



Thank you for your interest in the role of **Communication Support Worker**.

Please note this is a Self-Employed / Freelancer position. Please see the 'Frequently Asked Questions' section below for further information.

Please read through the below information carefully. If you are happy to continue then please follow the registration process outlined at the bottom of the final page.

Communication Support Worker Job Description

To help students communicate. Supporting learners through lip speaking and taking notes, interpreting between spoken English and sign language and supporting learners to become more independent.

Main Duties and Responsibilities

- To have excellent time management, attend lectures/meetings prior to them beginning.
- To work closely with Onyx Support to be responsible for the monitoring and evaluation of the impact support has on student attendance, retention, achievement and progression.
- Follow the policies and procedures of the university or workplace in which you are attending.
- Make effective use of supervision to ensure good practice in providing safe and effective support.

Mandatory Requirements

One of the following qualifications is required for this role:

1. Signature Level 3 Certificate in Communication Support for Deaf Learners
2. Level 4 Communication Support Worker (University of Greenwich)
3. City & Guilds Level 3 Certificate in Communication Support for Deaf Learners (6259-07)
4. A degree in deaf studies
5. BTEC Continuing Education Certificate in Caring – Communication Support Work with Deaf People to June 1997
6. Edexcel Professional Development Award - Communication Support Workers with Deaf People from September 1997
7. Edexcel Professional Development Award - Communication Support
8. Workers with Deaf Students from September 1998

9. BTEC Professional Development Certificate - Caring (Communication Support Worker). Supported and evidenced by CPD in relevant subjects from the past two years.

This is a self-employed position, it is your responsibility to ensure your visa allows you to provide self-employed services. (If you hold a student visa it is likely self-employed work is prohibited)

Training and Support

You will be provided with the below mandatory training modules:

- **Confidentiality**
- **Data Protection**
- **Lone Working**
- **Professional Boundaries**
- **Health and Safety**
- **Safeguarding**
- **Disability Awareness**

We understand that when working within this sector you may come across areas that you are not experienced in and require additional support - We have an 'open-door' policy where you can contact us for help with supporting your students.

Freelancer FAQs

Who are we?

Onyx Student Support is an organisation providing specialist Non-Medical Help (NMH) support services to individuals who have been diagnosed with a learning disability, mental health condition or physical disability. We provide support to all Higher Education Providers (HEPs) across the UK. Our team provides a range of services aimed at helping individuals to flourish in their chosen areas of study, by supporting students to overcome the barriers of education and encourage strategies to empower individuals to reach their potential and achieve their goals. Support is tailored to students depending on their individual needs. Please view our website www.onyxstudents.com for more information.

What is the process after I submit my application?

We do not conduct formal interviews. Once we have received your application our recruitment department will verify your documents, request your references and begin your registration on to our system. You will be provided with our in-house training which is an online assessment. This must be completed before student allocations can commence.

Am I guaranteed work?

We provide self-employed, freelance positions. We cannot predict or guarantee hours. Once registered you will be given access to our live referrals portal where you can view and accept/reject referrals on a case-by-case basis depending on your availability. Referrals are uploaded daily during office hours and we will aim to build you up to your ideal caseload.

Can I receive referrals for multiple roles with Onyx?

Yes, as a freelancer you can register to receive referrals for as many roles as you qualify for and accept/reject referrals on a case-by-case basis depending on your availability (Please ask us about other available opportunities)

Is there a limit on how many referrals I can receive through Onyx?

No, you can support as many students as you have the capacity for.

Where will I be working?

Onyx Student Support provides support to all Higher Education Providers (HEPs) across the United Kingdom. Once registered you will be matched with your most local referrals. You can also view and request referrals from a wider search radius if you are happy to travel further. The location will be disclosed with each individual referral. Student Sessions will usually be held within educational settings such as Universities or Colleges where you will be given access to a 1:1 confidential room. Home visits may be requested occasionally to accommodate a student's needs (Onyx Student Support will carry out a risk assessment prior to any home sessions taking place)

Can I work remotely?

Some of our roles can occasionally be worked remotely whereas other roles will always require in-person support. If you are interested in only receiving remote referrals please discuss this with us. We find that many of our students will request in-person support in the first instance, until a rapport has been established. Requesting remote only referrals will decrease the amount of referrals available to you.

What age range will I be working with?

You will be working with students who are in Further Education (16-18) and Higher Education Students (18+)

How much paperwork is expected?

During your registration you will be asked to complete any in-house training required to qualify you for the role that you have applied for. You will also be asked to read and sign our Policies and Procedures document.

Once registered, you are required to sign a timesheet following each student support session.

(For Study Skills Tutors and Mentors only - work plans must be completed within every 3 months of the initial session taking place with each student)

Timesheets and Payments:

Timesheets are submitted via an app called 'Signable' where you can complete signatures online or you can print timesheets and have them signed manually. Once a timesheet is submitted to our accounts team, you will receive payment within 30 days and you will receive a remittance advice slip to evidence which timesheet you have been paid for.

How long will I work with a student for?

You will work with the student from their support start date until their course ends - unless for other reasons you are unable to continue your support with them (On average this is around 3 years but will depend on the support type)

How regular is supervision?

Once you are supporting a student, supervision will be every 6 months. You can request a supervision via our website. We will evaluate your caseload including achievements, concerns (including safeguarding) as well as personal wellbeing. We do not charge for supervisions.

What happens if a student cancels the session? If you are made aware of the cancellation with more than 24-hour notice, then you will be able to reschedule (if possible), and the student will not lose any funded hours. If the student cancels within 24 hours, then you can claim for a missed session and will still be paid for this. If this happens twice within one term then you are required to notify our admin team on admin@onyxstudents.com to enable this to be discussed with the student.

What does it mean to be a freelancer?

As a freelancer:

- You are classed as self-employed.
- You provide a service on our behalf. (You may provide a service to several providers)
- You are responsible for paying your own taxes.
- You will not accrue paid holiday allowance from Onyx Student Support.
- Onyx Student Support are not responsible for paying for any of your travel or accommodation costs.
- You are not entitled to the same rights as an employee would be entitled too. However, we have a duty to ensure you are treated fairly, with respect and not discriminated against.
- You are responsible for registering your self-employment status with HMRC. [Check how to register for Self Assessment - GOV.UK \(www.gov.uk\)](#) (Please note, you do not have to register as self-employed until you have been allocated a student and your income is greater than £1,000)

You will be given a unique tax reference number (UTR) once you have registered your self-employment status. The number will be unique to you, and you will be required to use it when you are completing your Self-Assessment.

You will be required to complete annual Self-Assessments. If you fail to complete your self-assessment, you will incur charges. A self-assessment is a declaration of your incomings and outgoings (revenue and expenses) in relation to your self-employment. Your expenses are deducted from your income to calculate how much profit (or loss) you made from self-employment. Your tax liability is then calculated from your profit minus your personal allowance.

Personal Allowance: [Income Tax rates and Personal Allowances : Current rates and allowances - GOV.UK \(www.gov.uk\)](#)

If you register as self-employed and, in the future, you no longer wish to trade as self-employed you will need to contact the HMRC to let them know your new status. You can be both self-employed and an employee (PAYE). If you are both an employee and self-employed, you will still need to tell HMRC and register for Self-Assessment.

If you have any further questions, please contact us on - recruitment@onyxstudents.com

Register with Onyx

If you have read through all of the information and are happy to continue, please visit the following link to complete your registration:

<https://www.onyxstudents.com/register-now>

If you would like to speak to a member of our team prior to completing this registration please call:

01604 713103 > Option 3 > Option 1

If you have any issues completing your registration this way, please email recruitment@onyxstudents.com and they will provide you with an alternative option.

Following this we will send across your training, necessary information such as policies and obtain your personal information (e.g., bank details) etc. In the meantime, please do not hesitate to reach out to us should you have any questions or concerns.

We look forward to hearing from you and hope you'll join our team!