

DISABILITY SUPPORT UNIT OPERATIONAL DECISION FLOW

Guidelines for Decision Flow of Disability Support Unit Processes

The following approval processes should be followed in line with principles of devolution and efficiency:

KEY:

R	S	A	N	C	X			
Recommend	Submits for Approval	Approve	Note (for audit purposes)	Consult	Operational Action			

TITLE ABBREVIATIONS:

Senior Student Development Specialist	Central Disability Coordinator (Acting)	Disability Coordinators	Disability Officer	Information Access Officer	Independence Trainer	South African Sign Language Interpreter	Executive Director
SSDS	CDC	DC	DO	IAO	ITr	SASLI	ED

ITEM	PROCESS	SSDS	CDC	DC	DO	IAO	ITr	ED	SASLI	COMMENTS
		Senior Student Development Specialist	Central Disability Coordinator (Acting)	Disability Coordinators	Disability Officer	Information Access Officer	Independence Trainer	Executive Director	South African Sign Language Interpreter	
1	Information Dissemination									
1.1	Contacting/being contacted by schools		X	X	X					
1.2	Schools Liaison (CRD)	C	X							
1.3	Colleges	C	X	X	X	X	X		X	
1.4	Parents		C	C	C				C	

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1.5	Prospective Students Walk-in	C	C	X	X	X	X			
1.6	Prospective Students (telephone)			X	X	X	X			
2 Compiling campus-based list of accepted students										
2.1	Define the list (Student names/nature of disability/contact details/support needs)		C	X	X					
3 Liaison with Department of Student Residence Affairs (DSRA)										
3.1.	DSU initiates contact with DSRA	C	C	X	X		C	A		
3.2.	Identify and allocate accessible accommodation	C	C	C	C		C	A		Function rests with DSRA, and DSU operationalises once approved
3.3	Receive list of accessible accommodation		C	X	X		X	A		
4 Preparing to receive accepted students										
4.1	Meeting with DASA		C	X	X	X	X			
4.2	Grouping Students with student leaders			X	X					
4.3	Arrange with			X	X					

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	Students to be allocated to their respective residence									
4.4	Structured Welcome Day for parent and students	A	R	X	X	X	X		X	
5.	First Student Consult									
5.1	DC meets with student for contracting purposes		C	X	X		X		X	
6	Preparation for Financial Aid and Assistive Devices applications									
6.1	Liaise with Student Funding Centre to get clearance for registration		C	X	X					
6.2	Supply medical forms if not done online			X	X					
6.3	Assist walk-in students to initiate financial-aid application			X	X					
6.3	Provide information to students on assistive devices		C	X	X	X	X			
6.4	Provide details of assistive devices suppliers to students		C	X	X	X	X			
6.5	Assist students draw		C	X	X					

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	up assistive devices motivations letters									
7.	Process for Motivation for Assistive Devices (First Entry Students)									
7.1	Receive individual student motivation			X	X					
7.2	Receive quotation from suppliers via the student			X	X					
7.3	Prepare motivation for assistive devices sub-committee		C	X	X					
7.4	Present report to assistive devices sub-committee	C	C	X	X					Presentations done to Assistive Devices Committee who recommend to the Disability Coordinating Committee
	Inform student of outcome			X	X					
7.5	Prepare student for receiving funds			X	X					
7.6	Assist student to place orders for assistive devices		C	X	X	X	X			
7.7	Receive receipts from student and			X	X					

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	submit to Student Funding Centre									
8.	Process for Motivation for Assistive Devices (Returning Students)									
8.1	Request all retuning students to submit applications for assistive devices			X	X					
8.2	Submit cost implications to student funding centre for reconciliation		C	X	X					
8.3	Receive feedback from student funding centre regarding available funds per student		C	X	X					Student Funding to assess students balance and provide feedback
8.4	Receive individual student motivation			X	X					
8.5	Receive quotation from suppliers via the student			X	X					
8.6	Prepare motivation for assistive devices sub-committee		C	X	X					

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8.7	Present report to assistive devices sub-committee		C	X	X	X				
8.8	Inform student of outcome		C	X	X					
8.9	Prepare student for receiving funds			X	X					
8.10	Assist student to place orders for assistive devices			X	X					
8.11	Receive receipts from student and submit to Student Funding Centre			X	X					
9.	Assessing Reasonable Academic Accommodations (Academic year)									
9.1	Structured meeting with individual student to assess and document reasonable accommodation			X	X		X		X	
9.2	Provide student with letters detailing reasonable accommodation for		C	X	X		C			

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	submission to module coordinators									
9.3	Provide Information Access Officer with above letter to develop exam database		C	X	X	X	C			
9.4	Refer students requiring orientation and mobility services to the Independence Trainer		C	X	X	X	X			
9.5	Refer Deaf students to SASL		C	X	X	X	X		X	
9.6	Arrange for note-taker or scribing services		C	X	X	X				
10	Training students in assistive devices and technology									
10.1	Receive the names of students receiving training in the use of assistive technology and devices			X	X	X	X			
10.2	Set dates									
10.3	Conduct training					X				
10.4	Provide feedback					X				
10.5	Assesses feedback-further training		C	X	X	X				

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	needs									
11.	Independence Training									
11.1	Receive the names of students requiring training			X	X					
11.2	Set dates						X			
11.3	Conduct training						X			
11.4	Provide feedback						X			
11.5	Assesses feedback-further training needs		C	X	X		X			
12	Reformatting									
12.1	Recruitment of student assistants	A	R			X				
12.2	Training of student assistants					X				
12.3	Receive letters on individual student needs					X				
12.4	Update Database					X				
12.5	Liaise with library to receive textbooks					X				
12.6	Scanning and editing of textbooks					X				
12.7	Recording and allocation of material received					X				
12.8	Monitoring output					X				

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12.9	Test preparation (Scribing, Transcribing, pick-up and delivery of test scripts, invigilating)					X				
13 Recruitment of Student Assistants										
13.1	Motivation for student assistants		C			X				
13.2	Development of budget	R	C			X		A		
13.3	Prepare and place advert	A	C			X				
13.4	Receive Applications					X				
13.5	Convening of shortlisting panel	A	C			X				
13.6	Set dates and inform candidates	A	C			X				
13.7	Interviews	A	C	X		X	X			
13.8	Informing successful students of outcomes					X				
14 Training of Student Assistants										
14.1	Receive the names of student assistants requiring training					X	X			
14.2	Set dates					X	X			
14.3	Conduct training					X	X			
14.4	Provide feedback					X	X			

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14.5	Assesses feedback-further training needs		C	X	X	X	X			
15 Examination Support										
15.1	Provide a list of students with disabilities to the Examination Office on the respective campuses with the following information: Name of student Student No Nature of Impairment Specific Reasonable Accommodations	C	R	X	X	X	X			
15.2	Monitor examinations by: Physically or delegating this responsibility to DSU staff to examination venues to assess if all reasonable accommodations are in place Coordinating the training of	C	R	X	X		X			

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	<p>invigilators Providing feedback to the Line Manager on a regular basis To ensure that adequate arrangements are in place for the reformatting of examination papers by working closely with the Examinations Office on the campus To ensure that Braille transcribing is done timeously Ensure that Examination Offices are informed of the need to impress on Academics to arrange for the collection of scripts Inform School Board Meetings of the need for the Academic Departments to liaise with Examination offices</p>									

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	on the respective campuses to collect Examination scripts In the event that a student would require a scribe for a test, the Coordinator would need to timeously inform the IAO of this Oversee the reasonable accommodation needs of all students during tests and exams									
16	Collaborations and Networking (Internal)									
16.1	Receive Dates for school board meetings		C	X	X					
16.2	Preparing and submitting reports		C	X	X	X	X			
16.3	Attendance at School-Board meetings	A	R	X	X					
16.4	Follow ups from School-Board meetings on specific actions	A	C	X	X			N		

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16.5	Developing contacts with stakeholder departments	A	C	X	X	X	X	N		
16.6	Setting dates for Sensitisation training	N	R	X	X	X	X	N		
16.7	Undertaking training		X	X	X	X	X		X	
16.8	Receiving feedback	N	X							
17.	Collaborations and Networking (External)									
17.1	Receive dates for meetings and workshops/conferences	N	R							Based on relevance to operational areas, DC's to be involved
17.2	Preparing and submitting reports	A	X							
17.3	Attendance to meetings and activities	N	R							Based on relevance to operational areas, DC's to be involved
17.4	Follow ups from meetings on specific actions/ideas	N	X							Based on relevance to operational areas, DC's to be involved
17.5	Developing contacts with external stakeholder departments	A	X	R	R	R	R		R	
17.6	Setting dates for training	A	R							
17.7	Undertaking training		X	X	X	X	X		X	

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17.8	Receiving feedback	N	X							
18	Procurement									
18.1	Request for supplies/services	A	R	R	R	R	R		R	
18.2	Request for Quotations	A	R			X				
18.3	Receiving of quotations	A	R			X				
18.4	Uploading approved quotation	A	A			X		A		Different levels of approvals based on thresholds
18.5	Communication with service provider	N				X				
19	Budget									
19.1	Development of budget request	R	X			X		A		
19.2	Motivation for budget request to ED	R	X			X				
19.3	Allocation of approved budget to line items	A	X			X		N		
19.4	Monitoring of expenditure	N	X			X		N		
19.5	Reporting (internal and external)	A	X			X		N		
20	Personnel: Permanent Staff									

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20.1	Identification of a vacant post	R	X					A		
20.2	Advertising	R						A		HR to action
20.3	Convening of Selection panel	R	X					N		HR to action
20.4	Shortlisting	A	X	X	X	X	X	N		
20.5	Interviews	A	X	X	X	X	X	N		
20.6	Appointing	R						A		HR to action
20.7	Induction	R						N		HR to action
20.8	Performance Management	A	X	X	X	X	X	N		
21	Disciplinary Process									
21.1	Identification of offense	N	R	R	R	R	R	N	R	
21.2	Counselling/Dispute resolution (ADR)	X						N		HR to action
21.3	Formal Hearing	X						N		HR to action
22	Resources and Equipment									
22.1	Requesting resources	A	R	R	R	R	R		R	
22.2	Procurement	A	R			X				
22.3	Inventory and asset database	A				X				
22.4	Maintenance of resources	A	R	R	R	X	R		R	
22.5	Reporting	N	R	R	R	R	R	A	R	

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