, however do NOT wear the badge in classes or when with students

* All support which is out of class time (eg. Tutoring session) is to be conducted on campus.

* The DLO will nominate how many hours per week for student support. If a student asks for an extension to the allocated hours please refer the student to the Disability Officer. **Unauthorised work will not be paid.** Occasionally classes will run overtime. Please notify the DLO as soon as possible after this has occurred.

* Student’s Notes -
  - Pick-up Tray - Student’s notes can be left for easy collection at Student Services. Ensure notes are stapled and clearly **labelled** with the Student’s name, the date and subject.
  - Photocopying – contact the Admin Staff at Student Services

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**SUPPORT WORKERS HAVING PROBLEMS**

If you are uncomfortable with the way the student is treating you or you are having other problems with the student, discuss it with the student first. If it is not resolved...
satisfactorily then discuss it with the DLO. It is important that both student and support worker are comfortable working together.
Remember, if in doubt….check it out.

<table>
<thead>
<tr>
<th>COMMUNICATOR’S ROLE</th>
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<td>It is the Communicator’s role to facilitate communication between all parties.</td>
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<tr>
<th>COMMUNICATOR’S RESPONSIBILITIES</th>
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<tr>
<td>1. To convey exactly all the information you can hear (speech, environmental noise etc.) and all the information you can see (signing) as it happens.</td>
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<td>2. To ensure effective communication takes place</td>
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<td>3. To act as a cultural bridge</td>
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<td>4. To ensure successful transmission of information and meaning to the satisfaction of both parties</td>
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<td>5. To assist the student in understanding elements of study requirements that may be causing difficulty.</td>
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STUDENT RESPONSIBILITIES

1. You must **provide writing paper** for the support worker to use in class. If for privacy reasons you do not want contact with the support worker in class then a labelled supply of paper can be left at Student Services for the Note-taker to collect before each class.

2. Notify the DLO if you will **not be attending a class or a class is cancelled** as soon as possible. If you miss class the notetaker will not attend and you will have to get notes from the teacher or a classmate. If on two occasions within a term you do not attend class without notifying the DLO, then the DLO may review the support you are receiving.

3. Contact Student Services or the DLO if you are **running late** for class. Otherwise the support worker might leave before you get there.

4. Please discuss with the support worker how you want your notes/reading/scribing done, e.g. format, presentation. Give feedback to the support worker and / or the DLO on whether their work is appropriate for your requirements, whether you are happy with them as notetaker/scribe/reader. **Feedback is important.**

5. If there are **changes to the class timetable** either with location or time please ensure you contact the DLO so our records are kept up to date (and we know where to send a new support worker).

6. Unless otherwise arranged the support worker will **wait for you outside the classroom** at the start of class. This is to minimise disruption of the class if you are late or don’t attend. It also means that if you are late you will miss any spoken information given before you arrive.

7. If you need to **leave class early** then the support worker will also leave at the same time.
STUDENTS HAVING PROBLEMS

If you are having problems with the support worker, discuss it with the support worker first. If the situation is not resolved satisfactorily or you are not confident about raising the issue with the support worker then please contact the DLO. It is important to us that both student and support worker are comfortable working together.

FINAL NOTE FOR STUDENTS

- Support Workers (Notetakers, PA’s, Interpreters, Tutors) are assigned to assist/support students with their studies. The way in which they support you is generally outlined in their position descriptions (see attached) and the details for individual students are negotiated between the student and the DLO.

- Students are expected / entitled to be as independent as possible

- Students receiving assistance via the Disability Liaison Office are still expected to meet the same standard of understanding and ability and be able to demonstrate an equivalent competency (even if they demonstrate this in a different way) to other students.

- Students are still required to study, do homework and assignments in their own time. Tutoring is not a time to do homework and assignments, but to clarify and plan how it will be done. (Tutoring / Scribing does not replace this!)

- All Support Workers are expected to work in a professional and appropriate manner and to adhere to professional boundaries.

- Support Workers will not give you their personal contact details! Any contact must be via the DLO office.

- Support Workers are not on-call to assist you. Support will only be available during times planned via the DLO Office.
Support Work – Rights & Responsibilities

- Support Workers should not have “social” contact with students they support outside of TAFE.

- Rules on Student Discipline (see your Student Diary) still apply when working with Support Workers. Any student using abusive or obscene language, or not positively participating in the Support Work will have their support revised by the DLO.

**FINAL NOTE FOR STUDENTS, WORKERS AND TEACHERS**

These guidelines are not absolute rules and are commonly varied according to circumstances. They are aimed particularly at those who are new or unfamiliar with direct support services to give a broad indication of the principles which might be applied.

If anyone is unsure or concerned in any way about how to deal with specific circumstances involving direct support, the DLOs are more than happy to provide guidance and advice.

Our overriding objectives are:

- To provide a quality service to our clients – the students.
- To avoid or minimise any disruption to the normal running of classes.
- To be a supportive employer.