

# Arranging Support Workers in Higher Education

A guide for students requiring education support workers, 2014-2015



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# 1. Introduction

This booklet provides guidance about getting assistance from different types of course-related helpers or support workers in higher education. The booklet looks at ways to arrange this support, and some of the things to think about if you choose to employ your own assistant.

This guide does not constitute legal advice. For more information on legal employment matters, contact the Advisory, Conciliation and Arbitration Service (ACAS) – see [Section 8](#) for contact details.

## Terms used in this guide

This guide uses the term ‘**support worker**’ to refer to all the different types of people in higher education who provide course-related assistance to disabled students. It does not refer to support workers who provide support for personal care or daily living needs.

### college or university

‘**Higher education**’ refers to courses which are at Higher National Certificate level or above (i.e. anything at level 7 or above of the Scottish Credit and Qualifications Framework) which can be taken at college or university. You can get more information about the SCQF in the Lead Scotland booklet ‘[Higher Education in Scotland](#)’. If you are taking a further education course, your college will be responsible for arranging any course-related support workers you might need.

## (1) Who is this booklet for?

This booklet is written for students who will receive the ‘non-medical personal helpers’ allowance as part of the Disabled Students’ Allowance (DSA) – see section 2 for more information on the DSA. It will also be relevant for advisors who are supporting students receiving this allowance.

This booklet does not provide information about getting assistance to meet your daily living needs (such as personal care or healthcare needs) as DSA does **not** pay for these costs. This is the type of support you may need even if you were not studying, such as shopping, cooking, washing, cleaning and help taking medication (see section 2 for information on support for daily living needs).

## (2) What does the non-medical helpers allowance pay for?

The ‘non-medical helpers allowance’ (NMPH) ‘is available from the Student Awards Agency for Scotland (SAAS) to help meet the extra disability-related costs of studying. You may receive this allowance to pay for support workers such as:

- **Personal support assistant** – someone who helps with study-related tasks, such as carrying bags or equipment or accompanying you to classes.
- **Proof reader**: someone who identifies spelling and grammatical errors, and make you aware of any problems with fluency or cohesiveness in your work.

- **Mentor:** someone who helps with planning, using facilities and acting as liaison for you.
- **Reader**– someone who reads written materials aloud or records materials.
- **Sign language interpreters:** interpret the spoken words of others into British Sign Language or Sign Supported English and interprets sign language into spoken words.
- **Speech to text operators:** trained operators who type a transcript which you can read on your own laptop.
- **Classroom/laboratory assistants:** someone to help read instructions and explain diagrams to you, or support you in undertaking experiments.
- **Study support assistants/dyslexia tutors:** provide assistance with study strategies.
- **IT/software trainers:** someone to provide training on specialised software, such as voice recognition or text reading software.

You may also need other types of support workers on your course, which your college or university will be expected to provide (instead of using your DSA allowance). These might include:

- **Scribes/amanuensis:** someone who writes or types your dictate answers to questions, under exam conditions.

The NMPH allowance is intended to pay for the direct costs of employing support workers, such as wages and payroll services (if you employ your own support worker). It does **not** pay for the costs of:

- Producing an employment contract
- Disclosure checks
- Training for your support worker
- Your support worker's travel costs
- Materials for your support worker
- Employer's National Insurance contributions

### **(3) Different ways of arranging support workers in higher education**

There ways in which disabled students can access support workers in higher education; the way in which you get your assistance will depend upon the college or university you attend and what suits you best. However, it is usually recommended that where possible students use support workers employed by the college or university, since this tends to be easier to organise.

Some of the most common ways in which students find support workers include:

- support workers employed by college or universitys (see section 3)
- via private or specialist agencies (see section 3)
- community service volunteers (see section 3)
- college or universitys with volunteer schemes (see section 3)
- employing your own support worker (see section 4)

## **2. Support for disabled students in higher education**

This section provides a general overview of the support available to disabled students taking higher education courses at college or university. For more detailed information, please see the Lead Scotland booklet '[Higher Education in Scotland](#)'.

## **(1) Financial support for disabled students**

You can get detailed information on the full range of financial support available to disabled students from the Scottish Government booklet '[Helping you meet the costs of learning: funding for disabled students](#)'.

### **Course fees and living costs**

Eligible students taking a full-time higher education course at college or university in Scotland, can apply to the Student Awards Agency for Scotland (SAAS) for payment of tuition fees. You must do this even if you are not applying for any other financial support. You can apply to SAAS for a student loan to meet your living costs. You may also be able to apply for certain additional living-costs grants and a bursary, You can get further information from the [SAAS website](#).

If you are studying a higher education course at a further education college you may not have to pay tuition fees under certain circumstances e.g. if your family has a low household income you may be eligible for a part-time fee waiver. You can get more information about the fee waiver scheme from your college.

If you are studying part-time at a higher education college or university, you may have to pay tuition fees. However, eligible learners can apply for the Part-time Fee Grant from the Student Awards Agency for Scotland and get up to £1,820, every year, towards the cost of the course to cover the costs of fees.

Speak to your college or university or call the Student Awards Agency for Scotland on 0300 300 3137 or visit the [SAAS website](#) to find out if your course qualifies.

### **The Disabled Students' Allowance (DSA)**

DSA is not income assessed, and the amount you can get depends on what your needs are. DSA is not intended to pay for:

- Disability-related costs that you would have whether you were a student or not
- Study costs that every student might have

As DSA helps to meet extra course related costs you have whilst studying, it does not affect your entitlement to benefits, recorded income or Direct Payments.

DSA is made up of three parts:

#### **Large items of equipment allowance**

This allowance is for items of specialist equipment you need to participate in your course. For example, you may need a laptop, adaptive technology such

as a Braille printer or, , specialist software. The maximum amount available is £5,160 for the duration of your course of study (not per year).

Any equipment bought with the allowance belongs to you and you do not have to return it when you finish your course. However, in certain circumstances, SAAS may ask you to lease rather than buy a major item of equipment if this would be more economical (for example, if you only need equipment for a short period of time or if you are near the end of your course). The allowance can be paid at any time during your studies, as long as the total payments do not go over the maximum. You may be asked to produce an estimate or quotation of the cost of the equipment before the allowance will be paid.

### **Non-medical personal helpers (NMPH) allowance**

This allowance is for any course-related personal assistance you need in order to benefit fully from your course. DSA does not meet the cost of extra academic tuition, however if you need specialist tutorial support that is specifically related to your disability, for example study skills support for dyslexic students, you may be able to claim the costs from this allowance.

As payments are usually for helpers' wages or costs, they are usually made in regular instalments, and can be paid to you, your college or university, or your helper. The maximum amount available for each year of your course is £20,520.

DSA is usually only paid for assistance you need during term-time study. However, if you have to attend a tutorial, study or field trip outwith term time then you may be able to get funding to pay for non medical personal help support (DSA may be paid to assist with travel costs for your support worker to attend such study or field trips, but not normally for them to attend tutorials outwith term-time). Your college or university will have to verify that attendance is recommended and that the assistance is required.

### **Basic allowance**

This allowance is intended to cover any costs related to disability and study that are not covered by the other specific allowances. The maximum amount is £1,725 per year. For example, this allowance can pay for printing or photocopying if you are unable to study for long periods in the library or tapes and disks that you need for your work. It can also be used to top up one of the other allowances.

## Case Study

William is about to start an HND Business Studies course at college. As soon as he was accepted on the course he applied to SAAS to get his tuition fees paid and the Disabled Students' Allowance (DSA) to pay for his disability-related study costs. William has mobility difficulties and requires help with both his daily living needs (assistance going to the toilet) and educational needs (note-taking in lectures). William uses his DSA to pay for a note-taker to take notes for him in his lectures, and his local social work department arrange for a personal assistant for his personal care needs.

## Travel costs

If you have extra travel costs because of your disability, for example if you need to travel by taxi, you can apply to SAAS for the full amount of your travel costs. You will need to provide evidence that you cannot use public transport for disability-related reasons. Your income will not be taken into account when deciding how much you will get towards travel costs. If you are unable to get funding from SAAS to pay your travel costs, you may be able to get funding from your local social work department.

## Welfare benefits

As a disabled person, you may be entitled to certain welfare benefits and tax credits. You can get more information about welfare benefits for disabled students in the Scottish Government booklet '[Helping you meet the costs of learning: Funding for disabled students](#)'.

You will need to be aware of how studying will affect your benefits before you start your course. You must inform your local Jobcentre Plus or your local benefits office of any major change in your circumstances as soon as it happens.

## (2) Applying for DSA

You can get an application form for DSA from SAAS or your college or university/college or university. Once you have been accepted on the course and you have a SAAS student reference number, you can then apply for DSA. You will need to provide evidence of your disability to SAAS. This is usually a letter from your GP, a report from an educational psychologist (for example, if you have dyslexia) or a report from another relevant organisation.

The application form asks you about the additional costs which you will have due to your disability. You should arrange to meet the Disability Adviser in your college or university. They can discuss with you the nature of your course and about the different kinds of possible support. They can also tell you about the equipment and services that they can provide directly, so that you are clear about what you need from DSA. Someone from your university/college needs to sign the DSA form before you send it to SAAS.

You will be asked to have an assessment of your needs. This assessment can be done by validated universities or colleges, or by an Access Centre. The assessment looks at how your disability affects you and identifies what support you require to help you complete your studies on a level playing field with your peers. It will identify needs that can be paid for via the DSA, as well as support that your university or college can provide. This assessment can be quite helpful for you as the assessor may be aware of solutions that you had not tried before, and will also take into account the higher education environment, which might be new to you. SAAS will provide you with full information about how to arrange this assessment and will pay for it.

### **(3) Support for daily living needs**

As a disabled person, you have the right to an assessment of needs from your social work department. The needs assessment is intended to establish your eligibility for services, what needs you have and which of these needs social work services are able to meet. If you leave home to go to college or university, the funding for personal assistance with your daily living needs should continue to be provided by the social work department where you normally live. You can choose to receive services to meet your needs directly from your social work department, or you can opt to receive funding to meet your needs through Direct Payments. You may also currently receive financial support from the Independent Living Fund, however this fund is no longer open to new applicants, and will be phased out by 2015.

In many cases, your needs assessment by the social work department may identify a need for healthcare support in addition to your personal care support. If this is the case, your local NHS board will be responsible for providing that support.

If you have been receiving services from your social work department before starting your course, you should arrange with your social worker or care manager to be reassessed, as your needs may change when you are studying. For example, you may be used to receiving a large amount of assistance from relatives or friends. This support may no longer be available when you go to university or college. You should ask for a reassessment as soon as possible before you start your course, as it may take some time to get suitable arrangements in place.

You can get more information about who is responsible for providing the various different kinds of support you might need at college or university in the following Scottish Government/LEAD Scotland booklets:

- [Supporting You at College: A guide for young people with additional support needs in Scotland's colleges](#)
- [Supporting You at University: A guide for young people with additional support needs in Scotland's universities.](#)

### **(4) Getting advice and support from your college or university**

Every college or university has at least one named member of staff whose job it is to advise disabled students and make arrangements for their support. Their title is usually 'Disability Co-ordinator', 'Learning Support Adviser' or 'Disability Adviser' and

their contact details should be given in the college or university's disability statement, website or prospectus. Some colleges and universities will have a Disability Office, where you can either drop in or make an appointment to speak to an adviser.

If you have not already made contact with the Disability Adviser in your college or university, it is important to do so as soon as possible. They can help make arrangements for additional support that you may need and negotiate with other agencies or individuals on your behalf. They can also tell you about any arrangements in your college or university for employing support workers.

## **(5) Your college or university's responsibilities under the law**

Your college or university has a responsibility under the Equality Act 2010 to make certain provisions for disabled students. The Equality Act replaces the Disability Discrimination Act (DDA), and contains many of the provisions of the DDA, but also strengthens and simplifies the law relating to discrimination.

The Equality Act places a duty on all learning providers to make reasonable adjustments to ensure disabled students are not placed at a disadvantage compared to non-disabled students. This is an anticipatory duty and has been strengthened under the new Act. This means that education providers should continually review and anticipate the general needs of disabled people, rather than simply waiting until an individual requests a particular adjustment. This duty applies whether or not you receive funding to pay for your support costs, such as DSA, and the costs of reasonable adjustments cannot be passed on to the disabled person.

Support might include measures such as:

- Changes to the course delivery (e.g. if you have a visual impairment or you are deaf)
- Providing learning materials in alternative formats (e.g. if you have dyslexia or a visual impairment)
- Full access to the physical environment, such as providing a car parking space and adaptations to buildings (e.g. if you have mobility difficulties)
- One-to-one support in the classroom (e.g. if you have a learning difficulty)

The Equality Act states that an education provider's failure to make a reasonable adjustment can only be justified in rare circumstances (e.g. if there are health and safety implications, or the college or university genuinely cannot afford to pay for the adjustment). However, if a college or university does decide not to make the adjustment as recommended, it should strive to find an alternative, 'second best' solution.

For further information on your rights under the Equality Act, see the Disability Rights UK factsheet '[Understanding the Equality Act: information for disabled students](#)'.

### **3. Arranging a support worker through your college or university or other agency**

If you do not want take on the responsibility of employing your own support worker/s, you may prefer to arrange the support you need via your college or university or through another agency. There are many advantages of doing this, including:

- The college/university/agency will recruit, manage and pay your support worker (most will also provide training for the support worker)
- If the support worker leaves, is absent or is not suitable, the college/university/agency will make arrangements to replace them
- The college/university/agency takes on the legal responsibilities of being the employer
- The college/university/agency will Disclosure check the support worker.

#### **(1) Support workers employed by your college or university**

Many colleges and universities have trained staff who are specifically employed to support individual disabled students. Support workers may either be current postgraduate students at the university, or employees contracted through an agency. In either case, the university or college will be the employer rather than you as an individual. You can find out if your college or university employs support workers by asking the Disability Adviser.

SAAS will pay DSA directly to your college or university who will either provide a support worker for you or pay an agency to provide support for you on their behalf. Your support worker will need to send an invoice to SAAS detailing the type of work carried out, the cost per hour and the number of hours claimed. You will not have to be involved in the making or paying of any claims.

#### **Case Study**

Emma is blind and requires the help of a reader on her accountancy course. Although she uses part of her DSA allowance to pay for a computer with screenreading software, she often needs the assistance of a reader to read the text of library books aloud. The university regularly employs postgraduate students as readers (as well as other kinds of support work) and therefore arranges for a postgraduate accountancy student to provide support for Emma. As Emma's support worker is employed by her university SAAS will pay the DSA money directly to the university. The support worker provides a timesheet to the university who will then pay the support worker's wages directly. Once payment has been made, the university will then send an invoice to SAAS for reimbursement of the work undertaken.

Your college or university will be able to provide you with more information about the minimum standards they ensure that their employees conform to and what kind of service you can expect. They will also have a full complaints procedure that you can use if you feel that the service they are providing is not adequate.

## (2) Private and specialist agencies

Private agencies can be useful ways to get support workers. The agency takes on the responsibilities of being the employer, and they will usually fill any gaps, for instance if your usual support worker becomes ill or needs some time off. It is useful to make a written agreement with the agency about the assistance that they will provide, and then to discuss with them regularly about how the service is working. The Disability Adviser may be able to recommend a local agency that students have used in the past or an agency that has experience of working with people in an academic environment. DSA can be used to cover costs charged by an agency for arranging a support worker, for example administration or payroll charges.

If you need specialist workers such as sign language interpreters, it may not be possible to find suitable people at your college or university. If this is the case, then you will probably need to use a specialist agency. The Disability Adviser may know of agencies in the local area and you could also contact the local Social Work Department for information. Other organisations may keep registers of qualified people, such as [Dyslexia Scotland](#) who have a register of dyslexia tutors, or the [Scottish Association of Sign Language Interpreters](#) who keep a register of sign language interpreters. Contact details for some relevant organisations are in [Section 8](#).

### Case Study

[Deaf Connections](#) is a charity based in Glasgow that can provide sign language interpreters, notetakers and lip speakers to Deaf and Hard of Hearing people. Many students use different kinds of assistants from this charity and Disabled Students' Allowance is then paid direct to Deaf Connections for the work undertaken. Contact details are in [Section 8](#).

If you use a private/specialist agency to recruit a support worker, you may wish to consider:

- What services does the agency offer?
- What charges will be made? Will these all be covered by DSA?
- What is included in the price? For example, National Insurance Contributions, travelling expenses.
- Does the agency have full employer's liability insurance?
- Does the agency work to a recognised code of practice? The [Care Inspectorate](#) (previously Care Commission) can give you further advice on this (see [Section 8](#) for contact details).
- Does the agency check for references and provide staff training?

As private/specialist agencies take on the responsibilities of being the employer, they will pay your support worker and handle any employment-related matters. SAAS will pay your DSA directly to the agency. Your support worker will need to send an invoice to SAAS detailing the type of work carried out, the cost per hour and the number of hours claimed.

SAAS has specified the hourly rates of pay for support workers, and will not go over these amounts except in very exceptional circumstances. For more information see page 17.

### **(3) Community Service Volunteers (CSV)**

[CSV](#) is the national volunteer agency that recruits full-time volunteers to help disabled people live independently. CSVs are often recent graduates or are planning to go to college or university, so they have an interest in or experience of the education environment. CSVs are intended to supplement other support that you have in place. You may want to talk to the Disability Adviser to see if they already use CSVs for other students.

### **(4) College or universitys with volunteer schemes**

Some college and universities operate their own volunteer schemes for support workers such as notetakers or readers. The volunteers on these schemes are often students themselves, recent graduates or people planning to go to university. They will often have no previous experience but many receive some training when they join the scheme. The college or university usually makes the initial arrangements with the volunteers so you do not have to, but you will want to have a written agreement to make sure you get the support that you need.

## **4. Recruiting your own support worker**

If you choose to recruit your own support worker, you can either directly employ the support worker yourself (in which case you will have certain responsibilities as an employer), or you can recruit a self-employed support worker.

By recruiting your own support worker, you get direct choice over who assists you, and you will be able to set the standards and procedures you want people to work to. You may already employ your own support workers for daily living needs through Direct Payments from social work – if so, employing your own support workers in education may fit well with these arrangements.

However, operating your own personal assistance involves a great deal of organisation. You will need to be able to explain your needs to the support worker and, if you employ your own support worker directly, you will need to be able to handle the responsibility of being an employer.

### **(1) Finding a support worker**

If you wish to recruit your own support worker, there are a number of ways to find a worker. The following organisations may be able to help:

- Your college or university
- Your local Citizens Advice Bureau
- Your local centre for inclusive or independent living
- The Royal National Institute for the Blind ([RNIB](#))
- The Yellow Pages
- Scottish Personal Assistance Employers Network ([SPAEN](#))

You can get contact details for these organisations in [Section 8](#).

### **Registers of support workers**

Many college and universities have a register or directory of support workers who they can call upon to meet the needs of disabled students. The register often includes assistants such as qualified dyslexia tutors, communication support workers and students or staff who have simply expressed an interest in working with disabled students. The Disability Adviser will know if such a register exists in your college or university.

### **(2) Recruiting a support worker**

#### **Preparing a job description**

It is a good idea to draw up a job description for your support worker so that they know exactly what the job involves. The job description should give an overview of the duties you expect the worker to undertake, the hours of work and any particular skills or qualifications the support worker must have. Your local centre for inclusive or independent living will be able to help you draw up a job description.

## **Advertising for support workers**

You may be able to find people to help with tasks such as reading and notetaking in your department, perhaps a postgraduate student. There will probably be departmental noticeboards where you can advertise. You could also advertise around your college or university, for example, on noticeboards in the students' union, in your college or university's employment agency or job shop, and in your college or university's student newspaper. Other places where you could place adverts include Jobcentre Plus, local newspapers (which are likely to incur a charge), libraries and careers offices.

Local groups of disabled people may also be able to help with ideas of where is best to advertise in your area. Centres for inclusive or independent living can help with each stage of advertising for a support worker.

The job advert will need to include the following information:

- A brief description of the work
- Hours per week
- Hourly wage
- Details of how to apply (e.g. CV and covering letter, a standard application form, or a telephone interview)
- A closing date for applying
- Your contact details

SAAS has specified the hourly rates of pay for support workers, and will not go over these amounts except in very exceptional circumstances. For more information see [page 17](#).

## **Advice about advertising**

Do not put your address in the advert – it is not a good idea to advertise where you live (but you might want to include the area where you live/study so applicants know where the job will be based). Providing a phone number and/or email address allows you to screen callers and to eliminate unsuitable applicants. You could also provide a Post Office box number if you are asking applicants to send CVs or application forms. There are different options and costs involved in buying a PO Box – the [Royal Mail website](#) provides information on this.

You should provide some idea in the advert of what the job will involve. If you know what hours or how many hours a week you need someone, list them. You should also state the rate of pay and whether you want someone who has previous experience of this type of work.

If you are placing a written advertisement it must not contravene employment law by discriminating on the grounds of race, sexual orientation, disability, religion, age or gender (however in certain limited circumstances it is lawful to specify gender where the job is likely to involve living or working in a private home and/or where it is necessary to 'preserve privacy and decency'). Further advice on acceptable wording of advertisements is available from ACAS or your local centre for inclusive or independent living.

## **Interviewing support workers**

It is often best to interview possible support workers somewhere other than your home. You could ask the Disability Adviser to arrange a room for the interviews, you could use an office within the students' union, or alternatively you may be able to use space within a local Inclusive or Independent Living Centre.

Before the interview, it is helpful to prepare a list of the key questions you want to ask each applicant, and anything you would want to tell them about the job. It may also be helpful to have someone else, such as another student who currently uses support workers, the Disability Adviser or a friend, to attend the interviews with you.

### **Case Study**

Anita wanted to interview three other students from her college to decide which one to employ as a notetaker for her lectures. She arranged with the student association to borrow one of their meeting rooms as it was handy for both her and the applicants. Her friend sat in the interviews with her, and discussed with her afterwards about who to employ.

## **Checking references**

As well as asking your worker to provide a Disclosure Scotland certificate or PVG Scheme certificate, it is recommended that you also ask them to provide references. For example, the reference could be from a previous employer, the college or university or someone else who knows the worker in a professional capacity. You should check the references before you make a job offer to the support worker.

## **(3) 'Disclosure' checks**

When employing a support worker, it is recommended that you consider asking the worker to provide a Disclosure or Protection of Vulnerable Group (PVG) scheme certificate. If you decide to ask for this, you will need to make this clear in the job advert and job description.

### **What type of disclosure check should I ask for?**

Disclosure Scotland are the body who issue disclosure and PVG scheme certificates. These contain impartial and confidential criminal history information held by the police and government departments which can be used by employers/volunteering organisations to help make safer recruitment decisions.

The type of disclosure check you should ask your support worker to provide will depend on whether or not you, as a disabled person, meet the definition of 'protected adult'. This is defined as people aged 16 or over who currently receive certain care, health or welfare services (such as social work, health/mental health and counselling services). Your Disability Adviser, local social work department or health board will be able to advise you whether or not you meet the definition of 'protected adult'.

If you are defined as a protected adult, your support worker will need to apply for membership of the PVG Scheme. If you are not defined as a protected adult, the support worker only needs to provide a basic disclosure certificate.

### **Do I need to manage the disclosure application process myself?**

As a personal employer, you do not need to manage the application process. If you are only asking support workers to provide 'basic' disclosures, they will be able to apply via the [Disclosure Scotland website](#) (for a fee of £25). If you require them to become a member of the PVG scheme, they will need to complete a PVG Membership Statement application form.

Support workers can either apply for PVG membership while they are looking for a job (in which case they may already be a member when you recruit them), or once they have been offered a job (in which case you will need to countersign the application form). Disclosure Scotland will then process the application and issue a disclosure record if the application is successful.

### **What if the support worker holds an old Disclosure Scotland certificate?**

The PVG scheme was introduced in February 2011. Prior to this there were 3 types of disclosure certificates available from Disclosure Scotland: basic, standard and enhanced. While the basic disclosure certificate is still in operation, standard and enhanced disclosures are gradually being phased into membership of the PVG scheme instead.

If you currently employ a support worker who holds the older Disclosure Scotland certificates (i.e. standard or enhanced) they will not need to apply to the PVG scheme until they apply for a new job or until these disclosures are phased into the new scheme in 2015. If you are recruiting a new support worker, you will need to ask them to join the PVG scheme if you are defined as a 'protected adult'.

## **(4) Work agreements**

If you employ your own support worker, it is a legal duty to provide them with a contract of employment within 8 weeks of their start date. This contract should be a written outline of the terms and conditions of employment, and both you and your employee should retain a signed copy. Template contracts are available from centres for inclusive and independent living. The [Gov.UK](#) website gives more information on contracts of employment.

Terms that you must include are:

- Number of hours - a week/ a term/ a year
- Times and days - information about regular sessions
- Place of work
- Hourly rate of pay – your Disability Adviser can advise you about usual rates of pay
- Payment method - how the worker will be paid and how often
- Holiday entitlement

- Sick leave entitlement
- Job title or description
- Notice period - termination of employment (by both parties)
- Period of contract - it is a good idea to draw up a new agreement each year as your circumstances may change

Other terms that you probably want to include are:

- Cancellation of support - how much advance notice you and the worker require
- Preparation - minimum notice required and turn around time for example for typing up notes
- Contacting each other - appropriate times and contact numbers for each of you
- Agreed duties
- A review dates - often a good idea to have regular reviews to make sure the arrangement is working well for both you and your employee

You should agree responsibilities such as advising each other of cancellations and the notice period acceptable to you both. Make sure that you have some kind of back-up plan in case of last minute cancellations. For example, if you are suddenly unable to make a session then your support worker may incur travel, childcare and other costs. Similarly if your support worker falls sick, you will need a back-up plan e.g. if you use a notetaker, a digital recorder might be an occasional substitute. Your support worker would then type up the notes when they are well which will ensure the work gets done.

## **(5) Training for support workers**

It is important that your support worker has appropriate training to enable them to carry out their role effectively. For example, they should undertake health and safety training in order for them to work safely within a college or university. It may also be necessary for them to undertake specific disability related training. You may be placed at a disadvantage or risk if your support worker is not appropriately trained.

DSA does not cover the cost of training. You should contact your college or university for advice on training support workers. Your local centre for integrated living will also be able to give you advice on training a support worker.

## **(6) Who pays the support worker's wages?**

You will need to use the SAAS claim form (you should receive this along with your DSA award letter) to receive your non-medical helpers' allowance. You will need to complete the form in full, and you and your support worker will both need to sign it. SAAS will pay your allowance monthly in arrears once they have received and approved your claim form. SAAS aim make payments within 21 working days of receiving correctly completed forms.

SAAS will not be able to pay your support worker directly, therefore you will need to make your own arrangements for paying the support worker (see Section 5). You

may find it helpful to set up a separate bank account for your DSA payments to make sure you have enough money every month to pay your support worker.

### **Hourly rates of pay**

You will need to decide how much you want to pay your support worker. It is important to note that SAAS has specified the hourly rates of pay for support workers (see below), and will not go over these amounts except in very exceptional circumstances.

The SAAS hourly support worker rates are as follows:

- personal support assistants: £10 - £18 per hour
- classroom/laboratory assistants: £6 - £9 per hour
- notetakers/electronic notetakers: £6 - £9 per hour
- sign language interpreters: £11.50 - £45 per hour
- proof readers: £6 - £9 per hour
- readers: £6 - £9 per hour
- IT/software trainers: £11.50 - £45 per hour
- mentors: the rate SAAS will pay will depend upon the experience/qualifications of the mentor. Your disability advisor may be able to help you set an appropriate rate.
- study support assistants: as above

## **5. Employment issues for students recruiting their own support workers**

If you decide to recruit your own support worker, you will have certain legal responsibilities. As an employer, it is your own responsibility to ensure that you are aware of, and comply with, these responsibilities. You may find it helpful to consult a local support organisation or one of the organisations listed in [Section 8](#).

### **(1) Are you the employer or is the support worker self-employed?**

If you arrange your own support workers, they may be either self-employed or employed directly by you. Your duties and responsibilities will differ depending on what category they fall under.

However, it is not up to you or your support worker to decide if they are self-employed or employed. The decision is ultimately up to HM Revenue and Customs for issues relating to tax and National Insurance and up to an employment tribunal for issues relating to employment law. The decision is based around looking at what the person's job involves.

If you have a support worker who works exclusively for you, it is unlikely that they will be given self-employed status. Even if your support worker signs a declaration that they are self-employed, this may not protect you if HM Revenue and Customs denies them self-employed status. Therefore, it is important that you check about your support worker's employment status with your local tax office, or with a local centre for independent living that has expertise in this area. You can also read the HM Revenue and Customs booklet ES/FS2 '[Are your workers employed or self-employed for tax and National Insurance Contributions?](#)' or contact the HM Revenue and Customs Employers Helpline for further information – see [Section 8](#).

People who are 'self-employed' are responsible for their own tax and National Insurance. They are not covered by employment legislation and so don't have a right to things like Statutory Sick Pay. If they are not self-employed, then you, or an organisation acting on your behalf, will be the employer and will therefore be legally responsible for your employee's tax and National Insurance Contributions, as well as other employment issues (see below).

### **(2) Your responsibilities as an employer**

As an employer, you will have certain responsibilities towards your support workers. Some of these responsibilities only apply to people directly employed by you, whereas others also apply to support workers who are self-employed.

#### **Observing employee rights**

Any support worker that you employ automatically has certain rights, regardless of how much they earn. These include:

- Itemised pay statements
- Time off for public duties, and 4 weeks holiday leave per year pro rata

- To be paid at least the minimum wage rate (details from National Minimum Wage Helpline)
- Not to be discriminated against on grounds of sex, race, disability, sexual orientation, age, religion or belief (this also applies to self-employed workers)
- Not to be discriminated against for trade union membership
- Basic maternity/paternity leave
- Written notice of employment ending

### **Working time regulations**

Employees have certain rights around working time – they must have a rest period of at least 11 hours between working days, must have at least one day off each week, and must have an in-work break if their working day is more than 6 hours. They must have at least 4 weeks paid leave each year – a week’s leave is the number of hours they usually work in a week e.g. if they usually work 2 hours a week, they are entitled to 8 hours off each leave year, or, if a person works 3 days each week, they are entitled to 12 days paid leave.

As the employer, you can set the times when your employee can take annual leave. For further information about working time regulations, contact the [Health and Safety Executive](#).

### **Providing employment contracts**

You will need to provide your support worker with an employment contract setting out the terms and conditions of employment. This might include things like:

- Work duties and responsibilities
- Pace and hours of work
- Wage rate
- Holiday entitlement
- Details of termination of employment (particularly if it is a fixed-term contract)
- Sickness absence (e.g. your policy on sickness absence and details of Statutory Sick Pay if the worker earns over a certain amount).
- Confidentiality
- Other policies, e.g. lateness, time sheets, dismissal, etc.

An employment contract must be provided to the employee no later than 2 months after they have employee started work.

### **Tax and national insurance contributions**

When you directly employ support workers you are legally responsible for how much tax and National Insurance contributions they owe. If you pay your support worker directly, you will need to deduct these amounts from their wages and pay this to the HM Revenue and Customs (HMRC). If you pay your support worker via another agency (e.g. an agency providing a payroll service), they will calculate these deductions for you.

If your support worker is self-employed, they will make their own arrangements for tax and national insurance contributions.

As an employer you may also be liable to pay Employer's National Insurance Contributions if your workers earn more than a set amount each week (this amount is called the 'lower earnings limit' and is set by the government each year). You can get details of this from [HM Revenue and Customs](#). SAAS will not reimburse you for Employer's National Insurance contribution. If your support workers earn above this set amount they will also have a right to Statutory Sick Pay and Statutory Maternity Pay. If this happens you should seek advice from [ACAS](#) .

As well as paying your support worker, at the end of the year you will also need to give them a record showing their details for the whole year. You will also need to complete an Employer Annual Return every year to HM Revenue and Customs summarising all National Insurance contributions and tax you have deducted during the year. Finally, you are also legally required to complete an End of Year summary for each employee.

For more information about tax and National Insurance issues, you should seek advice from a local centre for independent living, the HM Revenue and Customs or your local Citizens Advice Bureau.

### **Case Study**

Manjit is studying a politics degree at the Open University. Manjit is deaf and requires a British Sign Language interpreter to help him in meetings with his tutor. As he recruited his support worker directly, Manjit is the employer and therefore has to register himself as an employer with the HM Revenue and Customs. Each month, Manjit signs off the support worker's timesheet, calculates his wages by working out the hourly rate and deducting tax and national insurance contributions, and provides his support worker with a payslip. Manjit pays his support worker by cheque every month and sends an invoice to SAAS with a breakdown of the costs he has incurred.

### **Employers' Liability Insurance**

Most employers are legally required to take out insurance against liability for injury or disease sustained by their employees in the course of employment. Guidance from the Health and Safety Executive (HSE) says that, in general, you may need employers' liability insurance for someone who works for you if:

- You deduct National Insurance and income tax from the money you pay them.
- You have the right to control where and when they work and how they do it.
- You supply most materials and equipment.
- You require that person to deliver the service themselves and they cannot employ a substitute if they are unable to do the work.
- They work exclusively for you.
- They are treated in the same way as other employees, for example if they do the same work under the same conditions as someone else you employ.

If you are going to be receiving DSA payments directly and then paying your support workers, then it is likely that you will need employers' liability insurance, particularly if they work exclusively for you. More information about employers' liability insurance

is available from the Health and Safety Executive, Citizens Advice Bureau or a centre for independent living. See [Section 8](#) for more information.

### **Checking the immigration status of employees**

As an employer you have a responsibility to prevent illegal working in the UK. If you employ someone who is subject to immigration control and not entitled to undertake work in the UK, you could be fined up to £10,000. More information is available from the [UK Visas and Immigration website](#).

### **Health and safety**

You have a responsibility as an employer to make sure that your employee/s work safely and have a safe environment to work in. It is also the responsibility of the support worker not to do anything which might cause you, themselves or others injury or harm.

You might want find it useful to include a statement of health and safety, and the particular things you will ensure as well as those you expect from the employee, in their contract of employment.

### **(3) Paying your support worker**

When you pay your employee for the first time you will need to check with HMRC whether you need to register as an employer with them. You will also need to decide how you want to pay your support worker. Here are some of the options:

#### **Paying a self-employed support worker directly**

If your support worker is self-employed you can pay them directly by cash, BACS transfer or standing orders. They will make their own arrangements for tax and national insurance contributions.

You will need to send a claim form to SAAS (which should include the number of hours the support worker is claiming for) in order to receive payment for the support worker's wages. You must make sure that you pay your employee as soon as possible after you receive the payment from SAAS.

SAAS are also able to pay self-employed workers directly on receipt of a claim form and invoice from the worker.

#### **Paying your support worker directly through PAYE**

If your support worker is employed directly by you, you will need to use a Pay as You Earn (PAYE) system to pay your employer and deduct their tax and National Insurance Contributions (NICs) from their wages. You may also need to make Employer NICs if they earn over a certain amount (see above). You will then need to pay your employee's tax and NICs, as well as your own NICs (if applicable), to HMRC on a monthly or quarterly basis. You can find more information on how to pay, in particular the different ways you can pay electronically on the [HMRC website](#).

You can get support using PAYE by:

- Asking a bookkeeper or accountant to operate your payroll system
- Using a payroll software package
- Operating the payroll system yourself using a manual wages record or the HMRC Employer CD Rom (this is free of charge and you can order it by calling 08457 646 646).

You will need to send a claim form to SAAS (which should include the number of hours the support worker is claiming for) in order to receive payment for the support worker's wages. You must make sure that you pay your employee as soon as possible after you receive the payment from SAAS.

SAAS can not pay workers directly where you are the employer.

### **A payroll service pays the support worker on your behalf**

You may choose to employ your support worker directly, but to use a local payroll service to handle all payments to the support worker. This might be particularly useful if you also receive Direct Payments from social work to meet care needs. Your local authority or local centre for inclusive and independent living can advise you about any local payroll services.

SAAS will pay for the cost of using a payroll service if you provide documentary evidence of the costs that this incurs.

#### **Case Study**

Shona is a mature student on the first year of a chemistry degree at university. Shona has mobility difficulties and requires a helper to assist her with her practical coursework. Before starting university, she employed a personal assistant to help her at home using Direct Payments. Following her needs assessment at the university, she used her DSA to employ a laboratory assistant. Shona uses the services of a local payroll service (run by her local centre for inclusive or independent living (CIL) for both her support workers.

Each month, she sends a completed timesheet for each of her employees to the CIL who will prepare a monthly payroll, including working out tax and national insurance deductions, provide Shona with payslips for her employees, and advise her on the amount she is required to pay to HM Revenue and Customs each month. The CIL also register Shona as an employer, prepare her end of year tax returns and advise her about setting up bank transfers to her employees' accounts.

### **(4) Keeping records**

It is essential to keep up-to-date records for your support worker/s to ensure that you are able to provide accurate information for both SAAS and HMRC, as well as the support worker themselves. This should include:

- Weekly/monthly timesheets noting the actual number of hours worked

- Copies of all receipts and invoices
- Any payments you make, including tax, national insurance and any other deductions

HMRC require you to keep PAYE records for 6 years after the tax year ends.

You might also want to include records of your support worker's holiday and sick leave, as well as any correspondence between you and your support worker.

## **6. Getting advice**

There are various things you will need to consider when arranging a support worker in higher education, particularly if you are employing your own support worker. It is therefore very important that you get all the advice and guidance that you need to help you decide on the most appropriate way of arranging your support.

### **(1) General advice and support**

#### **The LEAD Scotland Information Service**

This service offers free and impartial advice to disabled students and those supporting them on issues such as:

- The Disabled Students' Allowance
- The range of support available to disabled students at college or university.
- Your rights under the law as a disabled student
- Funding for disabled students, including student support funding, welfare benefits and other sources of funding
- Signposting to sources of specialist support

The contacts details for this service are included in [Section 8](#).

#### **Disability Advisers**

The Disability Adviser at your college or university will be able to let you know about how other students in your college or university have managed their support workers. They may be able to help with payroll services or finding support workers.

As well as advice on support workers, Disability Advisers will also be able to help put in place the support you need in the college or university's learning environment, as well as helping you apply for DSA and find the best equipment and/or support for you.

### **(2) Legal issues**

#### **Citizens Advice/ACAS**

You can speak to your local Citizens Advice Bureau and ACAS about legal issues, as well as general advice on employee rights and relations.

#### **Equality and Human Rights Commission (EHRC)**

The EHRC can provide advice and guidance on equality law and human rights. This can be useful to find out about your own rights as a disabled student, as well as your responsibilities towards your employee if you decide to employ your own support worker (e.g. rights relating to disability, gender, race, religion and belief, pregnancy/maternity, marriage/civil partnership and sexual orientation).

### **(3) Employment issues**

## **Your local centre for inclusive or independent living**

Many have services set up to support disabled people employing personal assistants. They can usually provide payroll services and can provide advice about every aspect of being an employer and peer support. Contact the [Disability Rights UK](#) for local contact details – see [Section 8](#).

## **HM Revenue and Customs (HMRC)**

HMRC will be able to give you advice about registering as an employer, finding out if your employee is 'employed' or 'self-employed, tax and National Insurance issues, PAYE, and tax returns.

## **(4) Advice about specific impairments**

The following specialist organisations will be able to give you advice and support relating to specific disabilities and impairments.

### **RNIB Scotland**

RNIB provides support and services for blind and partially sighted people as well as the people who support them. This includes:

- Advice about specialist equipment and products
- Learning new skills to help you adapt if you have recently acquired a visual impairment
- Providing materials in alternative formats such as Braille or audio books.
- Referring you to local support services

### **Dyslexia Scotland**

Dyslexia Scotland provide support for people of all ages who are affected by dyslexia. They can provide the following services:

- Advice about dyslexia assessments and who to contact to get an assessment
- Help to find a dyslexia tutor
- Advice about how to cope with dyslexia
- Information and resources on support for dyslexic learners in colleges and universities

Dyslexia Scotland will also be able to put you in touch with local dyslexia support organisations.

### **National Autistic Society Scotland**

The National Autistic Society provide information, support and services for people with autism (including Asperger syndrome). They can provide the following services:

- Advice and information about autism and the kind of support that might be useful in learning environments

- Advice about your rights in education
- Advocacy support for learners
- Information about local support services

### **Action on Hearing Loss (the new name for the RNID)**

Action on Hearing Loss offer a range of services for people who are deaf or hard of hearing. Their services include:

- Practical advice and support on all aspects of deafness, hearing loss and tinnitus
- Providing communication support, including BSL interpreters, speech to text reporters, lip-speakers and note-takers
- Providing specialist products and equipment, including advice on how to use them

### **Scottish Association for Mental Health (SAMH)**

SAMH offer a range of community-based services for people with mental health problems, as well as a national helpline which can provide information and advice about various issues relating to mental health. Please note that many of SAMH's community-based services are only available in certain areas.

## **7. Dealing with problems**

Whether your support worker is employed through your college or university, another agency or is employed directly by you, problems can often occur for a variety of reasons. It is therefore very important to try and resolve these problems as quickly as possible to ensure that your learning is not interrupted and that you maintain a positive relationship with your support worker.

### **Finding an appropriate support worker**

It might not always be possible to find a support worker who meets your needs in full. For example, you may not be able to find someone with an appropriate knowledge of your subject if it is very specialised, or you may not be able to find the right kind of communication support worker if these types of support workers are in short supply.

You may therefore need to consider a different kind of support worker than the kind you originally hoped for, or look for further support from your college or university or elsewhere to complement the support your support worker can provide.

### **Payment of your DSA**

It can take up to 21 days from the day SAAS receive your claim to process it, and a further 5 days for the money to reach your bank account. If your DSA does not arrive within this timescale, you should contact SAAS immediately on 0300 555 0505 (press option 2). Or minicom 0131 244 5107.

If you do not feel that the level of non-medical personal helpers (NMPH) allowance you have received is enough to meet your needs, you should discuss this with the disability adviser at your college or university. If appropriate, they will send SAAS a revised assessment with a new level of NMPH on it.

### **Paying your support worker**

You will need to make sure that you have received your DSA payment first before you can make arrangements to pay your support worker (unless you are able to use your own money until you receive your DSA payment). The non medical personal help allowance is paid in arrears, so you should send your invoices to SAAS as soon as possible, to allow them time to make payments to you. SAAS do not make any NMPH allowance payments in advance.

If you incur any additional costs associated with recruiting a support worker which SAAS will not cover, you could ask your college or university if their Discretionary Funds are able to cover these costs.

### **Your relationship with your support worker**

Having a clear working agreement with your support worker from the outset is very important to help avoid misunderstandings at a later date. If problems arise, then the Disability Adviser should be your first point of contact for help and advice. Students' union welfare or finance officers may also be a source of information.

There may be some situations where your support worker is not providing the service that you need. For example, they may be continually late or not performing tasks effectively. If this is the case, you should seek advice from the Disability Adviser or a centre for inclusive or independent living. If you do ultimately have to dismiss your employee, it is important that you have first taken advice on this and that you act 'reasonably' at every stage.

Your support workers are entitled to receive payment for their time. However, SAAS will not pay if work is not undertaken. It is therefore very important that you are clear from the outset with your support workers about what work is to be undertaken at what times. You should also keep a clear record of what work has been completed and ask support workers to sign timesheets accordingly.

### **If you're unhappy with the service you have received from your support worker or other agency**

Regardless of whether your support worker is employed by you, your college or university or another agency, it is important that you are happy with the service they are providing as they are being paid to deliver this service.

If you have recruited your own support worker (whether they are employed by you or are self-employed), you should discuss any issues or problems with the support worker in the first instance. If you still cannot reach a satisfactory outcome, you may want to seek advice from your local Citizens Advice Bureau or ACAS.

If your support worker is employed by your college or university, you should discuss any concerns with the Disability Adviser. If you wish to make a complaint relating to the service your college or university has provided, you should ask for a copy of the college or university's complaints procedure.

If your support worker is employed through a private agency, you will need to contact them to discuss the matter. If you wish to make a complaint, they will be able to tell you how to go about doing this.

## 8. Useful contacts and publications

### Useful contacts

#### **Advisory, Conciliation and Arbitration Service**

151 West George Street, Glasgow, G2 2JJ

Tel: 08457 38 37 36

Website: [www.acas.org.uk](http://www.acas.org.uk)

Can answer a range of employment questions, including questions about an employer's legal responsibilities.

#### **Care Inspectorate (Previously Care Commission)**

Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Tel: 0845 600 9527

Website: <http://www.careinspectorate.com/>

#### **Citizens Advice Bureau**

You can find contact details for your local CAB in the phone book or by searching the directory available at: [www.cas.org.uk](http://www.cas.org.uk)

#### **Community Service Volunteers**

12 Torphichen Street, Edinburgh, EH3 8GQ

Tel: 0131 622 7766, Fax: 0131 629 8185

Email: [scotinfo@csv.org.uk](mailto:scotinfo@csv.org.uk)

Website: <http://www.csv.org.uk>

Volunteer Independent Living Schemes for people who need personal assistance.

#### **Deaf Connections**

100 Norfolk Street, Glasgow, G5 9EJ

Tel: 0131 420 1759, Fax: 0141 429 6860

Email: [enquiries@deafconnections.co.uk](mailto:enquiries@deafconnections.co.uk)

Website: [www.deafconnections.co.uk](http://www.deafconnections.co.uk)

#### **Disability Rights UK**

12 City Forum, 250 City Road, London EC1V 8AF

Tel: 020 7250 3222, Fax: 020 7247 8765

Independent Living Advice Line: 0845 026 4748

Email: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

Website: [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

#### **Dyslexia Scotland**

Stirling Business Centre, Wellgreen, Stirling, FK8 2DZ

Tel: 0844 800 84 84, Fax: 01786 471235

Email: [info@dyslexiascotland.org.uk](mailto:info@dyslexiascotland.org.uk)

Website: [www.dyslexiascotland.com](http://www.dyslexiascotland.com)

Holds register of dyslexia tutors across Scotland.

### **Health and Safety Executive**

There are various offices covering Scotland -

<http://www.hse.gov.uk/contact/maps/scotland.htm>

Scotland Office: Belford House, 59 Belford Road, Edinburgh, EH4 3UE

Information Line: 0845 345 0055, Fax: 0845 408 9566, Text: 0845 408 9577

Email: [hse.infoline@connaught.plc.uk](mailto:hse.infoline@connaught.plc.uk)

Website: [www.hse.gov.uk](http://www.hse.gov.uk)

Can answer enquiries about liability insurance.

### **HM Revenue and Customs Employer's Helpline**

#### **Queries about tax:**

Tel: 0845 300 3900, Textphone: 0845 300 3909

8.00 am to 8.00 pm, Monday to Friday, 8.00 am to 4.00 pm Saturday

Post: Tax Credit Office, Preston PR1 4AT

#### **Queries about National Insurance contributions:**

Tel: 0845 302 1479

8.00 am to 5.00 pm, Monday to Friday

Website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### **Lothian Centre for Inclusive Living**

Norton Park Centre, 57 Albion Road, Edinburgh, EH7 5QY

Tel: 0131 475 2350, Fax: 0131 475 2392, Minicom: 0131 475 2463

Email: [lcil@lothiancil.org.uk](mailto:lcil@lothiancil.org.uk)

Website: [www.lothiancil.org.uk](http://www.lothiancil.org.uk)

Provide services, advice and support to disabled people to employ their own personal assistants.

### **Glasgow Centre for Inclusive Living**

117 - 127 Brook Street, Glasgow, G40 3AP

Tel: 0141 550 4455, Textphone: 0141 554 6482, Fax: 0141 550 4858

Email: [gcil@gcil.org.uk](mailto:gcil@gcil.org.uk)

Website: [www.gcil.org.uk](http://www.gcil.org.uk)

### **The UK Government: Gov.uk**

#### **National Minimum Wage Helpline**

Tel: 0800 917 2368

Website: <https://www.gov.uk/national-minimum-wage-rates>

Can give advice about the national minimum wage for your employee(s).

### **Scottish Association of Sign Language Interpreters (SASLI)**

Baltic Chambers, Suite 404-408, 50 Wellington Street, Glasgow, G2 6HJ

Tel: 0141 248 8159, Fax: 0141 221 1693

E-mail: [mail@sasli.co.uk](mailto:mail@sasli.co.uk)

Website: [www.sasli.org.uk](http://www.sasli.org.uk)

Maintains register of sign language interpreters in Scotland.

### **Scottish Personal Assistant Employers Network (SPAEN)**

Suite G4, Dalziel Building, 7 Scott Street, Motherwell, ML1 1PN

Tel: 01698 250 280, Fax: 01698 250 236

Email: [info@spaen.co.uk](mailto:info@spaen.co.uk)

Website: [www.spaen.co.uk](http://www.spaen.co.uk)

Can give advice about employing assistants.

### **Student Awards Agency for Scotland (SAAS)**

Gyleview House, 3 Redheughs Rigg, Edinburgh EH12 9HH

Tel: 0300 555 0505

Minicom 0131 244 5104

Email: [www.saas.gov.uk/contact.htm](http://www.saas.gov.uk/contact.htm) or [saas\\_4@scotland.gsi.gov.uk](mailto:saas_4@scotland.gsi.gov.uk)

Website: [www.saas.gov.uk](http://www.saas.gov.uk)

Can provide advice about any aspect of eligibility and payment of Disabled Students Allowance.

### **Update: Scotland's National Disability Information Service**

Hays Community Business Centre, 4 Hay Avenue, Edinburgh EH16 4AQ

Tel: 0131 669 1600

Email: [info@update.org.uk](mailto:info@update.org.uk)

Website: [www.update.org.uk](http://www.update.org.uk)

Can provide contact details for disability-related organisations across Scotland.

## **Useful Publications**

### **Advisory, Conciliation and Arbitration Service (ACAS) –**

**'Tackling discrimination and promoting equality – good practice guide for employers'**

You can order hard copies of Acas publications online at: [www.acas.org.uk](http://www.acas.org.uk),  
Telephone: 08702 42 90 90, Fax: 020 8867 3225 or Email: [acas@ecgroup.co.uk](mailto:acas@ecgroup.co.uk)

If you would like a copy of any publication in a different format or language, e.g. Welsh, large print, Braille or audio cassette, please contact:

Lesley Loughran, ACAS National (Head Office), Euston Tower, 286 Euston Road, London NW1 3JJ

### **HM Revenue and Customs**

*Employed or self-employed for tax and National Insurance contributions – [Available online](#)* or at Tel: 0845 7646 646

*Are your workers employed or self-employed for tax and National Insurance contributions – [Available online](#)*

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### **Disability Rights UK (Previously The National Centre for Independent Living (NCIL))**

*A Rough Guide to Managing Personal Assistants – Orderable from:*

*Disability Rights UK, 12 City Forum, 250 City Road, London, EC1V 8AF  
or via [info@ncil.org.uk](mailto:info@ncil.org.uk)*

Tel: 0207 587 1663, Advice Line: 0845 026 4748

## **The Scottish Government**

*Partnership Matters – A Guide to Local Authorities, NHS Boards and Voluntary Organisation on Supporting Students with Additional Needs in Further and Higher Education* – Available online at:

<http://www.scotland.gov.uk/Publications/2009/05/08155445/0>

*Supporting You at College: a guide for young people with additional needs on support in Scotland's further education colleges* – Available online at:

[http://www.scotland.gov.uk/Topics/Education/UniversitiesColleges/16640/partnership\\_matters/PartnershipMatters](http://www.scotland.gov.uk/Topics/Education/UniversitiesColleges/16640/partnership_matters/PartnershipMatters)

*Supporting You at University: a guide for young people with additional needs on support in Scotland's universities* – Available online at:

[http://www.scotland.gov.uk/Topics/Education/UniversitiesColleges/16640/partnership\\_matters/PartnershipMatters](http://www.scotland.gov.uk/Topics/Education/UniversitiesColleges/16640/partnership_matters/PartnershipMatters)

*Helping you meet the cost of learning - funding for disabled students* – available online at:

<http://www.scotland.gov.uk/Topics/Education/UniversitiesColleges/16640/learnerfunding/highereducation>

## **Student Awards Agency for Scotland (SAAS)**

*Students Guide to the DSA NMPH Allowance* –

available online at: [http://www.saas.gov.uk/forms/dsa\\_nmph\\_booklet.pdf](http://www.saas.gov.uk/forms/dsa_nmph_booklet.pdf)

## **The UK Government: Gov.UK**

<https://www.gov.uk/employment-contracts-and-conditions>

The Gov.uk website gives more information on contracts of employment.