

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 Disability Access Plan (DAP).

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:

- Being on time for classes.
- Turning your mobile phone off or to silent during classes.
- Avoid using your mobile phone while you are in the classroom and while supporting the student. If you need to respond to an urgent message, let the student know you need to leave the classroom.
- 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

All course work is to be completed by the student. Plagiarism can result in subject failure and potential exclusion from the course. Advice on referencing can be found at libguides.cit.edu.au/referencingatCIT. Students also have free access to [Studiosity](#) for advice on their work. Support workers can assist students to access Studiosity.

Advocacy

The first point of contact for all CIT staff is the student. Meetings and discussions relating to the student will not take place without the student present. The student can invite their support worker to attend if they wish.

Exam Supervision

Readers and Scribes CIT has guidelines regarding supervision of exams and the roles of support staff. A copy of the guidelines is available upon request. Support workers cannot invigilate exams, although they can be present. Readers and Scribes for exams are provided through Student Support. Requests for the above support should be made at least two weeks in advance.

Meeting with Student Support

Before starting to work with a student at CIT, the student and the support worker will meet with an Education Advisor from Student Support. At this meeting:

- A copy of these guidelines will be provided
- A [Student with a Disability - External Support Worker Form](#) will be completed, if not already completed
- The support worker's Working with Vulnerable People card will be checked for currency
- The student's Disability Access Plan will be amended to include a support worker, and teachers informed
- A campus orientation can be arranged, if required.

Student Responsibilities

It is the student's responsibility to inform their support workers of the dates, times, and location of classes, and the term/semester breaks. It is also the student's responsibility to inform their Education Advisor in Student Support if there is a change in support workers or a change is needed to the Disability Access Plan.

The student should inform Student Support if a Reader or Scribe is required for an exam at least two weeks in advance.