

## PA/Library Support – An Introduction

Your 'Needs Assessment' recommends that you can receive the support of a Personal Assistant, or Library Support (PA/LS). This document describes the purpose of the support and outlines how it is delivered.

### What is the role of a Personal Assistant/Library Support assistant (PA/LS)?

PAs provide support in the academic environment, in order to enable students to develop and maintain their independence, to participate in all aspects of university life and to benefit fully from the experience of being a student. The type and amount of support for which you will be eligible will be set out in your 'Needs Assessment', and you can access PA support according to your individual need. How often and when you access PA/LS support is at your discretion (within the recommendations set out in your Needs Assessment).

In general terms you can expect from PA/LS:

- Support on campus – including:
  - Help with accessing services and venues across the University.
  - Retrieving/returning/locating books at the library.
  - Assisting with PC work.
  - Assisting with physical tasks where appropriate.
  - Mobility support.
- A service which seeks to respond to your individual requirements.
- To keep a record of the sessions they have with you.

A PA/LS cannot:

- Assist you within your accommodation. PA/LS staff are not permitted to enter student's accommodation.
- Assist you with support off-campus. PA staff are campus based, with the exception of occasional pre-arranged, specialised circumstances.
- Assist with tasks that are not related to your academic engagement.
- Provide personal care.
- Provide subject-specific or academic support.

To arrange PA support, you must contact the Support Worker Team. PA/LS support can be arranged on a regular/recurrent basis, or on a changeable week-by-week arrangement. In the latter case, to book in a PA session, you must contact the SWT with your PA requirements by midday on the Wednesday of the week before the PA is required. The PA schedule is created and sent out weekly, via your University email address. Whilst we will try to take into account any requests for specific staff to work a PA session, these cannot be guaranteed.

### Key Points to Consider

- You must inform the SWT with at least 1 weeks' notice (where possible) if you are unable to attend a booked session. You must also provide a reason. Repeated failure to attend without sufficient notice or reason will result in suspension of support. More details regarding this can be found in the Absence Policy.
- You will be required to sign a timesheet for every support session provided, or any session cancelled with less than 1 weeks' notice. An accumulation of unsigned timesheets will result in suspension of support.
- Your support worker may consider the session cancelled if you are more than 10 minutes late and have not informed the SWT of your absence or late arrival.
- In normal circumstances support is only available during term times.
- You do not have to use all of the hours which you have been recommended in your assessment. If additional sessions are required we will, where appropriate, support requests for extra hours.
- Provided there are no funding issues, you should be able to begin accessing PA/LS support at any point of an academic term. Simply contact the Support Worker Team (details below) and we will set up support with you.
- If you begin PA/LS support, but decide it is not helpful to you, you can withdraw from the support at any time. You can always resume PA/LS support at a later point if you wish.
- If you do not want to take up PA/LS support, you are not obligated to do so. You can start support now or, if you prefer, you can contact us to set up support at a later point. If you wish to do this, please do let us know.
- If you feel you are experiencing difficulties with your PA/LS support, please discuss this with the Support Worker Team in the first instance in order to resolve any issues and move forward with your support.
- Although you have been recommended support from the University of Leeds you can choose to use a different provider if you would prefer. If you would like to look in to this option then please contact your assessor directly (their details should be given on your assessment of need report).
- If you have any comments or complaints regarding your support, please contact the Support Worker Team, at [supportworkerteam@adm.leeds.ac.uk](mailto:supportworkerteam@adm.leeds.ac.uk) or 0113 3437547. Should you wish to make a more formal complaint you could follow the University complaints procedure [http://www.leeds.ac.uk/secretariat/student\\_complaints.html](http://www.leeds.ac.uk/secretariat/student_complaints.html)

If you have any further questions regarding Personal Assistant or Library Support, please do get in touch with the Support Worker Team, at [supportworkerteam@adm.leeds.ac.uk](mailto:supportworkerteam@adm.leeds.ac.uk) or 0113 3437547.