

Styled Educational Enterprises Ltd: Inspired Personalised Education

Specialist Student Support Agreement

Contact information: Hours of Business: Monday to Friday – 8.30am to 17.30pm.

Mobile Number: 07977761650

Email: Lynne M. Mercer (CEO of Styled Educational Enterprises Ltd)
Lynnemercer@stylededucationalenterprises.co.uk

Lynne M. Mercer, CEO of Styled Educational Enterprises Ltd, is a Disabled Student's Allowance (DSA) registered provider of Non Medical Help Support, provided within the guidelines of the DSA and Student Finance (SF) England.

Student Information

Name: _____

University: _____

Programme: _____

Year of Course: _____

Type of Support: Specialist Study Skills Support _____

Guidelines and Service Terms and Conditions

- I understand I am only entitled to receive support while I am registered on a Higher Education programme and attending. If I leave my course, or there are any changes to my programme, or my DSA2 award letter, I will notify my NMH provider immediately, or I may be liable for payment of any subsequent support received.
- The classification of an appointment or a booked session is when you have agreed a date, time, and location for your online support. It is a DSA requirement that all first appointments are confirmed in advance and in writing, and you agree to comply with this process.
- All of your sessions are booked and confirmed between 24 hours and 7 - 14 days in advance of each session. The first booking confirmation will be sent via email and will confirm the date, time and location. Furthermore, it is a requirement by the DSA all students sign a timesheet and a sessional record after the completion/close of each session.
- For subsequent appointments, you will be sent a reminder text message 24 hours before your appointment.
- Support is provided weekly and students are advised to attend on a regular basis to assist in the development of skills and techniques, and therefore, will endeavour to engage with the support as recommended in their Assessment of Needs Report.
- Sessions are provided remotely via an online platform such as Skype, and if applicable, via telephone, or a WhatsApp video call.

- You agree to be punctual attending appointments, and remain for the duration of the session. If you choose to conclude a session early, you understand that you will sign the timesheet for the full duration of the appointment.
- You understand if you do not attend the prearranged appointment on time without prior notice, the tutor will attempt to contact you. If you do not reply or attend the session within 15 minutes, the tutor is entitled to claim the entire appointment as a missed session.
- You also understand if you regularly fail to attend or cancel the sessions the support may be withdrawn.
- If you are not able to attend a session you are required to give a minimum of 24 hours' notification via text, email or telephone communication. If you do not give notice or do not provide notification to say you do not require the support, you may be contacted to find out why no notification was given. If you wish to cancel or rearrange a session, please telephone or text 07977761650.
- If you fail to attend or cancel without notice 2 consecutive sessions, with less than 24 hours notification your support will be reviewed, and possibly suspended until the next term when the allocation of two missed or cancelled sessions are reinstated.
- If you have been unable to give 24 hours or more notice of a cancelled session due to unforeseen circumstances you may be required to provide supporting documentation, if the DSA requests this information. Therefore, you are advised to provide notification of a cancelled session as soon as possible.
- You will be required to confirm/sign for any support you have received and for any cancelled sessions that was booked without 24 hours' notice by signing the relevant timesheet and sessional record.
- If you do not sign off your timesheets promptly, you will be sent reminders to do so either by email, text or by telephone. It is your responsibility to respond promptly to any communication. Continued failure to sign off hours may result in a temporary or even permanent withdrawal Non-Medical Helper/Specialist Study Skills services.
- You can request rest breaks during your session, but this time is incorporated into your appointment, and cannot be added onto your session.
- Support sessions can only be booked for a maximum of two hours. Support for the duration of four hours, must have included a break between the two hour periods.
- Support should be provided in a private, comfortable and confidential location. Rooms can be booked at the university for this purpose, or can be delivered via the student's home environment or a library. Sessions will be cancelled and claimed if the location is deemed unsuitable for/during a session, because it fails to meet the above criteria for the delivery of DSA support, for instance, public places or transportation such as; a busy cafe, train, plane or bus.
- Support is provided for study skills only, and specific input into the content of your coursework and studies cannot be provided, as specialist tuition is 'non-subject specific'. This means that although support can be provided on current assignments, the support tutor cannot provide additional explanations of the content of your course or identify weaknesses in an assignment which would only be apparent to your subject lecturers. Consequently if you need help with the meanings of questions or the texts you should use to answer a question, then you must contact your department and personal tutor. You also need to refer to your course handbook/module guides and employ any stylistic conventions or formatting information particular to your subject area or department.

- The support is strictly not a proofreading and editing service, but adheres to academic standards and will assist in the development of these skills. Responsibility for all assignments, referencing, assessments and submissions lies with the student, and is not the responsibility of the tutor or the company.
- You are responsible for bringing any relevant paperwork to your sessions e.g. assignment guidance, course handbooks, so that the study skills input can be directly related to your course and current assessments.
- All support and administration is to be confined to the study skills support sessions and not in addition to this. Work is not to be emailed to the tutor to be read, marked or amended in advance of a session for feedback to be provided during a session.
- If any further additional support is required other than specialist one-to-one support, students will be signposted to the university to receive this assistance.
- Each term or semester, a review of your support, requirements and setting future goals will be completed and the development of an Individual Learning Plan will be completed to facilitate and assist in this process.
- Support is generally provided during business hours, but out of hours support (evenings & weekends), are arranged subject to the availability of individual tutors. Text/telephone messages are accessed usually only during working hours Monday to Friday. If you send messages or telephone outside these days/times such as during evenings or weekends, you may not receive a response until the next working day. However, text messages can be sent or calls made to notify of a last minute cancellation, but these should be followed up by an email.
- You will be provided with a professional and approachable service, and it is expected you show the same level of courtesy. Any misconduct or unacceptable behaviour the necessary appropriate measures will be taken to withdraw/terminate the support.
- Confidentiality: All support sessions are confidential, and the only circumstances under which this confidentiality would be breached, is if it is considered that you or a third party is at risk of harm. If this situation arises, you will be advised this information will be passed on to the appropriate personnel or institution.
- Data protection and confidentiality. The information provided by your tutor for your support, must not be disclosed to any third party, and be secured on password protected devices. In addition, these details must be destroyed on the conclusion of your support, and if it is no longer required.
- You will be asked to provide feedback on your study skills support each semester/term, but your feedback and comments are always welcomed at any point.
- Complaints & Procedure: Please contact L. M. Mercer (CEO of Styled Educational Enterprises Ltd).

I confirm that I understand the guidelines and agree to the terms and conditions above.

Student Signature _____

Print Name _____

Tutor Signature _____

Date _____