



Clarion UK

## Student Communication Process

**Purpose:** This document has been created to allow a structured communication process between Clarion UK and their students, ensuring that expectations are being managed and student wellbeing is at the forefront.

### 1 – Initial contact with students



Students are sent a welcome email **within 24 hours** of contacting Clarion UK as their provider. This will be formatted clearly and in plain English to reduce stress for students in this stage.



If the student has indicated a preference for telephone contact, the Clarion UK team will always call a student to ensure they are **comfortable** with the process.



Clarion UK have a **dedicated team** on hand to speak directly with students who may be unsure about responding via email or who may have some extra questions.

### 2 – Being unable to provide support



Clarion UK aim to communicate our ability to supply **within 48 hours** after all information has been received. Where this is not possible, we will respond **within 7 working days**.



After being well informed of the situation and processes if it is outside of the 7-day timeframe, the decision to pass to another supplier will be **student led**.



These timescales can be affected by many factors such as ensuring timetabled students receive their timetables in good time, there is more information on this below.

### What makes support run smoothly?

If a student has **already started** studying this may cause a delay, as well as this providing support for **niche subjects** can be a tricky task for interpreters. We are working with our support professionals and Universities to create **glossaries for interpreters** that require niche subject knowledge, this should help to speed up the process and enable our support professionals to feel more confident in taking up bookings in these areas. Another thing that delays us is Needs Assessors identifying the **wrong kind of support** for that individual for example differentiation between Sign Supported English and British Sign Language, we are working with Needs Assessors to help better their skills when dealing with students with sensory impairments.



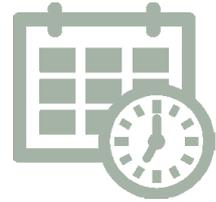
### 3 – Overspend & managing expectations



If a student is likely to overspend, Clarion UK will notify the student as part of the **initial communications**.



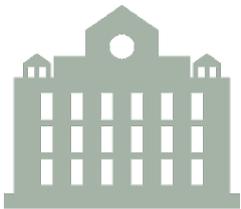
Clarion UK will identify **set check in points** with students that are likely to overspend.



Clarion UK will aim to contact a student at least **2 months before** they reach their spend limit.

The aim is to manage expectations of students so that in the worst case of their support being stopped due to overspend they will be **well informed and prepared**.

### 3 – Cancellations & managing expectations



Clarion UK will work with students and HEIs to **prevent support being stopped** due to cancellations.



Clarion UK will arrange with HEIs where possible to cover the cost of a **third cancellation**.



Clarion UK will communicate with students after each cancellation to **manage expectations**.

The aim is to manage expectations of students so that in the worst case of their support being stopped after a third cancellation, they will be **well informed and prepared**.

### 4 – Student feedback



Clarion UK will check in with a student **each term**. We will offer a method for feedback that suits the student.



Clarion UK have a **main point of contact** for all students, for the whole of their academic year.



Clarion UK have a **dedicated Facebook group** for students as well as a 24hour live chat on our website which is monitored during office hours.

The main point of contact for students will be - [education@clarion-uk.com](mailto:education@clarion-uk.com)

