**Non-Medical Helper Student Handbook**

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# Overview

Welcome to the Non-Medical Helper Student Handbook which contains the key information you need to know about your DSA-funded support.

## What is a Non-Medical Helper?

A Non-Medical Helper (NMH for short) is a support worker who is allocated to a student with a disability or condition that requires support during their studies.

## What is the purpose of an NMH?

Your NMH will help you to develop strategies to maximise your potential whilst at university, as laid out in your Needs Assessment Report. The aim is to support you in becoming more autonomous and independent in your studies.

## What can an NMH do?

This depends on what type of NMH support has been allocated. Your NMH will discuss the scope and limitations of the support with you in your first session.

## What can’t an NMH do?

An NMH can’t offer advocacy (speaking on your behalf), counselling, personal care or personal assistant duties. Similarly, Study skills NMHs are not subject specialists and are not able to teach or provide content.

## Who can I contact for more information?

If you have any questions about your NMH support you can contact the Accessibility team via Student Services by telephone or text 01326 253629 or email them at [accessibility@fxplus.ac.uk](mailto:accessibility@fxplus.ac.uk).

# Session Bookings

Once allocated, your NMH will contact you to introduce themselves and arrange your first session. During your first session they will discuss how frequently you would like sessions, what days/time and locations suit you and how you would like to be contacted (email, text, phone). They will also ask you to complete certain Data Protection forms and jointly draw up aims and objectives for the term.

## How do I book a session?

You can book a session by contacting your NMH by phone, text or email. Your NMH will then offer you a day, time and location for your session and confirm the type of support. Your NMH will reply to you within one working day of your request.

## How do I contact my NMH?

During your first session your NMH will give you their contact details, if they have not done so already. You will also discuss the best way to contact each other.

## How often do I have sessions?

It is up to you how often you have sessions as long as you don’t go over the number of hours agreed in your Needs Assessment Report. However, we recommend that you use your hours as suggested in your report in order to successfully develop strategies.

## Engaging in support

It is up to you how often you use your sessions. However, if your NMH has not heard from you despite 3 attempts at contact, using at least 2 different methods of communication, within a 2-week period, they will contact Accessibility and remove you from their caseload. Accessibility will then contact you to discuss your next steps.

## Where and when will my support take place?

Due to Covid-19, most sessions are being delivered remotely via online platforms (Teams, Skype, Zoom). Students can request a support session on one of the campuses during university hours (Monday-Friday 8-6) if needed.

# Cancellations

## What do I do if I need to cancel a session?

If you need to cancel a session you should contact your NMH with at least 24 hours’ notice. They will then arrange an alternative session with you. If you do not give at least 24 hours’ notice, the session will usually come out of your DSA allowance.

## What happens if I miss a session?

If you miss a session, please contact your NMH as soon as possible, explaining the reasons why. They will take the missed session out of your DSA allowance and arrange an alternative session with you. If you miss your session because your timetable changes at the last minute, please let Accessibility know so they can discuss this with your course team. In this case, the session will not be taken out of your DSA allowance.

## What happens if I miss more than 2 sessions in a term?

If you cancel with less than 24 hours’ notice or miss a session more than 2 times in a term, then an Accessibility Co-ordinator will contact you to discuss the reasons why and see how you can be better supported to attend. Please be aware that they may need to reallocate you to a different NMH. If you do not reply to contact from a Coordinator within 3 weeks, then it will be assumed that you do not wish to have your support and it will be put on hold. This can be started up again, but you will need to contact the Accessibility team to do this.

# Sessions

There are certain things that need to be covered during your sessions with your NMH. During your first session these will be explained to you and you will be asked to sign the Terms of Provision document confirming you have understood the information.

## Aims and objectives

You and your NMH will jointly decide on aims and objectives during your first session. These will be reviewed at least once a term.

## Timesheets and work plans

At the end of each session you will be asked to complete and sign a timesheet to confirm that the session took place. On the back of the timesheet is a work plan where you and your NMH review the session and decide on the content for the next session.

## Administration

Your NMH will need to use the last 10 minutes of each session to complete the paperwork above and book the next session.

# Confidentiality

When the Accessibility team first contacts you, they will ask you to sign a Student Services Privacy statement which allows them to collect, store and use personal information in order to support you. Relevant information will be shared with your NMH. Sharing will be on a strictly ‘need-to-know’ basis in order to provide your support (or where there is a concern for your safety).

We will store this information securely for up to six years after you leave university. We will then destroy it. You can request access to your data at any time and you can ask for your data to be deleted.

## Can I discuss confidential information with my NMH?

Yes, you can but your NMH may decide that they need to share the information if they are concerned about your (or someone else’s) safety.

# Changes to support

There may be times when you want to make changes to your support. If this is the case, you can either discuss it with your NMH or you can discuss it directly with the Accessibility team.

## What if I want a different NMH?

If you feel that a different NMH would be better for you then the Accessibility team will allocate you a new one and ask for some confidential feedback. They will inform your original NMH that you have transferred.

## What if I want a different supplier?

If you no longer want your NMH support to be provided by Falmouth Exeter Plus, you will need to contact your funding body directly to request a different support provider.

## What if I need more hours and/or a different type of NMH support?

If this is the case, you should contact your DSA Needs Assessor to request this. The Accessibility team can help, but there is no guarantee that your request will be approved.

## What if I don’t want support any more?

If this is the case, please contact the Accessibility team to discuss.

# Feedback and Complaints

We aim to provide the best possible quality in our NMH provision and welcome any feedback from students. Feedback, both positive and negative, informs our work and helps us develop the service.

## How will I be asked for feedback and how often?

At the end of each session you will be asked for feedback on that specific session if the type of support requires a work plan. You will also be asked for more detailed feedback, usually once a term.

## Can I give feedback at any other time?

If you would like to give feedback you do not need to wait for an invitation to complete the feedback survey. A link to the survey can be found at <http://inclusive.fxplus.ac.uk/feedback>. Alternatively, you can provide feedback by emailing [accessibility@fxplus.ac.uk](mailto:accessibility@fxplus.ac.uk) or call/text 01326 253629.

## How do I complain?

If you aren’t satisfied with your support and wish to complain then please follow our NMH provision complaints procedure. <http://inclusive.fxplus.ac.uk/complaints-policy> If you need any support submitting a complaint, you can contact the Students’ Union on [info@thesu.org.uk](mailto:info@thesu.org.uk) or 01326 255861.