

## COSMIC PEOPLE STUDENT SUPPORT AGREEMENT

Cosmic People are a DSA registered provider of NMH support and provide your support in line with your Disabled Student's Allowance entitlement (DSA) and SFE (Student Finance England) and/or NHS Guidelines. We are also members of the Association of NMH Providers.

Student Name: \_\_\_\_\_

University, Year and Course: \_\_\_\_\_

Type of Support: \_\_\_\_\_

1. **IMPORTANT:** - I understand that I am only entitled to receive my support whilst I am registered on a higher education course and in attendance. I will let Cosmic People know immediately should I leave my course. I understand that I may be liable for payment of my support if I fail to notify Cosmic People of the above and continue to receive my support if I am not registered on a course or have left.
2. I will endeavour to engage in the number of sessional hours as recommended in my DSA Assessment of Needs Report on a regular weekly basis.
3. **IMPORTANT:** I confirm I will immediately inform Cosmic People of any changes to my DSA2 award letter. I understand that Cosmic People provide my support based on the information provided by me and if I do not advise them of these changes I may be liable if I receive on-going support which has been changed or removed.
4. I will arrive punctually for sessions and remain for the scheduled time. If I choose to leave a booked session early, I understand that the support worker will still be paid for their time and put the session duration on the time sheet, and I will sign this.

5. If I do not give 24 hours' notice of cancellation for a booked session (due to illness, transport problems, disability related reason, HEI short notice cancellation of lecture, hospital appointment, personal circumstances, etc.), I understand that the support worker still needs to be paid for their time, and I will therefore sign his/her timesheet for the session missed and understand this will be deducted from my allocation of hours.

6. In the case of unavoidable absence due to unforeseen circumstances (i.e., illness not relating to my disability or a personal emergency), I will endeavour to notify my support worker or Cosmic People outside of the required 24 hours' notice period.

If I am unable to give the required notice then, in accordance with SFE guidelines, I will sign the timesheet and the cost of the missed session(s) will be deducted from my DSA allowance. (I understand I have a maximum of two funded short notice cancelled or missed sessions per term).

7. I understand that any repeated absence, without good reason, (see above) and for which I do not give 24 hours' notice, will not be funded by SFE. I may be charged for the missed sessions and/or support may be withdrawn.

8. Confidentiality and Data Protection. I promise not to divulge the details of my support worker or their contact details to any third party. I will keep my support workers details stored electronically and securely on password protected devices and will confidentially and permanently destroy all data relating to my support worker should I no longer require it.

9. I agree to sign my Support Worker's time sheet regularly and at least weekly for the support given as I understand that he/she will not be paid without my signature. Failure to regularly sign my support workers time sheet may result in support being withdrawn.

## COSMIC PEOPLE STUDENT SUPPORT AGREEMENT (CONTINUED)

10. I recognise that my support worker is there to support me and not to give input to my coursework and studies.
11. I understand that overall responsibility for my assignments, submissions, course content, including proof reading and referencing, lies with me and my support worker assists in the development of these skills. My study skills sessions are not a proof-reading service and I will not email work to my tutor and expect this to be read and amended in advance of a session.
12. If I don't turn up to the booked session at the agreed time, without prior notice, I understand that the tutor will wait for 15 minutes from the time of the appointment and attempt to contact me. After 15 minutes, he/she is entitled to leave the session, but it may still be classed as a missed session.
13. One to one support should be provided in a comfortable and confidential location and take into account my requirements. I should be happy with the location of the support and I understand that there are options available that I can request, such as a private room.
14. Specialist one to one support should never be provided in a public area such as a café.
15. I understand that face to face support cannot be provided at my home.
16. I understand that I can access my support remotely via Video call, telephone or chat box.
17. I will confine my support to agreed session times and understand that having the support worker's phone number is to enable me to re-arrange or cancel an appointment and should not be used for any other reason outside of session times.
18. It is a DSA requirement that I reply to confirm attendance and acknowledgement of my first booked specialist one to one support session.
19. I understand that I can request breaks during my support session and should not receive a support session for more than a two-hour

period without a break and this must be detailed on the time sheet.

20. Specialist one to one study skills support is most effective if I bring relevant documents to the sessions such as my course guide, module handbook, previous assignments or current work.

### BOOKED SESSIONS

21. I understand that a booked session is where I have agreed a date, time and location to next meet my support worker.
22. A booked session reminder is arranged between myself and my support worker where I will be reminded of the booked session 24 hours in advance by my preferred method of contact.

### APPLYING FOR ADDITIONAL HOURS

23. In the event of wishing to apply for additional hours, I will need to contact my Needs Assessor directly to request this.

I will also inform my support worker as I understand they may need to advise Cosmic People and may also provide a supporting statement to assist my request.

### CANCELLATION POLICY

24. If I wish to cancel a session with my support worker, I will aim to cancel this at least 24 hours in advance of my agreed booked session time to avoid any short notice cancellation as detailed above.
25. I understand that if I fail to cancel my support session or fail to attend a session without at least 24 hours' notice a missed session time sheet for the support may be submitted by my support worker. A maximum of two missed or cancelled sessions per term only can be submitted by my support worker and this will be deducted from my allocation of hours.
26. I understand that if I fail to attend or cancel booked sessions on a regular basis, and without a valid reason, my support may be withdrawn.

## COSMIC PEOPLE STUDENT SUPPORT AGREEMENT (CONTINUED)

27. I can cancel a session by contacting my support worker directly giving as much notice as possible or by calling or emailing the Cosmic People office on 01283 716333 (Monday to Friday 8.30am until 5pm).  
Email: administration@cosmic.co.uk

### COMPLAINT PROCEDURE

I understand that if there is any aspect of my support that I am unhappy with I will contact my assigned NMH provider, Cosmic People, and make them aware of the situation and give them the opportunity to rectify it.

28. For any complaints, please see our complaints policy available on our website or available upon request in your preferred format. Contact Laura Rushton, General Manager on 01283 716333 or email: laura@cosmic.co.uk

### ABOUT YOUR SUPPORT

29. Your support worker is a qualified and experienced specialist and the support given is non-subject specific but will assist you in a variety of ways by understanding your learning preferences, course requirements and, if available to them, recommendations in your Needs Assessment Report. They will help you build strategies, techniques and use a variety of methods to enable you to succeed academically. The support strictly isn't a proof-reading service. Support workers adhere to "Academic Standards" of proof reading and will assist through discussion, modelling, strategies and guidance. The overall aim of the support is to assist, guide and facilitate you to improve your abilities and become an independent learner.

30. I understand that it is a DSA requirement of my support that, for specialist one to one support, my support worker will complete a sessional record reviewing the previous session and documenting areas covered.

31. Cosmic People support workers are all experienced and qualified professionals. However, if I would like to change support worker or have any problems, queries or concerns regards my support, I will contact Cosmic People.

32. My support worker is available weekly at the agreed time to provide specialist support. If I require any additional assistance other than my specialist one to one support, I will contact my university.

### ABOUT US

Cosmic People are an experienced, DSA registered provider of NMH support, providing specialist support for students, in line with DSA guidelines and the recommendations within your DSA Assessment of Needs Report. It is our aim and intention that you are pleased with your support. We welcome your feedback and suggestions and are committed to resolving any problems or issues promptly.

If you have any problems, questions, or queries, please contact our office directly by phone, text or email. We are here to help!

Hours of business: 8.30am until 5pm,  
Monday to Friday

Cosmic People Office: 01283 716333.

Email: administration@cosmic.co.uk

I understand and agree to the contents of this document.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_