

Standard operating procedures for the Disability Support Unit at UKZN

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Introduction

- a. This SOP is based on policies and procedures of the University Of KwaZulu-Natal and those detailed in your letter of appointment / conditions of service, South African Council for Social Service Professions (SACSSP) and other relevant acts, rules and regulations, depending on your position.
- b. It does not replace the requirements of the any relevant act, rules and regulations and institutional policies.
- c. It is designed to serve as a source of information, to promote understanding, to help assure uniformity and quality assurance and to assist new staff during their orientation.
- d. The strength and future of the Disability Support Service depends directly upon the contribution made by every member of staff.
- e. Efficiency and productivity result from individual job satisfaction and happiness.
- f. A process of participative management is encouraged

Our philosophy

- a. To deliver a Disability Support Service based on rights, and to ensure equity of access to all offerings of University life at UKZN.

Mission

- a. To provide quality services and support to students with disabilities, academic staff and support staff.

Vision statement

- a. To be the premier higher education disability support service provider in Africa

Principles and core values

- a. The Disability Support Unit (DSU) commits themselves to the University's REACH (T) values.

Goals

- a. To equalise access and participation to enhance and improve on success outcomes
- b. To build institutional capacity and remove barriers through empowering current staff and students
- c. To raise awareness through education and advocacy as a means of empowering students with disabilities into self-representation
- d. To facilitate the provision of appropriate reasonable accommodations
- e. To lead in the provision of specialised technological support

Office hours

- a. The university has policies and regulations in place in regards to the working conditions of all staff.
- b. It expected that staff are to work 8 ½ hours per day including lunchtime of 1 hour. For more information contact the Human Resource Division or visit the HR website which can be found on the UKZN website www.ukzn.ac.za
- c. Tea break
 - a. No arrangement in place for tea breaks
- d. Lunch break
 - a. Lunch time is between 13h00 and 14h00- unless other arrangements are made with the Line Manager
- e. After hours service
 - a. Staff may be occasionally expected to work extra hours in the evenings and during weekends for residence or other outreach/orientation.
 - i. This will **only** apply to work that cannot be completed during normal working hours.
 - b. These hours will need to be pre-approved by the Line Manager and they will be granted as leave in lieu of overtime worked.
 - c. Overtime must be properly recorded and approved and it will not be reimbursed financially but only as time-off.
- f. Time off
 - a. All time-off must be pre-approved by the Line Manager and must be captured.
 - i. A formal record needs to be kept for auditing purposes
 - b. Where the staff member has hours due to them they must make arrangements with the Line Manager on when they may take the time off and it must be pre-approved.
- g. Late for work
 - a. All staff are expected to arrive at work on time and where they may be facing challenges and will be late they must inform their Line Manager before the starting time at work.
 - b. Where a staff member arrives late without any reason they will be requested to capture their hours not worked on the leave system or they may be required to work back the time they were late at work.

Leave

- a. Formal or planned leave
 - a. All leave must be discussed and approved by the Line Manager before it is taken.
 - b. Taking normal leave before it's approved by Line Manager will be regarded as unapproved or absenteeism and will be reported as such to HR which can result in unpaid leave.
 - c. A leave plan needs to be submitted within the first month of the respective year
- b. Unplanned leave
 - a. If the staff member cannot report for duty, the Line Manager should be informed within a minimum of an hour before work commences.
 - b. The same thing applies if you have a family crisis.

- c. Other unplanned leave which could be due to unforeseen circumstances such as being unable to enter the campus due to:
 - i. Protests
 - ii. Public transport unavailability due to disruptions e.g.: taxi or bus strikes etc.
- d. All these must be reported on time to the Line Manager and leave to be uploaded on the system within 24 hours of resumption of duties.
 - i. The onus rests upon the staff member to ensure that they have recorded the leave as taken.
- c. Sick leave:
 - a. Please adhere to the University policy guidelines.
 - b. **Note that sick leave on Fridays and Mondays or leave on either side of a public holiday must be accompanied by medical certificate even if it's for a half day.** (as per leave policy)
 - c. The third instance of leave within an 8 week cycle requires a medical certificate, irrespective of the duration.
- d. Unpaid Leave:
 - a. Any leave that is not discussed or pre-approved by the Line Manager may result in the staff member having to put in unpaid leave for that duration.

Use of telephone and photocopiers

- a. Telephones, photocopier machines, scanners and paper should be used sparingly and only for work related purposes.
- b. Social phone calls (unless an emergency) are only allowed during lunch breaks.
 - i. When you use the phone for private matters, use the private pin code.
 - ii. It's your responsibility to ensure that you request a private pin, if you do not currently have one.
- c. Telephone lines at the reception must always be kept open for incoming or outgoing calls which maybe emergency calls.
- d. A staff member who abuses telephone will be subjected to disciplinary actions.
 - i. The guideline for telephone usage will be based on average usage across the entire DSU.
 - ii. Any cell phone calls longer than 3 minutes will require a motivation to the Line Manager
 - iii. Any numbers repeated more than 5 times in a month will require the same.
- e. Personal cell phones must always be on "silent" or "vibrate" especially during consultation with students or during meetings.
- f. Staff members are required to monitor telephone usage of student assistants within their offices.

Dress code

- a. All staff members must dress smart casual and appropriately at all times.
- b. Staff members must ensure that they maintain an acceptable level of personal hygiene.

Customer care:

- a. Students should be attended to, on time- every time.
- b. Staff members must avoid wasting time unnecessarily e.g., social chatting, social media, long breaks, playing computer games etc.
- c. Every working minute must be utilised effectively.
- d. Our students are our students, they must be treated professionally and with respect at all times.
- e. The following must also be observed:
 - a. Students who are in emergency have to be prioritised even during lunch breaks
 - b. Flexibility must be exercised especially during exam times, when students come with genuine problems.
 - c. Use your professional discretion.
 - d. No student must be turned away
- f. The Batho Pele Principles (People first) and REACH (T) Values should be adhered to at all times.
- g. We are the face of the institution, and we need to reflect the highest professional service delivery at all times
- h. Students should receive equal access to all services which are of the highest standard.
- i. If a student cannot come directly to your office (for whatever reason), then it is your responsibility to attend to the student wherever they may be (on campus).
- j. Services are to be rendered **ONLY** to currently registered students at UKZN

Confidentiality

- a. All student information is confidential and no information whatsoever is to be divulged to any other party without the student's consent – unless it is an emergency and is in the best interest of the student.
- b. Shared confidentiality amongst the health professionals must always be for the well-being of the student
- c. Medical records are highly confidential.
 - a. Do not allow students/to have access to them
 - b. Do not leave information lying around when consulting
- d. Students always entrust us with very confidential information and we should treat it as such.

General duties and routines:

- a. Staff are responsible for their own offices; ensure that your office is clean, neat, dust-free all the time.
 - a. Please ensure that cleaning services have access to your office
 - b. Tidy up your working stations before you leave.
- b. Cleanliness of kitchen, making tea, washing cups etc. is not the cleaner's task, it must be shared between the staff.
- c. Staff should be cautious of the notices and posters that they place on their office walls- and in their work space.
 - a. They should not place anything that may be considered derogatory or discriminatory to any person, gender, race, religion etc.

- d. Attendance at all external collaboration, meetings, workshops or conferences must be pre-approved by Line Manager.
 - a. UKZN students or commitments always take priority over other external engagements.

Safety and security

- a. We are all responsible for our own safety and security and that of our students and the environment we are working in.
- b. Close all windows, switch off lights, photocopier machine, main air conditioner, switch off heaters etc.
- c. Personal Computer:
 - a. Switch off your machine every day before leaving work
 - b. Ensure your machine is switched off **and** disconnected from the wall socket if you are going to be away from work for an extended period.
- d. Always lock your office, working station and all valuables including laptops and assistive devices in your possession.
- e. Know where fire hydrants and escape routes are
- f. The working environment must always be free of hazards or any form of danger which can endanger yourself or students.
- g. Any workmen reporting to fix or fetch something must produce a clearance as provided by the university
- h. Comply with all the safety regulations as stated in the Occupational Health And Safety Policy
- i. Call security if you feel your life, or lives of your students are at risk
- j. Ensure that you are aware of the name and location of the individual who is designated as your Health and Safety representative.

Injuries

- a. Staff are required to report all injuries to the Occupational Health and Safety Officer on their respective campuses within 24 hours of the incident
 - a. Please report to the Campus Health Clinic and consult with the Occupational Health Doctor on duty.

Referrals to hospitals

- a. Staff need to contact the Campus Health Clinic (CHC) to arrange for the referral of a student in emergency to the hospital.
- b. Staff members who are in emergency will also need to contact the CHC who will arrange for an ambulance to attend to you.
 - a. Medical aid details will need to be provided to the responding ambulance.
- c. CHC rules apply.

Response to emergencies

- a. Emergencies must always be treated with urgency.

- a. Ensure that all situations are documented and reported to Line Manager
- b. If you cannot resolve the matter, or do not know how to, please escalate to HOD or Line Manager
 - a. In the event that the Line Manager or HOD are unavailable, please document the situation and report to the Line Manager.

Conflict resolution

- a. Staff members are expected to sort out minor issues amongst themselves in line with HR guidelines.
- b. If the problem cannot be resolved, the HOD can be called on to mediate.
- c. If the problem remains unresolved, the matter can be taken to the Line Manager (always follow the university dispute resolution procedure).

Equipment and inventory

- a. No equipment may be removed from the DSU without permission from the Line Manager
- b. Staff are responsible to ensure that equipment is kept in good condition
- c. Report problems- don't just leave them and hope someone else will sort it out
- d. Inventories must be updated every quarter – keep a copy of this in each room
- e. Losses, malfunctioning equipment and breakages must be reported immediately
- f. Keep all assistive devices assigned to the campus securely locked away when not in use
- g. Loan of assistive devices need to be recorded and monitored closely as per Assistive Devices Loan Agreement Form.
 - a. These must be logged with the Disability Support: Information Access Officers (IAO).

Use of vehicles:

- a. The use of the vehicles is to be strictly monitored and used only for official business
- b. Vehicles are to be cleaned according to the roster circulated by the IAO
- c. Vehicles are to be inspected before use and after use
- d. Damages to vehicles are to be reported immediately
- e. Always adhere to the rules of the road:
 - a. Ensure that you are the holder of a valid South African Drivers Licence
 - b. Do not drive the vehicle if you are not in a suitable condition to do so
 - i. **Do not drive if you are under the influence of any substances**
 - c. Always wear a seatbelt
 - d. Do not overload
 - e. Do not transport personal goods
 - f. Do not transport non-university individuals
 - g. Stick to the shortest and safest possible routes for your journeys
 - h. Vehicles are to be fuelled and in good condition at all times.
 - i. You are responsible for the safety of all passengers in the vehicle if you are the driver
- f. In the case of an accident, please report immediately to Line Manager and ensure that insurance claim forms are completed.

- a. Ensure that reporting is done to SAPS
- g. Transporting students in specialised vehicles
 - a. Ensure that the area around the tail gate is cleared before opening the boot lid.
 - b. Inspect the tail lift for obvious signs of damage before and after use
 - c. Please ensure that a trained operator loads the student in the wheelchair into the vehicle
- h. Fines:
 - a. Driver related
 - i. You are responsible for all fines directly related to transgression of the South African rules of the road.
 - b. Vehicle/maintenance related
 - i. If the fine is due to vehicle related issues (for example if a number plate falls off the vehicle while in transit), then it will be resolved by the Line Manager.
- i. Non-compliance or misuse of this resource will result in disciplinary processes being instituted.
- j. Parking:
 - a. Vehicles are to be parked securely on campus
 - b. Vehicles are not allowed to be parked at a private residence unless by arrangement with Line Manager due to unforeseen/exceptional circumstances.
- k. Conditions of use
 - a. The vehicle is to be used **only** for the following:
 - i. Hospital visits
 - ii. Inter-campus UKZN activities
 - iii. Training
 - iv. Staff meetings and work-related activities
 - b. Discretion will be applied for wheelchair users.

Procurement

- a. All procurement is to be requested through the IAO and approved by the Line Manager
- b. All requests by the IAO need to be processed through Student Services Finance
- c. All rules and regulations relating to Finance are to be strictly adhered to

Student Assistants

- a. Student Assistants report directly to the IAO
- b. Staff on each campus are **not** allowed to provide any feedback relating to contracts or salaries to student assistants
- c. Staff on each campus should refer matters raised by student assistants directly to the IAO
- d. The IAO will analyse the effectiveness and efficiency of the Student Assistant Programme and this will be presented monthly to the Line Manager
- e. Student Assistant appointments will be done in conjunction with HR processes and according to the DSU Student Assistant Recruitment SOP.
 - a. Two rounds of interviews per year;
 - i. January

1. Adverts compiled and uploaded by the first week of November.
2. Application closure dates. Second week of November.
3. Appointment of panel – 3 DSU staff and 1 external staff member.
4. Shortlisting will take place in the third week of November.
 - a. IAO will email all panelists the list of documents and all cv's received for that campus by the end of the second week.
 - b. IAO will convene shortlisting meeting with the respective panelists during the third week.
 - c. Shortlisted candidates will be contacted by the end of the third week.
5. Interviews will be conducted in the last week of November as follows:
 - a. Monday and Tuesday – Howard College.
 - b. Wednesday – PMB.
 - c. Thursday – Edgewood.
 - d. Friday – Westville.
6. Appointment will be captured, provided that a budget is available from mid-January until end of June.
 - a. Student assistants will be uploaded for January at the beginning of February.
 - i. As per instructions from Payroll, students would need to be loaded from 1-15 February in order for them to receive pay for work done in January.
 - ii. Alternatively, we can load one contract and divide the amount by the number of months.

ii. July

1. Adverts compiled and uploaded by the first week of June.
2. Application closure dates. Second week of June.
3. Appointment of panel – 3 DSU staff and 1 external staff member.
4. Shortlisting will take place in the third week of June.
 - a. IAO will email all panelists the list of documents and all CV's received for that campus by the end of the second week.
 - b. IAO will convene shortlisting meeting with the respective panelists during the third week.
 - c. Shortlisted candidates will be contacted by the end of the third week.
5. Interviews will be conducted in the last week of June as follows:
 - a. Monday and Tuesday – Howard College.
 - b. Wednesday – Westville.
 - c. Thursday – Edgewood.
 - d. Friday – Pietermaritzburg.
6. Appointment will be captured, provided that a budget is available from mid-July until mid-December.

- a. Student assistants will be uploaded for July at the beginning of August.
 - i. As per instructions from Payroll, students would need to be loaded from 1-15 August in order for them to receive pay for work done in July.
 - ii. Alternatively, we can load one contract and divide the amount by the number of months.

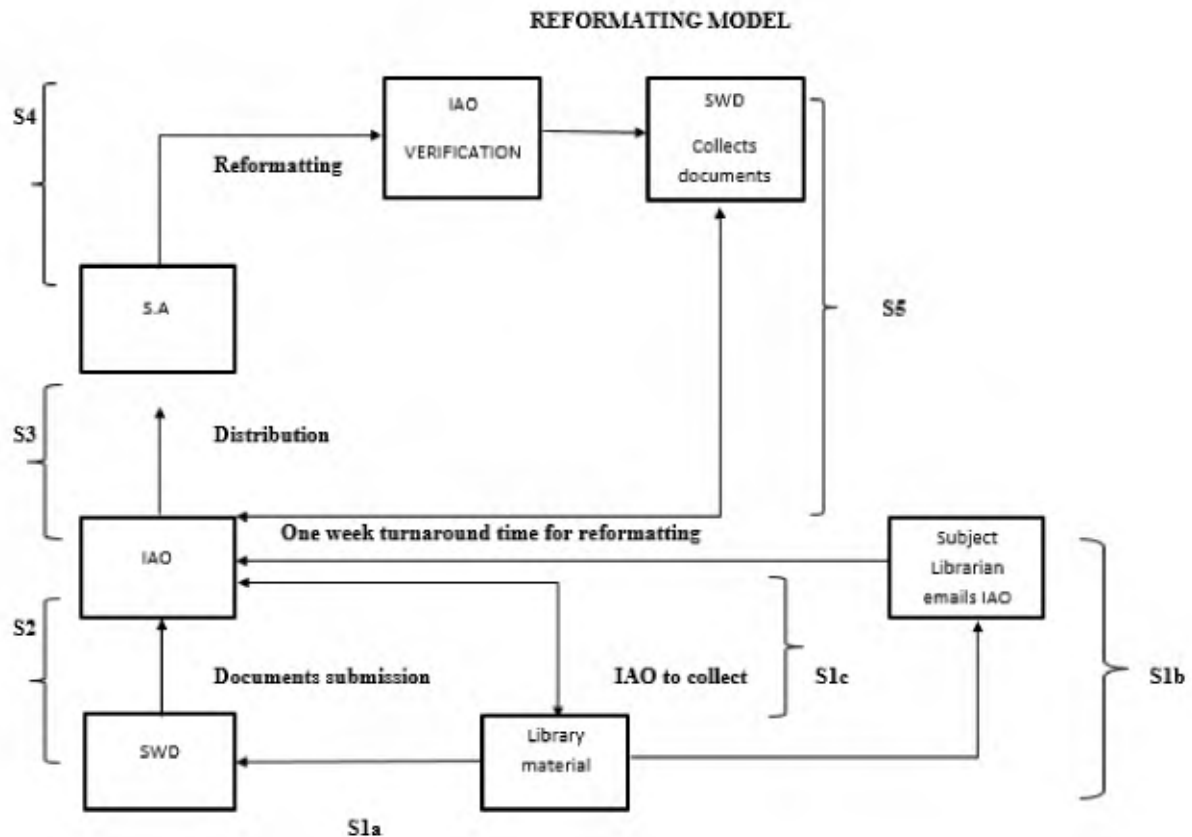
Examinations and Test responsibilities

- a. The DSU to provide a list of students with disabilities to the Examination Office on the respective campuses with the following information:
 - a. Name of student
 - b. Student No
 - c. Nature of Impairment
 - d. Specific Reasonable Accommodations
- b. The Disability Coordinator will undertake the above processes for all add-on students during examinations.
- c. The Disability Coordinator will monitor examinations by:
 - a. Physically walking or delegating this responsibility to DSU staff to examination venues to assess if all reasonable accommodations are in place.
 - b. Coordinating the training of invigilators
 - c. Providing feedback to the Line Manager on a regular basis on the examinations.
- d. The IAO will ensure that adequate arrangements are in place for the reformatting of examination papers by working closely with the Examinations Office on the campus.
- e. The IAO will ensure that Braille transcribing is done timeously.
- f. The DSU on the respective campuses will ensure that Examination Offices are informed of the need to impress on Academics to arrange for the collection of scripts
- g. The DSU Coordinators will inform School Board Meetings of the need for the Academic Departments to liaise with Examination offices on the respective campuses to collect Examination scripts.
- h. In the event that a student would require a scribe for a test, the Coordinator would need to timeously inform the IAO of this.
- i. The DSU will oversee the reasonable accommodation needs of all students during tests.

Reporting

- a. Disability staff will prepare and submit
 - a. Reports to the Line Manager on a monthly basis
 - b. School board reports and submit to the Line Manager, prior to submitting to the School Board
 - c. Annual reports

Reformatting responsibilities



- a. S1a- Student with disability (SWD) to collect reading material from the library.
- b. S1b- Subject librarian to retrieve information for swd and submit to IAO
- c. S1c- Information access officer to collect material from the library upon request by the student with disability.
- d. S2- Student to submit all other documents needing reformatting to the IAO immediately after receiving them.
- e. S3- Information Access Officer to distribute the documents among student assistants for reformatting, giving them a one week turnaround time to complete the work.
- f. S4- Students assistants to submit the reformatted work to the IAO for verification.
- g. S5- After one week swd to collect notes from IAO

Funding

- a. You are responsible for *assisting* students with their search for funding- DO NOT promise students funding in any manner
- b. Any requests for special cases of funding need to be directed to the Line Manager in writing
- c. All external funding proposals should be directed to the HOD or Line Manager who are responsible for liaising with external stakeholders
- d. Disability Coordinators will
 - a. Assist individual students with applications to NSFAS,
 - b. Follow up with the Student Funding Department,
 - c. Receive applications for Assistive Devices,

- d. Prepare Motivations,
- e. Liaise with external suppliers for verification of quotations, and
- f. Present completed applications at the assistive devices sub-committee.

Specialised Services

- a. Independence Training (ITr) Services:
 - a. Design, develop and implement an academic support programme to assist students with disabilities in realizing their greatest academic potential and to maximise the opportunities for their personal growth and development.
 - b. To assess the independence needs of students with visual disability, design and implement an appropriate independence training plan for the students.
 - c. To advise the DSU on latest developments in the field of independence training and facilitate where possible the acquisition of devices.
 - d. Evaluate the independence of students after training
 - e. Design and development of new services
 - f. Work within the DSU plan to create awareness in the university community around issues of disability
- b. South African Sign Language Interpreter (SASLI)
 - a. SASLI will provide direct support to Deaf students during academic programmes
- c. Braille Production
 - a. To convert text to Braille using the Braille embossers
 - b. To provide for transcribing of Braille to text

General

- a. **No** dishonesty will be tolerated
- b. No sexual harassment or violence in whatever form will be tolerated in compliance with university policy
- c. Sexual Activity during working hours is strictly prohibited
- d. During working hours the consumption of alcohol and/ or illegal drugs is prohibited
- e. No smoking is permitted in undesignated areas
- f. Physical fighting and offensive language will not be tolerated in the working environment
- g. The running of tuckshops or any form of private business including selling of various products during working hours is prohibited
- h. Any fraud/suspected fraud should be reported anonymously to the tip-offs line or reported to the Line Manager
- i. Staff should follow the relevant reporting protocols for all issues
- j. Staff should ensure that they do not intentionally create a situation which may be perceived as dangerous to themselves, students or other staff
- k. All transgressions of the guidelines in this SOP will follow the following process:
 - a. 1st offence:
 - i. Verbal warning
 - b. 2nd offence:
 - i. 1st written warning
 - c. 3rd offence:
 - i. Final written warning
 - d. HR intervention

- e. Dismissal/penalties

Review Period

- a. This SOP will be reviewed annually.