

# Information for Students Who Require Note-takers

1. Contact details for the Heriot-Watt University Disability Service are:

Amy Guy  
Student Support Assistant  
[disability@hw.ac.uk](mailto:disability@hw.ac.uk)  
0131 451 3386

Situated in the Hugh Nisbet Building

2. The note-takers are recruited, trained and paid through an agency. The agency will attempt to use the same note-taker for all your lectures, but this may not always be possible.
3. You need to have a meeting with your note-taker prior to the first occasion, when you will work together. This could be a separate meeting or 15 minutes prior to your 1<sup>st</sup> class. This will enable you to establish a rapport and for example, to agree the style and lay-out of notes that you would prefer. Also, agree with the student regarding the time frame for providing the notes.
4. Arrive at each class in good time to meet the note-taker before the class begins.
5. Always check your Heriot-Watt University email frequently because that is our means of contacting you.
6. We intend to give your contact details to your note-taker and vice versa so that, for example, he/she can notify you if they cannot attend.
7. Your note-taker will not normally take notes if you do not attend. However it is not necessary that you have to sit beside your note-taker.
8. If an emergency occurs and you cannot attend class, you must let the note-taker know at once by text or phone.
9. You must let your note-taker know of any changes in the classes you attend or the location of the class rooms.
10. You should contact the Disability Service at once if any problems arise with your note-taking arrangements.
11. Remember it is your duty to sign off the agency's sheets online in order for the note-taker to be paid. You can discuss this with your note-taker.