



Assessment, Education & Training

## Specialist Study Skills Tuition: Student Contract

**Tutor: Chantal Karatas**  
**Academic Year:**

**Student:**

### **Instructions to tutor:**

Please go through this with your student at the first session. This enables roles, responsibilities and expectations to be discussed before you both enter into the agreement.

Ask the student to read, then sign 2 copies of the document, (1 to be kept on file by the tutor and 1 for the student to keep).

### **As a student using the specialist tuition service, we ask that you agree to the following conditions:**

- Make sure your Disabled Students Allowance is confirmed and in place. Failure to apply will result in you being charged for the tutorials received.
- Please email or text your tutor to arrange/cancel appointments; please make sure you only use it for those reasons.
- Attend tutorials that have been arranged, unless you are ill or unable to attend for a disability related reason.
- Confine tuition to lesson times booked because your tutor will not be available outside lesson times.
- Arrive punctually for lessons.
- Behave courteously and respect the boundaries of the tutor's role
- Complete the lesson summaries/timesheets and other appropriate paperwork with your tutor.
- Recognise that your tutor is there to support you with study skills but cannot give specific input into the content of your coursework and studies. Tutors, support students from over 400 degree disciplines; it is therefore not possible to comment on content.
- Bring relevant paperwork to tuition sessions such as module guides, assignment guidance etc...as requested by your tutor. Tuition is most effective if the study skills can be embedded and contextualised to the work relating to your course.
- Tutors can assist you in the development of editing strategies and referencing but it is your work and your responsibility to apply these.

**In return, you can expect your tutor to:**

- Develop an individual learning plan with you to establish a short term, medium and long term plan. This is done twice yearly.
- Teach you a range of study skills and coping strategies based on your needs, established from your Diagnostic Report (DR), Needs Assessment Report (NAR) and Individual Learning Plan (ILP).
- Document lessons.
- Maintain confidentiality of information and liaise with other staff with your consent, except in the case of a safeguarding issue which has to be reported to the Safeguarding Officer by law.
- Your tutor will signpost you to other services within the university, if this is deemed appropriate.
- Start and finish tutorials on time.
- Support you through your course/degree developing your chosen areas of specialist study skills.

**Cancellation Procedure:**

- If you need to cancel a session, please do so in writing either via email or text to your support tutor, stating the reason for cancellation, for example illness or disability related reason. This will be documented and forwarded to the DSA where applicable.
- If you cancel within 1 working day or less of the day of the session (not including weekends or bank holidays), you will still be charged for the session via the DSA. For example if your session is booked for 2pm on Tues and you cancel on the Monday at 9am you will still be charged for the session.
- If you miss more than two sessions, within a semester and you only give 24 hours or less notice of cancellation, the DSA reserves the right to suspend your support.

**Process for requesting additional Non-Medical Helper's Allowance:**

- If additional hours are needed, you the student need to contact your needs assessor who will consider the request and liaise with the funding body to gain authorisation, for any additional NMH support.
- You will need to provide the name of the assessment centre, the name of the needs assessor and an email address of the above, so your support worker can also notify the assessment centre / needs assessor in writing via email, of the additional support request and the reasons why.

**Terminating Support:**

- If you wish to terminate support please do so in writing with your reason for doing so, via email directly to your tutor. Please remember the cancellation policy above will still apply.
- Your tutor will acknowledge receipt of this within 5 working days.
- If your tutor needs to terminate support you will receive an email explaining why, giving one weeks' notice.
- You will also be given the procedure to support you to find another tutor.

## **Complaints policy:**

If you have a complaint, we aim to ensure all complaints will be handled in a professional and non-confrontational manner:

- Odyssey Assessment Education and Training aims to provide high standards of service with consideration, courtesy and professionalism. If you feel we have not met this standard, please contact us.
- We treat your complaint seriously;
- We deal with your complaint promptly and in confidence;
- We explain what happened and, where required and possible, put it right;
- We learn from complaints and use them to review and improve our service.

### **Stage 1:**

- If possible it is always preferable if complaints can be dealt with informally, in person, by telephone or email, by the individual providing the service. However, we recognise that some complaints need to be lodged in a more formal manner.

### **Stage 2**

- If you feel your complaint has not been addressed appropriately through informal channels, please contact Chantal Karatas. In writing and we will endeavour to respond within 10 working days in writing. Either email; [Chantal@odyssey-education.co.uk](mailto:Chantal@odyssey-education.co.uk) OR write to **Chantal Karatas, 227a Penn Road, Wolverhampton, WV4 5TY.**

### **Stage 3**

- If the complaint is not resolved to your satisfaction, Chantal Karatas will refer it to a Complaints Panel. This will consist of Chantal Karatas, Teresa Determann and one other independent professionally accredited Specialist Teacher/Assessor. You will be notified of the date of this meeting. Any supplementary evidence would need to be lodged 1 week prior to this meeting date, if it is to be considered. You will receive a written response to your complaint within 21 days of the date of the panel meeting.

### **Stage 4:**

- If you are not satisfied with the response you receive you may appeal and contact the Patoss Chief Executive in writing at [www.patoss-dyslexia.org](http://www.patoss-dyslexia.org)
- Please note our full complaints policy can be found at: [http://www.odyssey-education.co.uk/complaints\\_policy.pdf](http://www.odyssey-education.co.uk/complaints_policy.pdf)

## **Feedback:**

**There are a number of ways for you to feedback in relation to your support, including service improvements and things we do well:**

- 1) Once a term you will be provided with the opportunity to give written feedback via the ILP.
- 2) You will be sent a link to an anonymised feedback form which you can access at any point in the academic year as many times as you like: <http://www.odyssey-education.co.uk/limesurvey/index.php/938528?lang=en>
- 3) You will also be given a feedback form today as part of this contract.
- 4) You are welcome to discuss any feedback you have in person, within your sessions too.

### **Data Protection and GDPR (2018):**

- Any information shared will be kept locked away in a filing cabinet or will be stored on a computer with a secure password in adherence to the Data Protection Act and GDPR (2018).
- We will not use your data for any other purpose without your consent, however personal data including details relating to your health, medical condition or a disability may need to be shared with relevant third parties (DSA, needs assessor and HEI) and we ask for your permission to do so where necessary.
- For your peace of mind Odyssey Assessment Education and Training is registered with the Information Commissioners Office

### **Safeguarding:**

- **If you disclose an issue to your tutor which is outside of his/her remit/ professional boundaries, your tutor will signpost you to other possible services which may be helpful. It may also be necessary for the tutor to report the information to the Safeguarding Officer. By law, if you are deemed to not be safe or at risk of harm, your tutor is legally obliged to report this to the safeguarding officer without your consent.**

**Please provide your consent by completing the declaration below:**

#### **Student agreement:**

- **I have understood and agree to the above conditions.**
- **I consent to the use of my name, date of birth and other relevant data obtained from my sessions which may be necessary to be shared with relevant third parties. I understand that this information will not be used for any other purpose without my consent unless authorised by law.**

**Student signature:**

**Date:**

**Tutor Signature:**

**Date:**

**Both parties please keep one copy of this document for your own records.**