

# The Role of Teaching Associate (SEN) in the Tertiary Setting - Enabling and Empowering Students' Self-guided Learning from Dependence

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13 December 2017

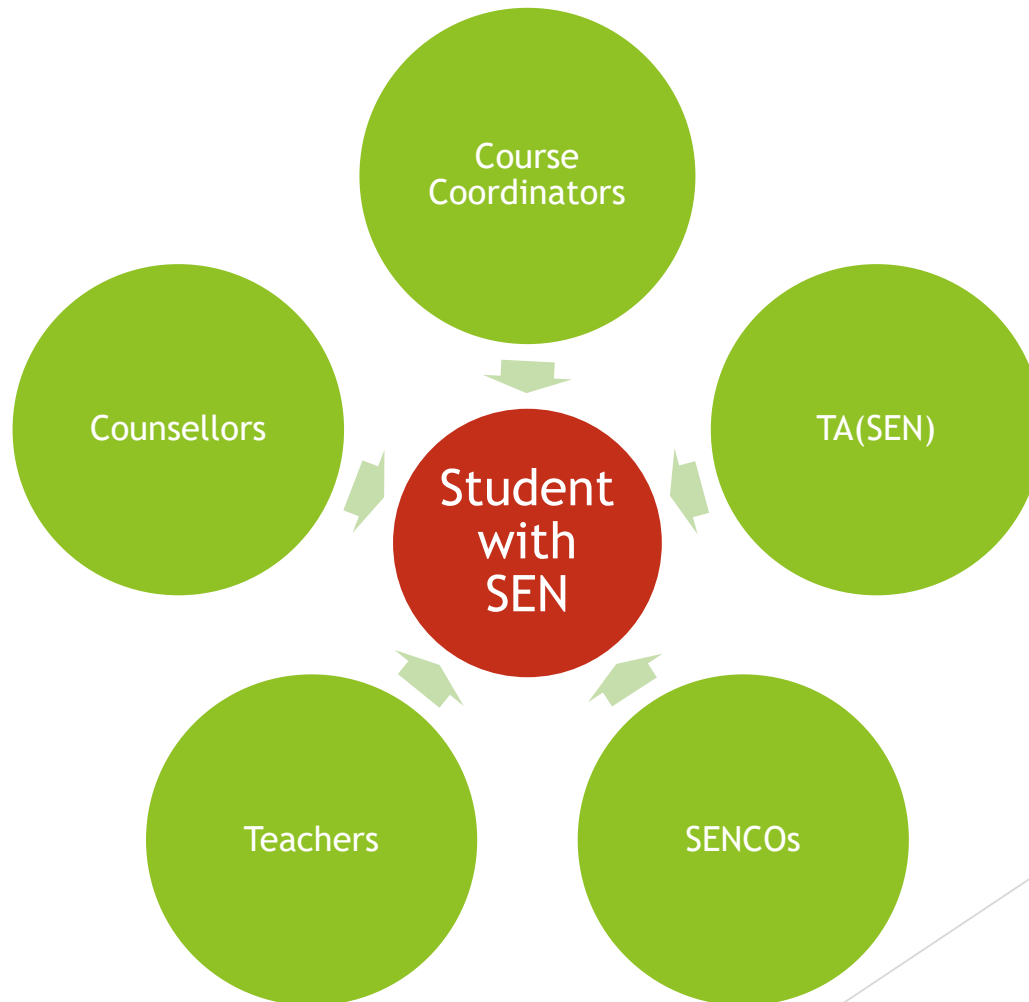
# Outline

- ▶ Situation of Academic Support in tertiary education setting
- ▶ Admission Process
  - ▶ SEN orientation
  - ▶ Case intake with Student Counselor
  - ▶ Case intake with SEN teaching Support Team
- ▶ Tiers of Teaching Support Service for Students with SEN
- ▶ Individual Study Plan
- ▶ Academic support
  - ▶ In-class support
  - ▶ Remedial
- ▶ Case Sharing

# Situation of Academic Support in tertiary education setting

- ▶ Needs and difficulties of support service
  - ▶ Students are studying different programmes
    - ▶ Hard to use one set of material and apply to all students
    - ▶ Trade specific - require a wide diversity in support service
- ▶ Support Service Goal
  - ▶ Equip students with self-adapting skills in learning for employment or further study

# Different parties in supporting students with SEN



# Admission Process

## ▶ SEN orientation

- ▶ To make readiness for new SEN students
  - ▶ information session
  - ▶ Programme debrief
  - ▶ Campus tour

## ▶ Case intake (Student Counselor)

- ▶ To understand students' need

## ▶ Case intake (SEN Teaching Support Team)

- ▶ To Refer student for academic support

# Case Intake

- ▶ Parties involved
  - ▶ New students
  - ▶ student counsellor
  - ▶ TA(SEN)
  - ▶ parents (optional; and consent from student)
- ▶ Documents needed
  - ▶ Assessment report, consent form
- ▶ Purpose
  - ▶ Build rapport
  - ▶ Understand the needs of academic support of student
  - ▶ Make clarification on the support provision to the student
    - ▶ Aligning support expectation
  - ▶ Understand student's education background information
    - ▶ Both primary and secondary school
  - ▶ Identify student's strength and weakness
  - ▶ Be aware of student's medical history

# Tiers of Teaching Support Service for Students with SEN


- ▶ Tier 1: minimal support on follow-up bases
  - ▶ Additional support before examination
- ▶ Tier 2: Weekly support for at least 2 hours on regular bases
  - ▶ Mainly provide tailor-made remedial classes
  - ▶ Include all kind of SEN type
- ▶ Tier 3: Intensive intervention
  - ▶ Provide both In class support & remedial classes
  - ▶ Include Students with Hearing Impairment, Autism with behavioural issue and Physical disability

# Individual Study Plan

- ▶ Student's background
  - ▶ E.g. Educational History, Strength and Weakness etc.
- ▶ General Accommodation
  - ▶ Special arrangement/exemption
  - ▶ Classroom arrangement
- ▶ Goal Setting with skills breakdown
  - ▶ Intervention
  - ▶ Assessment Criteria
  - ▶ Outcome



<b>Case no.</b>	
<b>Student no.:</b>	
<b>Age:</b>	
<b>Department/Subject:</b>	
<b>SEN:</b>	
<b>In-charge SC (Tel.):</b>	
<b>Date of Discussion:</b>	
<b>Date of Implementation :</b>	
<b><u>Basic Information</u></b>	
<b>Educational history :</b>	
<b>Physical / Medical/ Mental history:</b>	
<b>Strength &amp; Hobbies:</b>	
<b>Weakness:</b>	



**General Accommodation**

**Special arrangement/exemption:**

**Classroom arrangement:**

**In-Class Peer support:**

**Others (Specify if any):**





Tailor-made Remedial Classes

In-class Support

# ACADEMIC SUPPORT

# OUR PRINCIPLES

- ▶ **Goal - Independence**
  - ▶ To promote student's self-help skills
  - ▶ To develop suitable and adaptive learning strategies



# Tailor-made Remedial Classes

- ▶ Provided for all kinds of students with SEN
- ▶ Tailor-made for different students
  - ▶ Using Visual-Auditory-Kinesthetic Strategy
  - ▶ Scaffolding on their prior knowledge

Revision on basics before release of EA & CA (E.g.: sentence structure, grammar, or tenses)

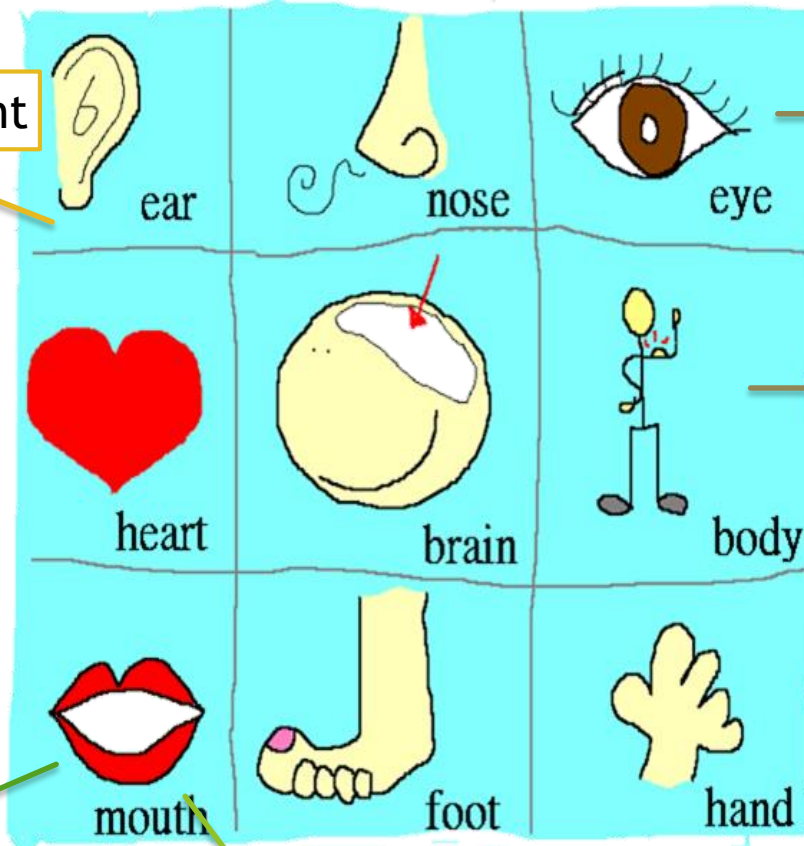
During preparation EA & CA assessment-focused support

# Some examples!!

- ▶ Students with deficit in lack of vocabularies
  - ▶ Breakdown of vocabulary based on pronunciation (facilitate memorizing of words)
- ▶ Students with deficit in using tenses
  - ▶ Use timeline to visualise tenses
- ▶ Students with hearing impairment
  - ▶ Strategies use: graphical aids (preparation time is required)

# UTILISE MULTIPLE SENSORY

Reading it out for student



Pictures

Life experience

Yours sincerely (有名有姓)

Yours faithfully (非親非故)

Speech to text



# TAILOR-MADE TEACHING MATERIALS

Language Discipline, Hong Kong Design Institute

**LAN3103 Workplace Correspondence Assignment (DE) Semester 2, AY1516**

**Task**

You are **Debbie Cheung**, the Market Development Officer of How's Promotional Products. You have just received the following memo from your boss, Steve Peterson.

Read the letter and the documents provided, and then write a letter in reply to Aidie Chu on behalf of Steve Peterson. Organise your ideas before writing and proofread before submission. Blind or chunk copying from the data file will be penalised.

Write **250-300 words**.

To: Debbie Cheung, Market Development Officer  
From: Steve Peterson, Market Development Manager  
Date: 20 January 2016

Reply to enquiries about **discounted promotional bags**.

Referring to the enquiry letter of Mr. Aida Chu (document 1), I'd like you to **reply to her** in reply to his enquiries.

- Please answer Mr. Chu's questions by referring to our company's website (document 2) and our catalogue of promotional bags (document 3).
- Our design team manager has responded to some of Mr. Chu's enquiries. Please refer to **the post-it notes** he put on the catalogue and include his ideas in your reply letter.
- Please inform Mr. Chu of **the quantity of a minimum order** and the discount available to him if he repeats the order **within 30 days**. You can check the details under "important notes" in the catalogue.
- In your reply letter, please **attach our catalogue of promotional bags**. As we are still updating the price list, please tell Mr. Chu that **we will send it to him when it is available**.

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**Data File Document 1 Letter from Aida Chu**

22/F, Minde Tower, 17 Canton Road, Wai Chi, Hong Kong  
Tel: 2877 8800 Fax: 2877 7897

18 January 2016

How's Promotional Products  
171, 17A FUSION BUILDING  
Wing Chi, Hong Kong

Dear Sirs,

We are a medium-sized health products supplier. An **organic** conference seems to be **holding** in Hong Kong. **With a mission to promote a healthy lifestyle**, we **planned** and **export** organic products globally into the Hong Kong market. Our customers are **public health professionals aged from 25 to 60 with a strong commitment about health and wellness**. As it is our 1<sup>st</sup> anniversary next month, we would like to give our clients an **exclusive and eye-catching shopping bag** to thank our regular customers for their patronage and advertise our business. Knowing that you provide a wide range of **customised promotional products**, we would like to ask your professional help to customise our bag.

To encourage our customers to use the bag frequently, we would like a bag designed to allow the **customer to use it** **whenever and wherever**. For the first promotional effect, the bag should **feature a logo** **that can be customised with the customer's choice of logo, all prices**. To show that our company is **environmentally friendly and socially responsible**, we would like to choose a bag **made of 100% organic materials** and **made in our own factory in Hong Kong**. As for **discount**, we would like to know your best possible discount options to meet the need and wish of our clients.

As is the first time we order promotional bags from you, I like to order **with a minimum order**, perhaps another 2,000 if the **order** for the first batch receives a good response. Please tell me the length of **production lead time** so that I can make a decision about placing an order with you. Finally, I would appreciate it if you can provide us with your **best catalogue and price list**. I look forward to hearing from you soon.

Yours Sincerely,  
Aida Chu  
Mr. Chu

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**Document 2 Website Extracts (www.howsp.com.hk)**

**About us**

Being a leading supplier of eco-friendly promotional products in Hong Kong, How's has over 2,000 products on offer, ranging from stationary and magnetic labeling and recovery sticks, all of which can be custom-printed with your logo. Proudly, our company was the first firm in Hong Kong to bring a comprehensive line of eco-friendly promotional items to the green marketing community. Since then, we have become a favorite resource among local eco-marketers. Our customers are predominantly small to medium-sized businesses requiring various branded merchandise for promotional, conferences, training courses and exhibitors. We also serve customers in the education and fundraising sectors and, increasingly, individual consumers.

**Our mission**

We are dedicated to producing promotional products made from **recyclable, organic, sustainable, and ethically sourced materials**. We also have a secondary emphasis on promotional products that help reduce or eliminate energy consumption, such as hand-powered or solar-powered promotional products. You can choose from promotional products that are made from 100% organic materials, promotional items that are reusable, or even promotional merchandise made from bamboo and corn plastic.

**Our expertise**

Equipped with cutting-edge digital machinery, our design studio allows us to create and print text, vivid and impressive images on a wide variety of materials used for our products. Our in-house services range from screen printing and heat engraving of logos and text messages on our standard promotional items to custom design services relating to our clients' specific interests and needs.

We are dedicated to providing our clients with a continually growing, extensive selection of environmentally friendly and socially responsible product options, allowing them to easily promote their organization or event in a manner consistent with their values. We make it our business to constantly search new products to meet our clients' needs.

**Making a difference...**

It is what we are all about. We choose this particular niche of offering eco-friendly promotional items, because we want to use our company as a platform for positive change. We are very proud to have been the first company in our industry to exhibit this level of commitment to the environment, and hope to continue to inspire others to do the same.

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**Document 3 Catalogue of Promotional Bags**

**How's Leading Specialist in Eco-friendly Promotional Products**

**Promotional Bags**

As an earth-friendly products distributor, How's offers a series of beautifully crafted bags made from either natural or recycled materials. With the biodegradable additive used in these bags, they are able to biodegrade quickly and safely in months without leaving any harmful residue. In your clients' eyes, you are green-friendly and... **environmentally friendly** when you purchase these eco-friendly bags and trade show giveaways. You'll be proud to imprint your logo on these green products and the recipients will surely feel good about their association with your business.

**Features of our bags:**

- Eco-friendly & biodegradable
- Reusable
- Customised designs with your choice of eco-friendly fabric and pattern
- Highest quality

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**Product Details**

**Premium Drawing Bag**  
This drawing bag is a trendy fashion accessory and a great way to impress your client and colleagues. It's an ideal message carrier for large upcoming visitors.

**Product Specifications:**

- dimensions: 10" W x 14" H
- print area: 12" W x 8" H
- material: canvas

**Deluxe Conference Bag**  
A sleek design and practical accents come together in this handy bag. With a large exposed storage area and padded interior, this bag provides comfort and security for carrying business and professional items around.

**Product Specifications:**

- dimensions: 20" W x 14" H with straps & 6" padded handles
- print area: 12" W x 8" H
- material: black, grey, red

**Concise Shopping Tote**  
This tote bag is a convenient way to carry supplies or merchandise. With the extra long handles and bottom gusset, the bag can accommodate a large shopping load and is comfortable to carry around. It is our best selling item for customization.

**Product Specifications:**

- dimensions: 10" W x 20" H x 4" D; 10" handles
- print area: 12" W x 8" H
- material: beige
- print area: 10" W x 12" H

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**Customization options**

**Fabric:**

- 100% organic cotton and 100% recycled cotton
- organic canvas 100% bio-degradable
- 100% bio-degradable organic cotton

**Pattern:**

Available options:

- This and to go
- Animal
- Floral
- Geometric
- Abstract
- Traditional and Ethnic
- Additional and Eco-friendly bags the leader of Go Green

**Important Notes:**

- All prices are subject to change without prior notification; please contact us for the latest price list
- Minimum order: 100 pieces
- Production time: 3 weeks
- 10% discount for repeat orders within 30 days

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Required ability to complete this task:

- Read 6 pages
- Write a reply letter (250-300 words)

# TASK BREAKDOWN

## READING -Breakdown AND Transform

*Handwritten notes on the left margin:*  
 Howls  
 H  
 From  
 As an  
 recycled  
 safely  
 printed  
 with  
 A  
 B  
 C  
 D  
 E  
 F  
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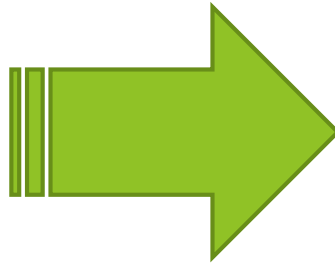
*Handwritten notes on the right margin:*  
 D  
 E  
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 M  
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 5

*Handwritten notes in the center:*  
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 S  
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 Y  
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 2  
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 4  
 5

*Handwritten notes at the bottom:*  
 Does perhaps supply  
 production time D  
 as if you can provide

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LAN3103 WC\_S2\_1516\_Assignment\_DE Page 4 of 8



**Task:**  
 Write a letter for your boss - Steve Peterson (Market Development Manager)  
 Letter for Client - Aris Chu

- Bag \*\*Comfy Shopping Tote**
- Allow user to carry heavy things comfortably
    - Bottom gusset (Comfortable)
    - 18" Handles (Comfortable)
    - Size: 16"W x 20"H x 4"D (Big Storage size)
  - Large print area for company logo
    - Print area: 10"W x 12"H (Big enough to be seen)
- Fabric \*\*Organic canvas OR 100% biodegradable organic cotton**
- Fully bio-degradable and will not cause any harm to the environment
- Pattern \*\*Zig-zag OR Zebra pattern**
- Match the natural and stylish image of their company
    - Zig-zag pattern
      - ◆ It is trendy and funky
    - Zebra pattern
      - ◆ It suits the image of Go Green

**Minimum order**  
 Client wants 2000  
**BUT** min. = 2500

**Repeat order**  
 10% discount: Repeat order within 30 days

**Production time**  
 3 weeks

**Attachment**  
 Latest catalogue

**BUT** updating the price list -> Will send it over when it is ready.

# TASK BREAKDOWN

## WRITING -Breakdown

Dear Linda

Thank you for your email regarding complaints from members. I have talked to the members concerned to obtain more details. It seems that the problems are related to parking spaces, the tennis coaches, the quality of drinks at the clubhouse and the condition in changing rooms. I have come up with some solutions that may help improve our services.

First of all, the parking spaces in our club are inadequate. There is often a long queue of cars lining up at the entrance during peak hours. I suggest we rent parking spaces at the open car park nearby to rectify the problem. Therefore, members will not need to wait for a long time entering our club.

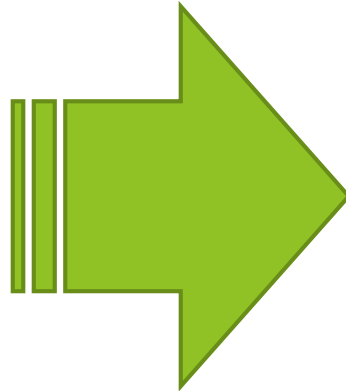
Regarding the complaints about our tennis coaches, members commented that they were often late for lessons and impatient to learners. These unprofessional behaviours not only upset the learners but also affect the image of our club. We should ask the Human Resources Department to organise briefings to tennis coaches so that they will understand clearly the club's guidelines and requirements.

In addition, members are not satisfied with the quality of drinks as there was a lack of variety. Even worse, sometimes the drinks had the wrong tastes. It seems that we need to provide training to bartenders to enhance their skills. However, it takes time to see the results and our club needs to pay for their training. Alternatively, we may just sell a variety of canned drinks. The cost incurred will be lower as we only need to provide some vending machines.

Lastly, we need to deal with the annoying condition in the changing rooms. There are not enough lockers and the floor is wet and slippery. Remedial actions should be taken immediately, such as cleaning the rooms more frequently. If budget allows, it would be best to renovate all the changing rooms in the low season in order to provide a comfortable environment for our members.

I hope you will find these suggestions useful. Please let me know if you would like further information or action.

Regards  
April



Dear \_Mr. / Mrs. / Ms. \_\_\_\_\_

Opening: 4 steps - 1) Say thanks  
2) Date  
3) Summary of the enquiry letter  
4) Responding action

1) Thank you for your enquiry dated 2) \_\_\_\_\_ about 3) \_\_\_\_\_  
\_\_\_\_\_. 4) We  
are glad to provide the information you need.

Main paragraph: Respond to the 1<sup>st</sup> enquiry/requests

Referring to your question about \_\_\_\_\_,

Main paragraph: Respond to the 2<sup>nd</sup> enquiry/request

Regarding \_\_\_\_\_,

Main paragraph: Respond to the 3<sup>rd</sup> enquiry/request

Concerning \_\_\_\_\_,

Ending: 4 steps: 1) Express the hope that information will be useful  
2) Invite the recipient to make further contact  
3) Contact person  
4) Express eager

1) I hope the above information will prove useful to you. 2) If you have any further enquiries, please do not hesitate to 3) contact \_\_\_\_\_ at 22334455. 4)  
We look forward to hearing from you soon.

Yours sincerely / Yours faithfully

*Signature*

Name

Post

# TASK BREAKDOWN

## WRITING -Breakdown

### Samples of **Topic Sentence**

\*Noun Phrase = X Verb. e.g. *your question about our package*

\*Clause = Subject + Verb + Object

**Referring to** .....

---

**Regarding**.....

---

**As for**.....

---

**In terms of**.....

---

### 附件:

Enclosed please find.....

---

Attached please find.....

---

.....is attached for your information.

---

### 未能完成的要求:

We are sorry to inform you that.....

---

### 可以完成的要求:

We are pleased to inform you that .....

---

### 請客人如有興趣可以.....

You are welcome to .....

---

### 請客人付錢:

Please pay a deposit of (\$).....

---

.....(\$).....should be paid by.....(Date).....

---

A .....(產品名稱)..... and .....(產品名稱)..... depending on y

### 有折扣給客人

As a gesture of thanks, we would like to offer you.....

---

### 如有網址給客人

For the details of....., please visit our website at [www.xxx.com](http://www.xxx.com)

---

### 確認客人的要求

I would like to confirm .....

---

### 客人需要做的事

Please.....

---

Make sure you .....

---

### 請客人注意的事

Please note that.....(Clause).....

---

### 請客人諒解的事

Please understand that.....(Clause).....

---

### 引用資料時

According to ... (noun) e.g. *our company policy*, .....(Clause).....

---

### 如果要有兩個或以上的選擇

There are...(no. noun) *e.g. two patterns*..... for you to choose from. You may choose from..... or .....

---

There are two..... for you to choose from. You may choose .....(產品名稱)....., which .....(加以解釋)..... You may also consider .....(產品名稱)....., which .....(加以解釋).....

# In-class Support

- Goals:
  - Reduce burden of teaching colleagues
  - Encourage student to develop peer support
    - Establish supportive network in class
    - Encourage student to develop friendship and supportive network in class, thus develop inclusive environment

**Autism**

**Physical  
handicap**

**Visual impairment**

**Hearing Impairment**

- **Some students could be supported by special equipment**

- Hearing aids, Screen reader(Text-to-speech), Visualiser, Wheelchair table
- Refuse TASEN in-class support

- ▶ **Some students require intensive academic support**

- ▶ Profound impairment
- ▶ Not applicable to use technical aids
- ▶ **Students with HI, some of them have difficulties in lip-reading**
  - ▶ Due to the complexity of English phrases in Cantonese speaking
  - ▶ Use Scripting (as a replacement of their ears)
- ▶ **Students with VI**
  - ▶ Visual aids (Magnifier)
  - ▶ Orientation support for student
  - ▶ Speech assistance
- ▶ **Students with ASD, some of them have behavioural issue in class**
  - ▶ Behavioural regulation

# Review ISP regularly

- ▶ Check progress
- ▶ Review fade-out strategies
- ▶ Fade-out systematically

A student with Hearing Impairment

A student with Specific Learning Difficulties

# CASE SHARING



# Student with Severe Hearing Impairment

- ▶ In-class support
  - ▶ Scripting of lesson
  - ▶ Facilitate the student's relationship building with peers
- ▶ ↑Peer support ↓ Support from TASEN
- ▶ Strengthen Self-help skills
- ▶ Teach student to take initiative
  
- ▶ NOW! Final Year!
  - ▶ learn independently without additional teaching support by TASEN in most of the classes

# Student with SpLD

- ▶ Fear of English
- ▶ A lot of negative experience in the past
- ▶ Experienced learned helplessness
  
- ▶ Learning through **encouragement**
- ▶ Building learning momentum on successful experience
  
- ▶ **Result**
  - ▶ Semester 1: C
  - ▶ Semester 2: B-

# Reflection/ Observation

- ▶ Goal: to prepare students for future employment or further study
  - ▶ Independence
  - ▶ Self-help skills
- ▶ Understand and assist the students to utilize their resources is the key for independent learning
  - ▶ Peers
  - ▶ Initiative to seek help

They may forget what you said,  
but they will never forget how  
you made them feel.

- Carl W. Buehner

**Thank You!**