

# NMH QAF Meeting

13/4/16

**FALMOUTH**  
UNIVERSITY

UNIVERSITY OF  
**EXETER**



---

# Agenda

- Welcome
- Registration and QAF
- Information for NMHs
- Quality Standards
- Break & Declaration
- Additional information / requirements
  - Risk and lone working
  - Capacity
  - Student information
- Q&A

---

# Registration and QAF

## **Registration:**

- We have submitted our registration
- 32 NMH registered
- We are able to add more as and when so keep your details coming-in



## **Quality Assurance Framework (QAF):**

- Set by BIS and DSA QAG
- Comes into force on the 18<sup>th</sup> April 2016
- Audited annually by DSA-QAG
- Sets out standards we must meet and that each NMH must meet

---

# Information for NMHs

- Today is an overview of the key information
- There is a handbook being developed which will be stored on the Dyslexia Skills' website along with other key documents  
<http://dyslexia.fxplus.ac.uk>

The screenshot shows the homepage of the Dyslexia Skills website. The header is dark teal with the title 'Dyslexia Skills' in white. Below the header is a navigation bar with links for 'Home', 'Learning Styles', 'Resources', and 'Contact'. The main content area has a light blue background and features the text 'Everyone learns differently' followed by 'You might be more of a visual thinker, a words person or a hands-on learner'. To the right of this text are two buttons: 'Feedback' and 'Contact us'. Below this is a section titled 'For Students' with a paragraph of text, a sub-paragraph, and a list of bullet points.

## Dyslexia Skills

Home Learning Styles Resources Contact

Everyone learns differently

**You might be more of a visual thinker, a words person or a hands-on learner**

Feedback

Contact us

### For Students

Knowing how you learn best (your 'learning style') will help you get the most out of your studies. This is especially true if you have dyslexia. It may be easy for you to come up with creative ideas but harder to get these down on paper. That doesn't mean you can't do essays; you just need to take a different approach. If that sounds like you, talk to us.

We can screen you for your learning style and any dyslexic traits. After that, if you need Disabled Student's Allowance, you will need us - at least for a while.

You decide what to work on in your 1:1 sessions. This might include:

- effective study skills for you
- clarifying thinking

---

# Quality standards for NMH Support Workers – Quality Business Processes

3.1 The support worker will only attend sessions that are booked and confirmed with the student

3.2 The support worker will ensure the student understands the cancellation procedure

3.3 The support worker will keep clear documents evidencing work carried out

3.4 The support worker will advise students of the process when additional NMH support is required

3.5 The support worker is responsible for undertaking staff training - confidentiality, data protection, health & safety, lone working, safeguarding and disability awareness.

---

## **Quality standard 3.1** Attend sessions that are booked and confirmed with the student

The support worker will only attend sessions that are booked and confirmed with the student:

- Support worker must make sure that all sessions are booked and confirmed with the student
- 'Booked' means that the student and NMH provider have agreed the date, time, location and support role in advance of each session
- The support worker must confirm the session with the student using the students preferred method of communication between 24 hours and 7 days in advance.

---

## Contact – other relevant standard

**Standard 1.3:** Students should be contacted using their preferred method of communication to arrange their session within 1 working day of receipt of request for support.

### **Notes:**

- Contact must be responded to within **1 working day**
- Student should be contacted via their preferred method of contact
- Contact needs logging on Compass where relevant

---

## **Quality standard 3.2** Cancellation procedure

Support workers must ask students to confirm that they:

- Understand how to cancel a session
- The cancellation notification period
- The impact of non-cancellation



---

## **Quality standard 3.3** Clear documentation evidencing work carried out

- The NMH support worker must keep clear evidence of the work undertaken with the student via timesheet (template) which includes:
  - location
  - start and end time
  - details of the support provided during the session
  - student confirmation of support received
- NMH support workers must not attend a session that has been cancelled with the appropriate notice by HEI/NMHP/student

---

## Quality standard 3.3 Clear documentation evidencing work carried out

**Note:** Where an NMH session terminates earlier than the time scheduled, the student is required to confirm

- They agreed for the session to terminate early
- The reason why

The above should be recorded in the support worker's timesheet

### **Notes:**

- New timesheet design
- 1 timesheet per session
- Quality assured during processing

Red – can have as default

Purple – fill in night before

Orange – can paste into Compass case note

Non-Medical Helper Timesheet

Support worker reference	ABC123	(e.g. invoice no if applicable)	
Support type	Specialist 1:1 Study Skills Support		
NMH name	Jane Smith		
Student name	Could create one for each student		

**Session Details**

Location	If you usually see student in same place, could pre-fill this too		Date	Fill in night before?	
Start time	Fill in night before?	End time	Fill in night before?	Hours at start	Fill in night before?
Cancellation - less than 24 hours notice, when & how notified:				Session duration	1 hour usually
				Hours remaining	
Reason: a) disability/condition related; b) illness; c) travel/weather issues; d) personal emergency; e) other(specify)					

**Part A: To be completed by the Support Worker before the session**

Intended work this session:

This could be pasted in from last session's Compass record/time sheet

**Part B: To be completed by the Student after the session**

Student feedback on session (including optional comments about pace and breaks):

**Paste/transfer orange section to Case Note**

Was your session booked within 1 working day of your request? Yes No (please circle)

**Part C: To be completed by the Support Worker after the student has completed part B**

Overview of what was covered during the session:

Intended work next session:

Support worker's signature	
Student's signature	

---

# Timesheet review

Can you spot the eight errors?



---

## **Quality standard 3.4** Advise students of the process when additional NMH support is required

- If the student requests additional hours of NMH support, the support worker must:
  - Inform the student to contact their assessor
- The assessor will:
  - Consider the request
  - Liaise with the funding body to gain authorisation for any additional NMH support
- The support worker or NMH Provider must also notify the Assessment Centre in writing (e.g. by email) of the student's additional support request

---

# Quality standard 3.5 Training

The NMH support worker must attend appropriate training on the undernoted areas before delivering DSAs funded NMH services:

- confidentiality
- data protection
- health and safety
- lone worker
- safeguarding
- disability awareness



---

# Quality standards for NMHs – Quality service provision

4.1 The support worker is suitably qualified to provide the support

4.2 The support worker will have an agreed work plan with the student

4.3 The support worker demonstrates appropriate professional boundaries, including the boundary between support to access learning and academic or therapeutic support

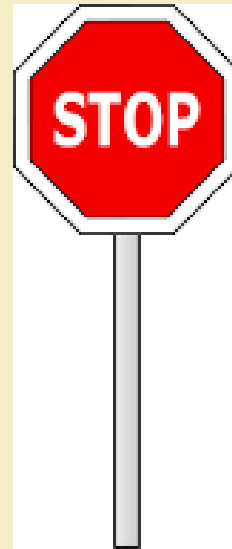
4.4 The support worker will only provide support in a suitable environment

4.5 The support worker maintains CPD and training records

---

# Quality standard 4.1 – qualified to provide the support

- The support worker must only undertake roles for which they hold the mandatory qualifications / professional body membership





---

## **Quality standard 4.2 – agreed work plan with the student**

- The support worker and the student should agree the work to be undertaken and expected outcomes.
- This must be documented, reviewed and updated at least every 3 months
- This should include a student/ NMH agreement to articulate expectations on both sides.

---

## **Quality standard 4.3** – understanding of professional boundaries

- NMH support worker must attend training on professional boundaries delivered by a suitably qualified person, before providing DSAs funded NMH services.
- The support worker must provide a statement of how they are managing these boundaries in their practice

---

## **Quality standard 4.4 – provide support in a suitable environment**

- The location/environment for specialist one-to-one support (this includes study skills and mentoring) that takes place outside the lecture/tutorial:
  - Must be comfortable
  - Must be confidential (or discrete for study skills support)
  - Take account of the student's disability needs.

---

## Quality standard 4.4 – provide support in a suitable environment

- Specialist one-to-one support should not be provided in an open public place, unless the Needs Assessment Report specifically recommends this.
- For all other types of NMH support, this should take place where the student is accessing their learning.
- **Note:** Support should only be provided in the student's home where **specifically** highlighted as being appropriate in the Needs Assessment Report.
- Remote NMH support (for example over Skype) should only be provided where **specifically** recommended (including as an alternative) in the Needs Assessment Report

---

## **Quality standard 4.4 – provide support in a suitable environment**

### **Practicalities and help available:**

- Room/location must be confirmed when session is booked
- Book rooms through the Compass desk or Room Bookings
- We are trying to arrange access to Room Bookings online
- We are compiling a list of possible rooms and locations for sessions

---

## **Quality standard 4.4 – provide support in a suitable environment**

- Which rooms or locations do you use?
- Any top tips on this?

---

## **Quality standard 4.5 – maintain CPD and training records**

- The support worker must ensure they undertake CPD and relevant training annually, covering as a minimum:
  - relevant professional development in their specialist role(s)
  - updating skills in new practices
- And where appropriate:
  - enabling technology and software updates
- CPD and personal training records must be maintained and made available for audit

---

# Break and declaration

- During the break please review and complete the QAF Declaration to enable us to allocate you future students





---

## Additional points – risk and lone working

- Standard 1.12: The NMH provider has a lone working policy
- Standard 1.13: The NMH provider has a risk assessment policy and ensures a risk assessment is undertaken before providing support, where appropriate

---

## Additional points - capacity

- Standard 1.9: The NMH Provider will confirm their capacity and ability to deliver the service requested, within 1 working day of a request by an assessor

### **Additional notes:**

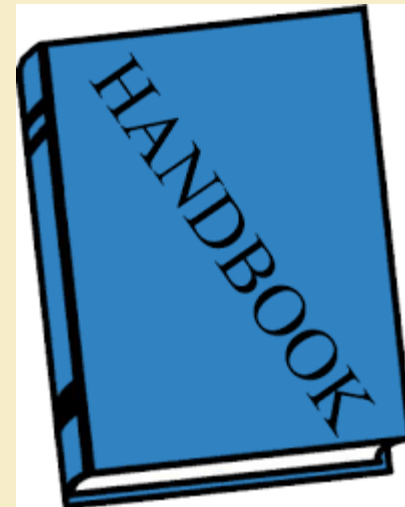
- Accessibility and Inclusive Learning need to know the capacity of NMHs throughout the year
- Please can you email Kim and Sophie with your capacity (number of hours available each week)?

[kim.collett@fxplus.ac.uk](mailto:kim.collett@fxplus.ac.uk) [sophie.atherton@fxplus.ac.uk](mailto:sophie.atherton@fxplus.ac.uk)

---

# Additional points – student handbook

- We are developing a student handbook that will be given to students before their first session
- The handbook will also be available on the dyslexia skills' website
- Accessibility advisers will talk students through the handbook before a first appointment
- If a student has any questions about their support or requests a change, accessibility must be notified



---

# Questions and answers

Thank you so much for attending.

- If time we will go through some questions and concerns from the flip charts
- All questions and answers will be collated and emailed out to you all