



## Face-to-Face DSA support and Covid-19

### Consultant Guidance

10<sup>th</sup> September 2020 Update

Our priority is the safety of our support consultants, our students, and the wider community. We acknowledge the importance of face-to-face DSA support when meeting a student for the first time and in building a support relationship. We anticipate that much of the Amano learning support will continue to be remote for the foreseeable future but where face-to-face support is an option, and requested by a student, the following guidance must be adhered to strictly.

Guidance.

If your student requests face-to-face DSA support, then the following conditions must be followed:

1. You must be comfortable to provide support face-to-face
2. Your student must be comfortable in receiving support face-to-face
3. You must follow the Government guidance in force at the time of the session
4. You must follow the university or college local guidance
5. Both you and your student must undertake the Covid-19 health screening within 24 hrs of the start of the booked session\*
6. Both you and your student must follow all of the Covid-19 precautionary measures\*

\*See the Amano Covid-19 risk assessment

Q&As

**Q/ Where do I get information about whether I can access a university campus?**

A/ Please go to the Amano Portal:

<https://www.amanoconsultants.com/index.php/documents-new/resources>

A/ Please also check with the university or college regarding a specific location, e.g. library, study area, rooms.

**Q/ What happens if my student or I give a 'yes' answer in the health screening?**

A/ If your student or you answer 'Yes' to any question in the Covid-19 health screening, then the face-to-face session cannot go ahead.

**Q/ Can I claim for a late cancellation if the session is cancelled due to a Covid-19 risk?**

A/ Yes, if within 24 hours of a booked session. The standard DSA cancellation rules will apply.

**Q/ When do I and my student do the health screening?**

A/ Please do the Covid-19 health screening as close to the start of a support session as is practically possible.

**Q/ Do I supply my own personal protective equipment (PPE)?**

A/ Yes. You are responsible for your supply and use of PPE

**Q/ What do I do with the completed Amano Covid-19 risk assessment?**

A/ Please complete the risk assessment, scan and send to [dsa@amanotech.com](mailto:dsa@amanotech.com)

**Q/ If someone is later known to be infected with Covid-19, how will you track and trace?**

A/ We will have your timesheet which will give details of with whom and when a session took place. Please submit your timesheet promptly.