

## Guidelines for students using the Student Enabling Centre's (SEC) in-class support

### Non-Medical Help Support at the University of Wolverhampton

Students enrolled on University of Wolverhampton courses are strongly encouraged to utilise helpers who are employed by SEC. This helps to ensure that all disabled students have equal access to good quality and cost appropriate non-medical help support. SEC employs non-medical helpers on behalf of disabled students.

#### In-class / around campus

- Support Assistants (Practical Support, Library Support, Sighted Guide etc.)
- Manual Notetaker
- Study Assistant
- Examination Support Worker (Reader, Scriber, Prompter)
- Electronic Notetaker (ENT)
- Specialist Transcription
- Mobility Trainer
- BSL Interpreter

### How does my Non-Medical Helper Support get put into place?

Your Tutor Awareness Sheet (TAS) lists your Non-Medical Helper Support. This information, with your permission, is automatically communicated to the support co-ordinators.

The support co-ordinators are responsible for booking your Non-Medical Helper Support including human support for your special examination arrangements i. e. scribe/reader.

### How can I contact the support coordinators?

Telephone voice: 01902 321625

Mobile: 07813 294164

[sec-coordination@wlv.ac.uk](mailto:sec-coordination@wlv.ac.uk) – Non-Medical Helper enquiries

Or make an appointment at the MI Student Centre reception (City Campus South)

### Your responsibilities

- respond promptly to requests made by the support coordinators for your semester timetable
- inform the support coordinators as soon as possible if you have any
  - room or time changes
  - reading or revision weeks
  - cancelled lectures
  - modules you have changed

If you are not able to get your timetable then please speak to your personal tutor (<http://www.wlv.ac.uk/study-here/student-support/your-study/>) in your faculty or the Faculty Enabling Tutor (<http://www.wlv.ac.uk/study-here/student-support/students-with-disabilities/disability-advisor-/faculty-enabling-tutor/>).

**Please note that late timetables can result in your support taking up to four weeks to organise so please provide it as soon as you can.**

### **Working with your Non-Medical Help Support Worker(s)**

To ensure that your support is a positive experience SEC asks that you adhere to the following when accessing Non-Medical Help Support Workers:

1. In the event that a lecture or booked session needs to be cancelled please contact the support coordinators giving 24hours' notice. If this is not possible you may be charged for the support.
2. Please ensure you are not abusive or behave inappropriately towards your Non-Medical Helper Support Worker. In these circumstances SEC reserve the right to withdraw your support.
3. Please make sure you are at the designated meeting place by the time agreed with your Non-Medical Helper Support Worker or SEC. Please inform the support coordinators if you think you will be late.
4. Your Non-Medical Helper Support Worker will wait 20 minutes at the beginning of a lecture and then leave if you do not arrive. If you do not arrive within 20 minutes or they cannot see that you are present, they will leave and be directed to another student.
5. If your absence is disability related, provided prior agreement has been reached with a disability advisor, the Non-Medical Helper Support Worker can attend in your absence. For this to happen, you **MUST** contact the support coordinator's at least 24 hours prior to your absence.
6. **Please remember it is your responsibility to inform us of any changes and cancellations as soon as possible.**
7. If you consistently cancel SEC Non-Medical Helper Support Workers without valid reasons please be aware that your Disability Adviser will contact you about having a reassessment of your support requirements.
8. Please be advised that trainee Non-Medical Helper Support Workers may be collecting evidence towards their final assessment portfolio. They may ask you to provide some feedback on the standard of their work. All assessment portfolios are confidential, and you are not obliged to provide feedback if you do not wish to do so.

## Frequently Asked Questions (FAQ's)

### **1. I have a manual or electronic note taker. How do I receive my notes?**

#### **Digital notes:**

If you are funded to receive your notes in a digital format such as handwritten notes typed up, Electronic notes (a live reference) or MP3 converted, you will receive these by email. We aim to send the notes out within 24 hours of your session.

#### **Handwritten notes:**

You can choose one of the four options below to receive your notes

1. Collection. Collect your notes from The Student Centre in the MI building.
2. Scan & Email. SEC will scan and email your handwritten notes to you.
3. Post. SEC will post your notes to your address.
4. MP3 Audio format

Please let the Support Co-ordinators know your preference

### **2. What happens if I am ill or cannot attend a lecture?**

Please contact the Support Co-ordinators as soon as possible:

Text – 07813 294164

Phone - 01902 321625 / 01902 322325

Email – [sec-coordination@wlv.ac.uk](mailto:sec-coordination@wlv.ac.uk)

### **3. What should I do if I would like to arrange my own support?**

You need to contact the Student Enabling Centre (SEC) to ensure you are clear on all the responsibilities you will be taking on. Please contact SEC as soon as possible to discuss this:

Phone - 01902 321074

Email - [sec@wlv.ac.uk](mailto:sec@wlv.ac.uk)

### **4. What happens if I do not submit my timetable in advance of the semester starting?**

Support can take up to four weeks to organise so please provide your timetable as soon as possible to the Support Co-ordinators.

### **5. I am having difficulty getting my timetable. What should I do next?**

Contact your Personal Tutor or Faculty Enabling Tutor (FET)

### **6. I can't get to MI Student Office to approve my support. What should I do?**

Please contact SEC as soon as possible so that we can make arrangements with you. This may mean sending the timesheets to you in the post.

**7. I am unable to approve my Non-Medical Helper Support Workers support hours on SECTIS (online timesheet system). What should I do?**

Please contact SEC as soon as possible so that we can investigate why you are having problems.

Phone - 01902 321074

Email - [sec@wlv.ac.uk](mailto:sec@wlv.ac.uk)

**8. Does SEC have a Facebook page or Twitter feed?**

Yes, SEC does have a Twitter feed @WLVSEC which provides news and information for disabled students from the Student Enabling Centre at the University of Wolverhampton. SEC does not have a Facebook page.

**9. How do I find out further information about SEC?**

Please register to access the Student Support (SEC) and SEC Transition WOLF topics. <http://wolf.wlv.ac.uk/sec/60151/>

**10. I would like to talk to someone about my additional support requirements. Who should I contact?**

Please contact SEC by phoning 01902 321074 or emailing [sec@wlv.ac.uk](mailto:sec@wlv.ac.uk)

**11. I am allocated a Specialist Tutor and/or Mentor, where can I find out more information about this support?**

Please access the appropriate booklet on the SEC webpages.

<http://www.wlv.ac.uk/study-here/student-support/students-with-disabilities/>

**12. What should I do if I am unhappy with the support I am receiving?**

If you are unhappy with any aspect of your support or encounter any problems with your support, please contact the Support Services Team Manager as soon as possible by email on [a.wright@wlv.ac.uk](mailto:a.wright@wlv.ac.uk)