

### **Academic Personal Assistant Student Guidelines**

Your Servisource Academic Personal Assistant will provide support to you based on the recommendations in your Need Assessment as approved by your Disability Advisor. Your Academic Personal Assistant may provide support to you whilst you are on campus, on a course related off campus event during placement or online.

#### **Your Servisource Academic Personal Assistant may:**

- Assist in facilitating your attendance at all necessary lectures, tutorials, labs and other academic contact hours.
- Support you with mobility and orientation around the college
- Support you with carrying personal belongings, books, folders; move, set up, and operate equipment under your direction.
- Assist you with educational tasks including, but not limited to, **retrieving** library books, photocopying, scanning etc.
- Assist, if necessary, in your physical participation in scheduled lectures, tutorials or labs. (E.g. carry out physical tasks on your behalf) under your direction. **Specific training can be provided in labs.**
- Provide specific personal assistance to you if required which may include support at meal times or assisting you with some personal care needs.
- The APA may also attend occasional meetings between academic staff and students, subject to demand, where Academic PA services are required and authorised by the Disability Office.
- **Be discreet, respect your privacy and to liaise with Servisource in relation to any concerns or issues that may arise in relation to the support provided.**

#### **If your Academic Personal Assistant is required to also act as a note-taker, they will:**

- Attend all necessary lectures, tutorials, labs and other academic contact hours, and take notes (including written, graphics, diagrams etc.) on your behalf.
- File or highlight notes or course materials under your direction.
- Write short reminders/comments/annotations/observations or labels/markers under your direction.
- An electronic copy of any notes taken will be provided to you, clearly indicating the date/time/location of the lecture, tutorial or lab, and the module (subject). Services will be provided at any location where lectures, tutorials, labs and other academic contact hours are taking place once authorised by the Disability Office.

#### **Your Servisource Personal Assistant will not:**

- Assist you with the content of your academic work.
- Assist you in your understanding of practical tasks.
- Participate in any sessions in any way other than to complete practical tasks on your behalf (under your direction).
- Answer any course related questions.
- Carry out any physical task that may present a risk to your or their health and safety **or that of another student.**

**Your responsibility:**

- Provide your timetable to Servisource as soon as it is available to allow sufficient time to source a suitably qualified Academic PA.
- Notify your Academic PA and Servisource of any changes to your timetable, including changes in lecture location, room numbers.
- Arrange with your Academic PA times and locations to meet
- Discuss with your Academic PA your preferred method of contact and not to contact the Academic PA out of pre-arranged hours unless in exceptional circumstances.
- Notify Servisource of any changes to your contact details
- Treat all staff with respect and dignity by working together with the Academic PA to establish a positive and **professional relationship**
- Contact Servisource if you are not satisfied with the service provided to your staff
- Where possible discuss any issues **or provide constructive feedback** to the Academic PA in the first instance and if no resolution please contact Servisource
- Where possible provide 24 hours' notice of cancellation of lectures or absence to Servisource
- Do not request additional support from the Academic PA unless authorised by the Disability Office.
- **Attend all classes that the Academic PA is present**
- **Adhere to the guidelines for note taking support if the Academic PA is also acting as a note taker.**

**Servisource Responsibility:**

- Be respectful to the needs and requests of all parties
- To provide a quality service to all students, staff and clients
- To address and resolve any issues or complaints experienced between students and Servisource staff
- Mediate situations that may arise and provide structure and confidence in conflict resolution
- Monitor, evaluate and continuously strive to improve the service.

Please contact your Servisource Support Coordinator if you have any questions about the support your Academic Personal Assistant can provide.

Email: [educationsupport@servisource.ie](mailto:educationsupport@servisource.ie)

Phone : 1800 603 604