

Disengaged with NMH Support Procedure

This procedure documents what must happen if a student is disengaged with their NMH support.

Disengaged means the NMH has not been able to contact the student despite 3 attempts at contact, using at least 2 different methods of communication, within a 2 week period.

(If the student has previously engaged with the NMH they may have an arrangement with the student that there will be longer than 2 weeks between communications. This is acceptable but must be noted on Compass as a case note)

The NMH will notify the Accessibility and Inclusive Learning Team of disengaged students via the Accessibility Admin inbox. The team will attempt to contact the student 3 times using at least 2 methods of contact within a 2 week period.

If there are any welfare concerns Wellbeing/Living Support must be notified.

If the student does not respond, the Accessibility and Inclusive Learning Team will send the student a letter using the template in Appendix B.

If the student responds to initial contact, or the letter, Accessibility and Inclusive Learning will ask the student why they are disengaged to establish if there are any changes needed. The team member should check:

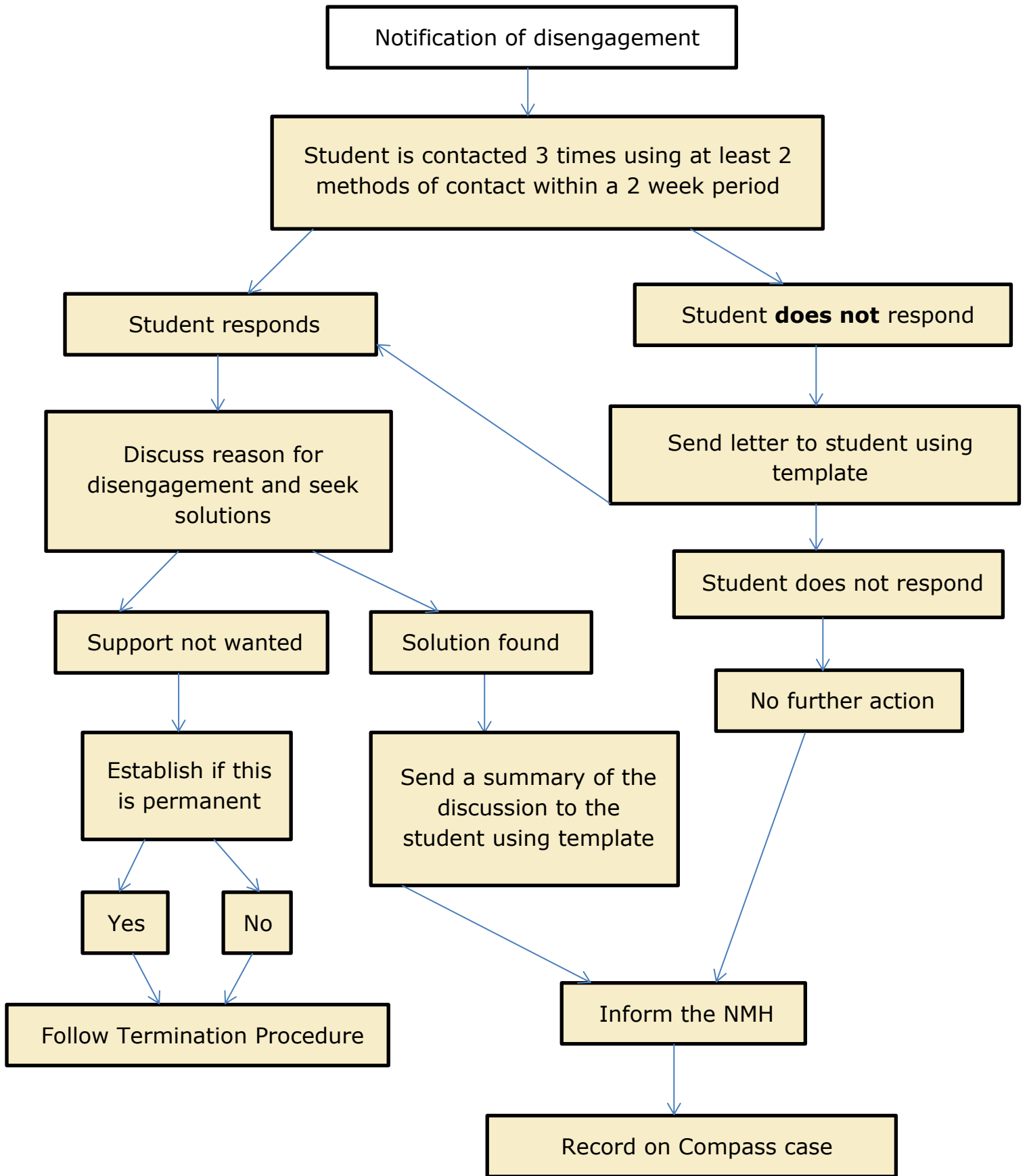
- Does the student want a different NMH?
- Does the student want to change supplier?
- Is the student happy with the type of support?
- Is there anything else impacting the support such as time, day, location, contact details?
- Does the student want to terminate the support?

The outcome of this discussion should be summarised and sent to the student via email or Compass enquiry using the template wording.

The team member must update the Student Services Case and the relevant Freelancer Case with a case note. The NMH must be informed of the outcome.

Please see Appendix A for a detailed flow chart, Appendix B for the template letter and Appendix C for the template discussion summary.

Appendix A



Appendix B

Dear *student's name*,

Your Non-Medical Helper, *name of NMH*, has told us that they have not been able to contact you. We have also tried to contact you via email and phone without success.

We understand that there might be times when you can't (or don't wish to) access your support, which is fine. We just want to check if there are any issues that are stopping you from taking up your support. If there are, we would like to help you sort these out.

Please contact one of our advisers (details below) for a chat. If we do not hear from you within the next two weeks we will assume that you don't want to use your NMH support. *Name of NMH* will not contact you again but if you wish to restart your support please contact an adviser who will let *Name of NMH* know

Kind regards

Adviser name

01326 253629 (phone and text)

accessibility@fxplus.ac.uk

<http://compass.fxplus.ac.uk>

Appendix C

Dear *student's name*,

On the *date* we discussed your *type of support* provided by *name of NMH*.
You feel that your support *any issues they discussed*. To help you access
your support we have *any actions taken/planned*.

If you have any questions or concerns about this please contact the
Accessibility and Inclusive Learning Team.

Kind regards

Adviser name

01326 253629 (phone and text)

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