

# Non-Medical Helper (NMH) – Terms of Provision

1. In your first session you and your Non-Medical Helper (NMH) will decide on your aims and objectives. These will be reviewed at least once a term. The overall aim of your sessions is to enable you to develop your skills and manage your time at university more effectively.
2. In your first session, your NMH will explain the extent and limitations of the support they can provide. For example, a mentor cannot act as your advocate and a study skills tutor cannot provide any content for your assignments.
3. After each session, you will get an email asking you to confirm that the session has taken place. Please do this within 24 hours, by clicking the ‘Approve timesheet’ link.
4. If you need to cancel a session, please give your NMH 24 hours’ notice. (This does not include weekends or bank holidays so, for example, you would need to cancel a session for Monday at 10am no later than the previous Friday at 10am.) Otherwise, it will count as a missed session and will come out of your DSA hours.
5. If you miss two sessions in a term, you won’t be able to book another session until you have had a review with your NMH or an Accessibility and Inclusive Learning co-ordinator. This is to discuss the reasons why you have missed sessions and explore how we can support you better. Please see your NMH Student Handbook for more details about the cancellation procedure.
6. If you have any questions or complaints about your support sessions or you wish to change NMHs, please speak to your Accessibility adviser.
7. Confidentiality and data protection for your NMH support is covered by the privacy statement you discussed with Accessibility. Please speak to your Accessibility adviser if you have any questions about this.
8. Once your support has finished, you should remove all contact details for your NMH(s) from your phone, computer and other devices. Your NMH(s) will do the same with your contact details.

For more information about your NMH support please refer to your NMH Student Handbook or contact the Accessibility and Inclusive Learning team.