# Student with a Disability – External Support Worker Guidelines

## Supporting the Student

The external support worker's role is to support the student to become skilled and independent. The support you provide is for non-academic purposes. At CIT, this means that you may need to assist the student with personal care, transitions and mobilising around campus, timetable organisation, organisation of personal belongings, assistive technology support, or support in relation to mental health needs. You cannot assist by explaining concepts, scaffolding, changing course content, or explaining questions in tests for example.

All students need to demonstrate that they understand their course content without assistance. This is fair to all students. However, you can provide supports and adjustments that have been agreed in the student's Access Letter.

Some tips for supporting the student include:

- > Communicating with the student about how they would like you to support them.
- > Using your discretion and judgement about when to assist and when to allow the student to participate without support. Mistakes are part of learning.
- > Be aware of where you are sitting, the volume of your voice and any other factor that may draw unnecessary attention to yourself or the student.
- > The student is there to participate in the activities, lectures, group discussion, assessments, and feedback sessions alongside other students. Be mindful of not directly engaging in the class activities unless this has been agreed with the student and teacher in advance.
- > The student and their teacher have the key relationship, and your role is to support this by not liaising with the teacher on behalf of the student and never without the student present.

#### Presentation and Professionalism

There are expectations for support workers across CIT. These include:

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> Dressing appropriately for the course you are attending. If you are unsure, please check with the student and the teacher in the classroom. Always wear neat and tidy clothing appropriate for a workplace.



# Confidentiality

It is important that you do not discuss personal information about the student without their consent. This also includes sharing information about the classes and about other students or offering opinions or comparisons of teaching staff.

## Plagiarism

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