

# support worker handbook.

## Randstad Student Support

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## Introduction

We would like to welcome you to working with Randstad Student Support.

### About Randstad Student Support

At Randstad Student Support we are the leading provider of specialist support workers to disabled students in higher education.

Through our national network of specialist support workers, we are able to deliver a tailored support package which allows students to have an inclusive experience at college/university whilst also fulfilling their true potential.

The main purpose of the support worker service is to:

- encourage and support disabled students with their studies
- ensure this is underpinned by high quality support, policies and practices

### The support worker handbook

The purpose of this handbook is to provide support workers with a useful document to be used as a primary resource, both before and during your assignment with us.

It is also designed to help you to fulfil your responsibilities as a support worker and, as such, contains information about facilities, support and legislation relating to disabled people.

If you have any questions, please ask your Randstad Student Support Specialist.



## Support workers – guidance about your role and supporting students

### The aims of student support

The support you give to a student is key to ensuring they receive the best education possible to help them onto the career ladder once they gain their qualification. Support workers are usually recommended to support students in overcoming particular difficulties they experience as a result of their disability when studying. We support students with a wide range of disabilities including sensory loss, physical and mental health difficulties as well as those with specific learning difficulties such as dyslexia and dyspraxia.

### Guidelines for working as a support worker

The role of the support worker within the college/university is to facilitate the learning process of the student, allowing them to produce work consistent with their own abilities and ideas. You should remember that you are only engaged to support the student within the boundaries of the specific support role. You should not give any other assistance, such as lifting, pushing wheelchairs or other similar activities or completing work for the student.

Please read the following guidelines and conduct for support workers, along with the separate guidelines available for the specific role you are undertaking and your Contract for Services. These have been developed using the experience of others within disability support in HEIs, to provide practical advice on professional and considerate support.

### Students and their support needs

The aim of the first session is to enable you to identify the student's needs so support can be tailored for all subsequent sessions. The student and the support worker will draw up a learning plan that incorporates learning objectives, and these should be regularly reviewed to ensure the support continues to be relevant.

All support workers must ensure they only provide the number of sessions allocated and do not exceed this. It is your responsibility to monitor this and if you are unsure, please contact Randstad for clarification. Please note, this information can be found under the assignments tab on opus and within every booking confirmation. It's important that you do not exceed the student's allocated support hours as you will not be paid for this. If it becomes apparent at an early stage that additional hours may be required for a student, it is important that you inform Randstad straight away so that the appropriate process can be followed (as this requires the student to be re-assessed). Under no circumstance should you provide more than the recommended hours allowance for a student.

### Identifying the needs of disabled students

Each student will have a report detailing their disability and their individual support needs which forms the basis of the students support package. Whilst we are informed of the support type recommended for the student, we do not always receive detailed information or a copy of this report. Some students may be happy to share this with you however the best way of ascertaining the needs of your student is within the first session.

Many people with disabilities may not want to tell you they have a disability. This may be for several reasons:

- it is not something they wish other people to know
- they do not consider themselves as being disabled



- they feel you may be prejudiced against them as a result of their disability
- they think people may feel sorry for them
- they do not think there is a good reason to tell you

There will be occasions when it is difficult to find out how best to assist someone. Over time you may be able to develop a more trusting relationship with an individual and they will volunteer more information, which can help you in your role.

### Identifying safeguarding concerns

Randstad acknowledges it has a responsibility for the safety of children & vulnerable adults who are taught by, or come into contact with, our temporary workers and employees. Randstad is committed to practices which protect children & vulnerable adults from harm.

All employees and candidates who have unsupervised access to or contact with children & vulnerable adults are required to;

- recognise and accept their personal responsibilities to keep children & vulnerable adults safe;
- develop awareness of the issues which can cause children & vulnerable adults harm; and
- report any concerns they may have to an appropriate person in authority.

For our full policy please contact your Randstad Student Support Specialist.

### Individual Learning Plans (ILPs) and Session Logs

If you work as a mentor or a tutor, a vital part of your role will be completing Workplan/Individual Learning Plans for each student. Both of these are contained within the timesheet record in Opus and must be completed after every session.

By considering their Needs Assessment and discussing with the student the areas they require assistance with, you should identify their support needs to focus on and strategies you will be using. The records may be used to support with making additional hours requests, so these can be really important should Randstad need to build a case to the Needs Assessor

The logs are used to highlight the following: what each individual session has covered, to set out tasks for the student to complete for the next session and to organise when the next session will be. You must also confirm that the student was offered breaks (if required), and if the session was delivered at a suitable pace which can also be recorded alongside the ILP on Opus.

### Requesting additional funding for students

Students may be funded directly by the College/University, or a funding body such as Student Finance England. Funding will specify a set number of hours for each type of support the student is entitled to. It is essential that the number of hours awarded is not exceeded; the OPUS system will prevent support from being exceeded but it is important that you only provide the amount of support as specified in your booking confirmation. It is imperative that you also keep an accurate track of hours used. Any queries around this can be directed to your Randstad Student Support Specialist.

If a student is at risk of reaching their funding limit they may be able to request additional funding, however this is only in specific circumstances and not in retrospect once hours have run out. For support funded by a funding body such as Student Finance England, please prompt the student to contact the person/company



that conducted their Needs Assessment. If you have any queries regarding this process please contact Randstad.

### Location of support

The location of support will be confirmed with you on the booking confirmation email. All support should take place on-site at the institution. For specialist support such as One to One Study Skills or Specialist Mentoring it is essential that the support takes place in a comfortable and confidential environment, such as a booked room at the Institution. One to One Support of this nature should not take place in the public domain.

Covid-19 update - Since the outbreak of Covid-19 in early 2020 and subsequent lockdown conditions, support can also be carried out remotely and sessions can be delivered to the student over the phone or via the method of video call. When adding your timesheets, if a session is delivered remotely then it must be stated on the session log section. This may be subject to change in line with government guidance and official updates will be delivered centrally via the Randstad team.

Under no circumstances should support take place in the student's home, unless this has been arranged with you by Randstad. In some cases such as for distance learners, support can take place in the student's home but this must be specified in the student's Needs Assessment Report and will be coordinated with you by Randstad.

### Booking sessions

All sessions must be booked in advance and scheduled on the OPUS system, in line with DfE regulations. Sessions may be booked by Randstad, the University, or support workers. It's important that your record of assignments is accurate as you will receive regular reminders from Randstad regarding this. Once a session is scheduled on your assignment timetable, you are able to press 'Add Timesheet' and enter your timesheet directly from this with all details pre-populated.

### Confirming sessions

Once you have been assigned a student(s) to support it is essential that you contact the student(s) within 24 hours to introduce yourself and confirm support arrangements as specified in the booking confirmation email.

All future support sessions must be confirmed by you with your student(s) between 24 hours to 7 days in advance. If you do not confirm support sessions with your students and they fail to turn up to the session, then you are not permitted to submit a timesheet as the session has not been booked and confirmed in advance. As long as you have booked/scheduled the session via Opus on the assignment timetable, the student will receive an email confirmation and subsequent reminders of the session.

### Cancelled / missed sessions by you

It is essential that you fully commit to supporting students that have been assigned to you - regularly cancelling or failing to attend booked sessions with your students can pose a significant risk to your students' ability to study. In the event that you need to cancel a booked session, please ensure that you arrange this by contacting your Randstad Student Support Specialist so that appropriate cover can be arranged and support continues for the student without interruption.



Your attendance and cancellations will be monitored by Randstad. In the event that you regularly cancel sessions or fail to attend booked sessions we will investigate this with you and this may lead to your student support assignments from being terminated and you will not be offered further work.

### Cancelled / missed sessions by your students

In the event that a student needs to cancel a booked session then they must do so by providing a minimum of 24 hours of notice. In the event that the student fails to provide such notice or does not turn up to the booked session at all, then this is classed as a cancelled/missed session. It is vital that support workers are in regular contact with their students and remind them about upcoming support sessions.

You must flag any concerns regarding a students' attendance to Randstad - as funding bodies such as Student Finance England, Student Finance Wales and the NHS specify that students will only receive funding for a maximum of 2 missed/cancelled sessions per term. As a result, Randstad is obligated to track all missed sessions including the reason for the missed session.

In the event that one of your students cancels/misses a booked session then please log the timesheet on OPUS and select the student attended as 'No', you will then be prompted to select a reason for the missed session. If you are unable to log the timesheet on OPUS and you receive an error message, this may be due to the student having already reached their 2 missed/cancelled session threshold. Unfortunately, you will not be able to claim payment in this circumstance.

### Keeping in touch

How you can keep in touch with Randstad

1. Keep your Randstad Student Support Specialist updated regarding your current workload, your availability for more work and when your assignment with a student comes to an end.
2. Contact your Randstad Student Support Specialist if you need cover support organising.
3. Contact your Randstad Student Support Specialist if you have any issues about your role.
4. Attend support worker meetings as and when communicated by your Student Support Specialist.
5. Attend professional development and training sessions offered.

### Providing feedback

Randstad welcomes feedback and encourages you to provide feedback as necessary, especially in relation to any processes or procedures that may be improved. Please feel free to contact your Randstad Student Support Specialist by phone or email to provide feedback.

Feedback surveys may also be conducted periodically, if you are invited to complete a feedback survey then we appreciate your time in doing so as this helps us to obtain valuable feedback in relation to our service that enables us to make improvements.



## Working with Randstad - your contract

### Contract for Services

As a support worker you will be engaged on a contract for services. This contract means that:

- there is no obligation on your part to accept work; likewise, neither Randstad nor the college/university are obliged to guarantee or offer you work.
- Randstad is obliged to pay you at the stated rate for the agreed work undertaken. This will be confirmed within the OPUS booking confirmation email when you have been allocated the student.
- PAYE, Tax and National Insurance contributions are deducted at source where appropriate.
- this is not a contract of employment.
- you will be informed of the rate of pay before you commence an assignment. You will be paid for each completed hour worked or proportion thereof. Overtime rates will not be applicable – your pay rate will apply regardless of the day and time at which you provide the support.
- the commencement date of the assignment and its likely duration are communicated to you by Randstad prior to commencement. Your maximum number of working hours will depend on the amount of funding to which the student is entitled for non-medical support. However, Randstad may instruct you to finish an assignment, without liability.

### Breaks

All support workers should take regular breaks. You should not forego these breaks under any circumstances. Be aware of your own situation and limitations.

In particular, note that you must not work for more than 6 continuous hours without taking a 20 minute break (4.5 hours if you are under 18).

If you are concentrating on a task on a computer screen you should 'exercise' your eyes at regular intervals.

### Payroll - OPUS system

Randstad uses an online payroll system called OPUS. Your timesheets inputted onto OPUS link directly to the student's funding, and subsequently invoices to the student's funding body are generated from this information.

- you will need to pre-book a session onto opus before the session takes place. Once a session has occurred you will need to add your timesheet promptly to ensure it is approved in time for payroll by the student.
- the deadline for timesheets to be approved is the 17th of every month at midnight. All timesheets must be authorised by the student you are supporting via the Opus link they will receive before you can be paid.
- pay day is the 24th of every month.
- all payments are made by BACS.





- payslips are emailed to your registered email address on or before the 24th of the month, PAYE and NI are deducted as appropriate.

**Any change in bank account details, address or contact details must be provided in writing to Randstad.**

## Working with Randstad - your benefits

We'd like to take this opportunity to tell you about the benefits you receive whilst working for Randstad. If you need more information on any of these, you can speak to your Randstad Student Support Specialist who will be happy to help. Whilst you are engaged on the contract for services you will be identified by Randstad as a temporary worker and, as such, you will be entitled to the following package calculated on a pro rata basis linked to the number of hours you work:

### Workplace Pensions

The law requires all companies to enrol its workers in a pension scheme. Under this law, we are required to automatically include you in the scheme unless you choose to opt out. You can find general information on workplace pensions at <https://www.gov.uk/workplace-pensions/about-workplace-pensions>. If you need specific advice on your personal situation, you should speak to an independent financial advisor. Unfortunately, Randstad is unable to advise you on your own pension arrangements. The following is a summary of the scheme:

- You will be automatically enrolled in the scheme as soon as you start working for us.
- We will deduct 5% from your pay as an employee contribution and we will contribute a further 3% on your behalf as the employer contribution. These amounts may change in the forthcoming years. - For details of how to opt out of auto-enrolment you can contact our pension provider on 0330 100 3334 or more information can be found on their website at [www.nowpensions.com](http://www.nowpensions.com)

### Paid Annual Leave

For every hour that you work for Randstad, you accrue holiday pay, which is calculated as a percentage of your hourly rate. You can request to be paid holiday pay that you have accrued at any time, provided it is to be paid for periods when you are not working. To request your holiday pay, you need to complete a holiday form obtainable through your Randstad Student Support Specialist. The request must be received by Randstad in writing at least 2 weeks prior to your holiday commencement date and by the 10th of the month that you want to receive your pay. If it is received later than this, there is no guarantee you will be paid for it.

. Other things you need to know are:

- You need to take all your holiday in the year in which you accrued it. The holiday year starts from 1st February and ends on 31st January. You will not be permitted to carry it over to the next year.

If at any time you want to know how much holiday pay you have accrued please ring or email your Randstad Student Support Specialist who will help you.

### Sickness

All PAYE workers are entitled to sick pay (SSP). To qualify for SSP the workers must have been off work for 4 days in a row. A copy of the sick/fit note must be sent to your Randstad Student Support Specialist



Each case is dealt with individually.

Sick pay is £95.85 per week, the first three days are not claimable as these are known as "waiting days".

Workers must have worked for a certain period of time before being eligible for SSP, we will assess this once the sick note is received. If we cannot pay SSP, an SSP1 form will be generated with the reasons why we are unable to pay will be sent out. This form should then be taken to Jobcentre Plus to claim directly from the government.

### Maternity pay

You are entitled to 52 weeks maternity leave. If you have completed 26 weeks continuous service at the 15th week prior to your expected week of childbirth and you are still on assignment in that week, you will be entitled to Statutory Maternity Pay (SMP) of 39 weeks. We require a scanned copy of your MAT-B1 form and the date you would like to start your Maternity Leave from. Payroll will then assess your circumstances to confirm whether you are eligible for Statutory Maternity Pay. If not, we will issue an SMP1 form which will need to be taken to Jobcentre Plus to support a claim for Maternity Allowance. If you have been on assignment for less than 26 weeks at the 15th week prior to your expected week of childbirth or have not had continuous service, you can claim a maternity allowance directly from the Department of Work and Pensions (DWP).

### Paternity pay

You will be entitled to Statutory Paternity Pay (SPP) if you have completed 26 weeks continuous service, 12 weeks prior to the expected date of childbirth. SPP entitles you to take up to two weeks paid leave. Leave must be taken within 8 weeks after the birth of your child. We require a scanned copy of your MAT-B1 form and the date you would like to start your Paternity Leave to begin.

### Adoption pay

You are entitled to 52 weeks of adoption leave. If you have completed 26 weeks continuous service at the 15th week prior to your expected date of adoption, you will be entitled to Statutory Adoption Pay (SAP) of 39 weeks. If you have been on assignment for less than 26 weeks at the 15th week prior to your expected date of adoption or have not had continuous service, you can claim an allowance directly from the Department of Work and Pensions (DWP). Within 7 days of being matched with a child you must let us know the following: how much leave you want, your leave start date and the date of placement.

### Agency Workers Regulations – AWR

The Agency Workers Regulations 2010 (Amendments 2019) is a piece of legislation for agency workers to be provided with equal treatment in the workplace. Upon completion of a 12 week qualifying period in the same job with the same hirer, agency workers will be entitled to the same basic working and employment conditions that they would have received if they had been directly recruited by the hirer.

If you are entitled to any increase in pay, additional holiday or benefits these will be confirmed to you during your assignment. More details of your benefits can be found within your contract and please contact your Student Support Specialist if you require any further clarification

[What do I do if I feel I am not receiving equal treatment?](#)



We're here to help you every step of the way, so please contact your Randstad Student Support Specialist if you feel you are not receiving equal treatment. We will discuss the matter with you and ensure you are given all the relevant information.

If you wish to raise the matter more formally, you should refer to the grievance/complaints procedure within this handbook.

## Working with Randstad - Policies and procedures

The policies below detail Randstad's policies and ethos. As a Randstad support worker, you are required to comply with these policies, and to act at all times in the spirit and intent of the policies.

### Complaints procedure

If you would like to raise a complaint then please contact your Randstad Student Support Specialist in the first instance. Your Student Support Specialist will listen to your complaint carefully and will take appropriate follow up action. You can also raise a complaint through the Randstad website under the contact us page. All complaints received will be acknowledged within three working days. A senior member of the Randstad team will investigate the complaint and a written response will be sent within 14 working days. If you are still not satisfied with the outcome of your complaint then you can request that it is reviewed again and a response will be provided within 14 working days.

For our full complaints process please see: <https://www.randstad.co.uk/about-us/complaints/>

If you require our complaints policy in an alternative accessible format then please contact us on 0161 247 8800 or email [studentsupport@randstad.co.uk](mailto:studentsupport@randstad.co.uk) to inform us of your request.

Alternatively if you would like to seek external assistance and advice we would recommend contacting these two governing bodies:

Student Loans Company via 0300 100 0601 or [customer\\_complaints@slc.co.uk](mailto:customer_complaints@slc.co.uk)

Recruitment and Employment Confederation (REC) via 020 7009 2100 or [info@rec.uk.com](mailto:info@rec.uk.com)

### Complaints or safeguarding concerns about you or your work

If Randstad has or is made aware of any concerns about the standard of your work, your conduct or any aspect of the service that you are providing, your Randstad Student Support Specialist may invite you to a meeting to discuss the issues. You will be given the opportunity to respond to Randstad regarding any complaint about you. Randstad may need to carry out further investigations into any complaint raised and may require that you do not provide support to any student via Randstad until we are satisfied that you may resume work. Because of the temporary nature of support work, you are not guaranteed work at any time.

For our full policy please contact your Randstad Student Support Specialist.

### Data Protection and Confidentiality

It is essential that you respect the confidentiality of the student to whom you are providing support. Never discuss anything you learn about them either from Randstad, or when providing services to the student. If you have any concerns about the student, please treat this as sensitive information and speak to your Randstad representative who will be able to guide you.



Randstad will keep student details confidential except in circumstances where they may need to be discussed with the University.

## Equal Opportunities

Randstad are committed to providing and promoting equal opportunities in employment. We aim to treat everyone equally regardless of age, disability, gender, marital or civil partnership status, pregnancy or maternity, race, colour, nationality, ethnic or national origin or belief, sex or sexual orientation (protected characteristics).

For more information on the Equality Act 2010 you can visit the Government Equalities Office Website (<https://www.gov.uk/guidance/equality-act-2010-guidance>)

We aim to provide equal opportunities and avoid discrimination in all aspects of employment and to ensure that the talent and skills of all individuals are maximised. Our approach applies to recruitment, terms and conditions of employment (including pay) appraisals, promotion, disciplinary and grievance procedures and training.

For discrimination to have taken place against people with protected characteristics an unlawful act must have also taken place. Such prohibited conduct can be in the form of, direct discrimination, indirect discrimination, harassment or victimisation.

If you have any concerns please contact your Randstad representative.

## Implementing equality of opportunity

Recruitment and employment decisions will be made on the basis of fair and objective criteria. Our selection procedures are reviewed from time to time to ensure that they are appropriate for achieving our objectives and are not discriminatory. The terms and conditions of employment, including remuneration, are decided without reference to discriminatory criteria.

All workers will be interviewed, assessed, and, in our operational arena submitted to clients, on the basis of their ability and merits, according to the requirements of the assignment.

The requirements workers who have or have had a disability will be reviewed to ensure that, wherever possible, reasonable adjustments are made to enable them to enter into or remain in assignments with us

## Monitoring

The Company collates data on diversity as part of our application and recruitment process. We then consider any data to develop appropriate action programmes to promote equality of opportunity.

All workers have a right to equality of opportunity and a duty to implement this policy. Breach of the equal opportunity policy is potentially a serious disciplinary matter. Anyone who believes that he or she may have been disadvantaged or experienced any type of discrimination should raise the matter through your Randstad Student Support Specialist.

## Health and Safety at Work Policy



As stated in the contract for services, it is essential that you make full use of the health & safety and fire safety procedures of the university you will be supporting in, and that you bear this policy in mind at all times whilst providing support and visiting different parts of the campus. Always follow the health and safety guidelines that you have been given by the University.

Randstad is committed to the health, safety and welfare of all workers and to maintain best practices in these areas. It is the duty of Randstad to ensure, so far as is reasonably practicable, the health, safety and welfare of its workers at work.

Randstad observes the Health and Safety at Work act 1974 and all relevant regulations and codes of practice made under it regularly. Randstad takes into account any recommendations made by the Health and Safety Executive with regard to health and safety issues, and where appropriate, will liaise with the Health and Safety executive regarding specific health and safety issues which are of particular relevance to Randstad.

This commitment to health and safety is a management responsibility equivalent to that of any other management function. It will be the duty of Randstad's Directors and workers to ensure that the policy is upheld at all times and to provide the necessary funds and resources required.

### Company conduct

Randstad will:

- request workers and institutions to co-operate with Randstad and with each other in order to promote safety and reduce hazards.
- promote the co-operation of workers to ensure safe and healthy conditions and systems of work by discussion and effective joint consultation.
- request that clients give details of specialist skills or qualifications required to carry out an assignment together with health and safety information.
- pass to the worker all information provided by the client on health and safety issues connected with the assignment.
- require the worker to adhere to the client's health and safety policy at all times whilst on an assignment.
- monitor and review the client's management of health and safety at work.
- keep this policy under review and make any revisions it considers necessary from time to time. All such revisions will be brought to the attention of workers.

### Support worker conduct

You must:

- assess risks to your own health and safety to which you are exposed at work.
- stop working immediately if you consider that your working environment is unsafe and immediately report the matter to Randstad.
- take all reasonable steps (by observing safety rules which are applicable to you) to safeguard your health and safety and the health and safety of others (e.g. other workers, contractors, customers, workmen, etc.).
- co-operate with Randstad to ensure that the aims of this policy are achieved and any duty or requirement imposed on Randstad by or under any of the relevant statutory provisions is complied with.
- use equipment and wear (or request if you consider necessary) any protective clothing provided in accordance with the training you have received in order to carry out any assignment.



All issues/complaints raised to Randstad will be investigated thoroughly and, if necessary, formal procedures will be followed.

### Lone Working

The HSW Health and Safety at Work etc Act 1974, and The Management of Health and Safety at Work Regulations 1999 require employers to identify hazards associated with lone working, assess the risks involved, and put measures in place to avoid or control the risks.

In preparation for student support taking place in the home, a framework has been created to outline how the work placements will be controlled and managed and the procedures that will be put into place to control the risks associated with lone working.

The work placement involves a Randstad Appointed worker visiting a person's home to assist them with their educational studies. A lone worker is a person who is engaged in solo work activities, or activities where contact with colleagues will be irregular or infrequent.

For the Randstad SWS Lone Working Policy and Risk Assessment please see the Randstad Website page: <https://www.randstad.co.uk/employers/areas-of-expertise/student-support/working-with-randstad-student-support/>

### Thank you

Thank you for taking the time to read through the above information, we trust that you have found this useful and informative - however should you have any further questions please do not hesitate to contact the Randstad team.

We wish you the best of luck in your role with Randstad Student Support.

