# **Student Agreement**

Support from the SpLD Team is student focused and designed to enable you to develop strategies and ways of working that have a positive impact on your studies. More information about the support and services available through the team can be found on our [webpages](http://www.ehu/ac.uk/spld).

Students have the option to access support remotely or in-person.

## The aim of SpLD support is to:

* Consider how an SpLD may impact on your learning.
* Develop or further develop strategies to study independently.
* Recognise and use your learning strengths to support your studies.
* Empower and assist you in becoming an independent student.
* Develop your confidence in your abilities to complete your studies.
* Support you to embed strategies and skills that are transferrable.

## The support will be tailored around your needs however common areas students wish to work on are:

* Organising and managing time.
* Reading, research and note taking.
* Assignment and dissertation planning and writing.
* Referencingand proof reading.
* Presentation planning and delivery.
* Using assistive technology.
* Revision and examination preparation.
* Strategies for placements.

**Please note** that your SpLD Support Advisor’s role **does not include** providing a proof-reading service or subject tuition

## About your SpLD Support Advisor.

All our Advisors have experience working with students who have SpLD in a higher education setting. You will be allocated an advisor to match your available times.

## Your SpLD Support Advisor will:

## Will work with you to plan areas of focus in support

* Review and record your progress at appropriate intervals
* Work with you to develop strategies, build on your strengths and encourage independent learning
* Maintain confidentiality (see note on confidentiality)

**Arranging your support**

* You will receive a request for your availability – please provide the available slots you are free (Monday-Friday), and we will look to book you into an available appointment that fits in with your availability.
* Please be aware, we primarily offer appointments between 9 and 4 with the first appointment at 9am and the last at 4pm.
* Please be aware we cannot hold appointments and when offering appointment times, we are contacting a number of students and these are booked on a first come, first served basis.

## Changing to another SpLD Advisor:

If for any reason you would like to change to a different SpLD Support Advisor, you can request this by emailing: [SpLD@edgehill.ac.uk](mailto:SpLD@edgehill.ac.uk)

## Confidentiality and Data Protection.

After completing and agreeing your Student Support Plan (SSP) we will send this to a named contact in your department who will share this with relevant teaching staff.

All sensitive information shared between a student and the University is protected in line with the General Data Protection Regulations (GDPR). Confidentiality is central to our work and the university will not share any information unless we have your permission.

At Edge Hill University we are committed to respecting and protecting your personal information.  Further information around the universities approach to data protection can be found here: [Data protection](https://www.edgehill.ac.uk/document/data-protection-policy/)

In exceptional circumstances, we may be required to breach confidentiality and pass on relevant information if there is/are:

* An immediate and serious threat to personal safety or the safety of others.
* A legal requirement to disclose that information.
* Serious concerns about a student’s wellbeing.
* Professional fitness to practice issues.

Your SpLD Advisor will inform you if they feel it is necessary in certain circumstances to disclose to a senior member of staff confidential issues raised during the support session.

## Changing to another provider.

Your funding body may approve the SpLD Support Team at Edge Hill University as the provider for your support. However, if for any reason you wish to change to another provider, then you should contact your funding body to explain why you wish to change. You can contact us on: [SpLD@edgehill.ac.uk](mailto:SpLD@edgehill.ac.uk) if you need any help with this.

**Feedback**.

We may contact you to gather feedback about the service and appreciate any response you may have. If you would like to provide any informal feedback at any time you can e-mail [spld@edgehill.ac.uk](mailto:spld@edgehill.ac.uk) or speak with your SpLD Advisor who will pass the feedback onto the Learning Support Manager.

## 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](mailto:SpLD@edgehill.ac.uk) and the Learner Support Manager will respond. We recommend that you read the University complaint’s policy regarding the process you will need to follow should you wish to make a complaint. Further information about the university complaints process can be found on the following link: [https://www.edgehill.ac.uk/registry/complaints/](https://www.edgehill.ac.uk/document/complaints-procedure/)

## Students’ Union Advice Centre.

You may also wish to seek independent advice that is available to all students from the Student Union.  The Student Union is located on campus in the Hub (upstairs).

To use this service, you can book a 30-minute appointment online at: <https://www.edgehillsu.org.uk/advice> Alternatively, you can contact the Student Union team to discuss any issues.

**Email:** [suadvice@edgehill.ac.uk](mailto:suadvice@edgehill.ac.uk)            **Phone: 01695 657301**

## How to cancel an appointment:

If for any reason you wish to cancel or rearrange a booked appointment, please contact your SpLD Support Advisor directly. If you do not have your advisor’s contact details, please contact the SpLD Support Team:

**Email:** [spld@edgehill.ac.uk](mailto:spld@edgehill.ac.uk) **Phone: 01695 657526.**

## Missed or cancelled appointments:

We understand that there may be occasions when you are unable to attend your appointment however, please be aware that when appointments are repeatedly missed or cancelled at short notice this affects other students who may be waiting to see a SpLD Support Advisor.

## What we expect from students:

* To attend agreed appointments and be on time.
* To contact your SpLD Support Advisor directly if you cannot attend or if you wish to change your appointment.
* If possible, provide 24 hours’ notice if you are unable to attend.
* 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.
* Confirm that you have attended or not attended sessions.