



## **Student Agreement**

You can expect one-to-one support in some or all of the following areas, depending on your priorities.

- Understanding your thinking and learning style
- Developing effective study habits: choosing appropriate times and places to study
- Writing: understanding assignment briefs, Planning, drafting, editing, development of proof-reading strategies
- Time Management and Organisation: Meeting deadlines, developing action plans and study schedules, developing a filing system
- Skill Development: Reading and spelling skills, comprehension, note-taking, note-making, doing research
- Presentations: Planning – developing – Rehearsing,
- Examination and Assessments: Revision techniques, memory, managing your extra time
- Use of Assistive Technologies: I am not an Assistive Technology (AT) Trainer, but I do have an understanding of the AT commonly recommended to students through the DSA and can support you in considering how you can use your AT to support you with your studies.

Please be aware that subject-specific and proof-reading support are outside of the remit of specialist study skills support tutors and should not be expected.

If you feel that additional hours of support are required, you will need to request these from the Needs Assessment Centre which carried out your original DSA Needs Assessment. I will not be able to provide additional hours of support without funding body approval.

## **What you Can Expect from me**

- You will always be treated with dignity and respect by me.
- I will reply to emails and phone messages within 2 working days (at peak periods, such as at the start of term, response times may extend to 5 working days.)
- I have been granted exemption by SFE in relation to providing face-to-face study skills support to students. Therefore, all support delivered by me will be delivered remotely via MS Teams.
- Your personal information is confidential and will not be shared without your permission, except where there is reasonable belief that you might be at risk of harming yourself or others.
- You should know the date, time and focus of your next session, as appropriate. However, you will not be obliged to block book appointments if you do not feel that these are required.
- You can expect appointments to be delivered on time, and where possible you will be given at least 24 hours' notice of the need to cancel a session. If I to cancel your session, I will rearrange this with you.

## **What I expect from you:**

### **Booking a session.**

To book an appointment, please call 07395 207 531.

Alternatively, please email [lindsay@novatuition.org](mailto:lindsay@novatuition.org) with your availability to attend an appointment.

If you are unable to attend your booked appointment, you are responsible for contacting me to cancel it. Please contact me on 07395 207 531. or email [lindsay@novatuition.org](mailto:lindsay@novatuition.org), giving at least 24 hours' notice.

If you are self-funding, you will need to make payment in full at the time of booking. A full refund will be made to you if you cancel your appointment with at least 24 hours' notice.

### **No refund will be available if you cancel a booked appointment with less than 24 hours' notice.**

If your funding body is SFE, you are only funded for 2 cancelled specialist study skills support appointments per term.

After two missed appointments you may be asked to discuss your continuing support.

Please do not use the chat function on Teams to cancel an appointment, as this is not always checked.

### **Recording the date and time of your session(s)**

It is your responsibility to make a note of the date and time of your session, whether this is in a diary, your electronic calendar or on your mobile phone.

- Please take an active part in your support and the planning of your support. It is important to join the MS Teams meeting promptly and to consider in advance what you want to work on.
- Please treat me with dignity and respect. I will end the appointment immediately if I am verbally abused or feel otherwise threatened.
- Please check and sign your session timesheets promptly. You will not be expected to sign in advance for future appointments.

### **Preparation for your specialist study skills support appointment:**

You will be asked to share your screen in MS Teams or email relevant documents during the appointment, allowing us both to work on the document in the appointment.

- It is important that you have access to a computer/laptop so that you can work effectively throughout your specialist 1-1 study skills session.
- A mobile phone is **NOT** suitable for your specialist study skills support.
- You need to ensure that you are in a suitable study space that is conducive to learning. I will end the appointment immediately if I believe you are in a place in which it is not suitable for specialist study skills support to take place.
- Please ensure that you are suitably attired for your appointment.

**Academic conduct**

It is your responsibility to ensure that your work meets the academic regulations required by your university. This includes familiarizing yourself with your course policy on plagiarism, collusion and inappropriate use of generative artificial intelligence (ChatGPT etc.).

**Feedback and Complaints:**

I welcome informal feedback in relation to the specialist study skills support service I deliver at any time, either in person, by phone or by email. Please contact 07395 207531 or email [lindsay@novatuition.org](mailto:lindsay@novatuition.org) to discuss this.

Should you wish to make a complaint, please contact me on 07395 207531 or email [lindsay@novatuition.org](mailto:lindsay@novatuition.org).

You can expect an initial response in relation to your complaint within five working days. All complaints will be investigated thoroughly; however, please be aware that, as a sole trader, I will most likely be responding to complaints regarding my own actions and decisions. After the initial response, it may take up to eight weeks for the complaint to be dealt with fully. If, after this time, you believe that your complaint has not been fully resolved, you may wish to contact the professional body of which I am a member:

Professional Association of Students with SpLD (PATOSS), Evesham College,  
Davies Road, Evesham, Worcestershire, WR11 1LP

Telephone: 01386 712 650

You can also contact your Study Needs Assessor at any time to discuss your specialist study skills support.

**Please confirm you have read and understood this agreement by sending an email to [lindsay@novatuition.org](mailto:lindsay@novatuition.org)**