

Non-Medical Helper Handbook

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Overview

Welcome to Falmouth Exeter Plus' Non-Medical Helper provision as a Non-Medical Helper (NMH). This handbook is designed to inform you of how the NMH provision works and what is expected from NMHs. For more information please visit <http://inclusive.fxplus.ac.uk/> or speak with an Accessibility or Dyslexia Coordinator.

Non-Medical Helper Provision:

Disabled students in Higher Education may need support while they study. One element of this is the Non-Medical Helper (NMH) provision. NMHs are support workers that help students to develop strategies and overcome the barriers they may face due to their disability. The aim of NMHs is to empower students and help them develop into independent learners.

Disabled Students' Allowance:

The NMH provision is funded by several means but the majority of students with this type of support are funded through the Disabled Students' Allowance (DSA). DSA is government funded and supplied through the student's funding body (for example Student Finance England SFE). Students in receipt of DSA will have had a needs assessment which will have determined what support they require including any NMHs. All providers of NMH suppliers are registered and quality assured by DSA-QAG. Please visit <https://www.gov.uk/disabled-students-allowances-dsas/overview> for more information on DSA.

Accessibility and Inclusive Learning Team:

The Accessibility and Inclusive Learning team consists of the Accessibility Team and Dyslexia Skills. Accessibility provides advice and support for students with disabilities. They also provide advice on DSA and funding streams for support. Dyslexia Skills work with students with Specific Learning Differences (SpLDs) to develop their study skills. They provide advice and support with inclusive education. Accessibility and Inclusive Learning also manage the Non-Medical Helper provision and the support workers that students may require.

Falmouth Exeter Plus and the Universities:

Accessibility and Inclusive Learning are part of Student Services and which forms part of Falmouth Exeter Plus. Falmouth Exeter Plus is the partner organisation that runs services for Falmouth University and the University of Exeter, Cornwall Campuses. There are 3 campuses: Penryn, Falmouth and Truro.

Contacts:

Please see Appendix A for useful contacts.

Allocation

When allocation takes place:

When Accessibility and Inclusive Learning receive a student's entitlement letter from their funding body they will be able to allocate any NMHs that have been approved as being supplied by Falmouth Exeter Plus. In some cases they may be able to make an allocation before the entitlement letter is received if interim support has been assessed as needed.

In cases where a student is funded through non DSA related streams, Accessibility and Inclusive Learning will allocate any NMHs that have been approved once the funding has been confirmed.

How a NMH is selected:

Accessibility and Inclusive Learning will select a NMH based on registered roles, qualifications and experience, skills, condition specialisms, subject knowledge and availability.

Contacting the NMH:

The NMH will be contacted by an Adviser or a Coordinator to enquire if the NMH can support the student (unless capacity is already known and an allocation can be made straight away). They will give the NMH an outline of the case including role, hours, condition, course and year of study. This will be communicated via the NMH's FX Plus email and the NMH must respond within 1 working day to confirm if they can support the student or not. If the NMH does not respond in the stated timeframe, or cannot provide the support, another NMH will be contacted.

Allocation:

Once the NMH has confirmed they can support the student the Adviser or Coordinator will confirm the name of the student to the NMH. Accessibility and Inclusive Learning will allocate the student to the NMH by creating a freelance support case with the NMH identified as the support provider on Compass. Within the freelancer case, the NMH will find the student's contact details, NAR, entitlement letter and, where relevant, the DAR. There will also be a note on the case that indicates any other NMH support the student is receiving. Where a student is funded through the non DSA budget NARs and entitlement letters will not be present, but a non-dsa funding form will provide details of the support and the hours agreed. **The NMH must read this information and make contact with the student within 1 working day of**

allocation.

Within 2 weeks of allocation the NMH must attempt to make contact with the student 3 times using at least 2 methods of contact, preferably 3 (text, phone, email). If the student does not respond to these attempts the NMH must contact Accessibility and return the student.

Interim Support:

In some cases a student may need urgent support before their DSA or funding has been confirmed. In these cases Accessibility and Inclusive Learning will allocate a NMH in the same way as above. The NMH will be told that the support is interim and the number of hours. The NMH must indicate this on the student's timesheet. If the student is awarded the same NMH when their DSA or funding is confirmed then the NMH must take the interim support hours off the confirmed hours allocation. For example if a student was awarded 30 hours and had 5 hours of interim support, then they would have 25 hours left.

Bookings

What is a booking?:

A booked session is a session that has been arranged between the NMH and the student. To be classed as booked the NMH and student must have arranged the location, time, date and type of support.

Timeframe:

If a student has contacted their NMH to request a session, the NMH must respond to them **within 1 working day with a suggested booking.**

Contact Methods:

The NMH must contact the student via the student's preferred method of contact. This must be followed up by email (FXPlus) or enquiry via Compass online which confirms the booking. This email must be saved on the student's Compass case unless you are contacting the student via the Compass online enquiry system. Please see appendix B for email wording. If the NMH contacts the student via text or telephone, then the NMH will need to log this interaction on the student's Compass case. To do this, please use the template provided (template found in the Team section when adding a case note).

Location:

The NMH must choose a location for their session that is confidential, comfortable, accessible and appropriate. Support should not be provided in open public spaces, at either the NMH's or student's homes. Remote support (e.g. Skype) is permitted on

occasion, but the Accessibility team must be made aware. Accessibility and Inclusive Learning encourage the support to take place on one of the campuses but are aware that off campus support is sometimes required. In these instances the NMH must discuss this with an Accessibility and Inclusive Learning in advance as a risk assessment will be needed.

There are some exceptions to the above such as support in lectures and workshops. Study Skills support is also allow in discrete open spaces such as the library. There may also be other exceptions documented in the student's NAR. If the NMH is concerned about location they can discuss this with a Coordinator.

NMH can book rooms on the Penryn and Falmouth Campuses via the online portal <https://roombookings.fxplus.ac.uk> . For rooms at the Truro Campus NMH should contact accessibilityadmin@fxplus.ac.uk. If all options have been exhausted there maybe rooms available in Student Services on the Penryn and Falmouth Campuses. Please contact Accessibility and Inclusive Learning to enquire about these. See <http://inclusive.fxplus.ac.uk/nmh-paperwork> for a list of suggested locations/rooms.

Times and Days:

Accessibility and Inclusive Learning anticipate that the majority of support will happen during University hours and days (Monday-Friday 8-6). However, there may be times when support is required during evenings or weekends. In these instances the NMH must discuss this with Accessibility and Inclusive Learning in advance as a risk assessment will be needed.

Confirmation:

The NMH should contact the student between 1 and 7 working days before each session to confirm the date, time, location and type of support. This should be via the student's preferred method of contact and followed up by email (FXPlus)/compass enquiry (see appendix B for email wording). This email must be saved to the student's Compass case. If confirmation is via text or telephone, a screenshot or casenote must be completed on the students Compass case. (template found in the Team section when adding a case note). In exceptional circumstances this may not be possible, such as filling a cancelled session, in these cases Accessibility need to be notified via email accessibilityadmin@fxplus.ac.uk

1st Session

Risk Assessments:

Accessibility and Inclusive Learning risk assess the NMH provision on the assumption that the support is provided on one of the campuses, during university days/times and there is no lone working or specific risk factors associated with the student. This risk assessment can be found in the Risk Management and Lone Working Process on <http://inclusive.fxplus.ac.uk/nmh-paperwork> . However, if any of these criteria are not met then a specific risk assessment must be carried out between the Accessibility and Inclusive Learning team and the NMH before support begins/continues.

Explaining Support:

During the first session with a student the NMH must explain the role that they are there to support the student with. They must explain that the support will be in line with the student's assessed need (usually the NAR). The NMH should also explain the paperwork that needs to be completed as part of the support including timesheets and learning plans. They should also discuss the student's preferred method of contact, booking sessions and hour management.

Terms of Provision:

The NMH must discuss terms of provision with the student to ensure that the student understands the key information. They should also remind the student that they will find more information in their NMH Student Handbook. The student and NMH must sign the terms of provision and this must be uploaded to Compass within that working week. See appendix C for the template which can be downloaded from <http://inclusive.fxplus.ac.uk/nmh-paperwork>

Confidentiality Statement:

All students will have signed a confidentiality statement with Accessibility before their support was allocated. This also covers the NMH provision and allows relevant information to be shared with relevant people. See appendix D. However, the NMH provision is subject to General Data Protection Regulations (GDPR) and NMH must all be trained in this area. Students may want to disclose confidential information to their NMH but the NMH may feel that this information should be shared with a relevant team in Student Services. If this is the case, the NMH must inform the student of their intention and explain why.

Learning Plan:

During the first session the NMH and student must complete a learning plan. To create the learning plan the NMH and student determine what aims and objectives they have for the support. These aims and objectives need to be in line with the aim of the support outlined by the NAR or assessed need. This needs to be recorded on Compass within that working week. Learning plans should be reviewed by the NMH and student at least termly. See appendix E for the template which can be completed on Compass (template found in the Team section when adding a case note).

Sessions

Aim:

Each session should have clearly identified targets and help the student develop independence and autonomy.

Advocacy:

NMH support does not include advocacy and this should not be done by a NMH. If a student needs advocacy support the NMH must refer them back to Accessibility and Inclusive Learning.

Learning Plan:

The learning plan should be key to each session and readily available to view. The NMH should be targeting the work to ensure it covers the aims and objectives set. They should also ensure that it is in line with the aim of NMH support and the student's assessed need. If the aims and objectives are no longer relevant then they should be revised by the NMH and student.

Work Plan:

For study assistant, study skills, mentoring, assistive technology training and BSL sessions, a work plan must be completed. This needs to detail the work undertaken in the session, plans for the next session and any feedback or reflection from the student. Please see appendix F For the work plan.

Session Records:

Every session needs to be recorded on the student's Compass case within that working week. The records can take the form of a case note using the session template or as an uploaded file of the sessions' work plan. If the file option is used the NMH must add a case note that states the file has been attached. The file name must be the same as the case note name i.e. session 1, 2, 3 and so on. Data protection needs to be considered when writing session records. For role where a work plan is not required, a brief case note is required. For example 'note taking in lecture A'. These records will be reviewed periodically by Accessibility and Inclusive Learning.

Lone Working:

Lone working is defined by working in a location where someone is physically isolated from other workers. Accessibility and Inclusive Learning encourage NMHs not to lone work but understand there are instances where this is necessary. In these instances the NMH must discuss safety measures with an Accessibility or Dyslexia Coordinator in advance. Please visit <http://inclusive.fxplus.ac.uk/nmh-paperwork> for the lone working policy and procedure.

Book Next Session:

Accessibility and Inclusive Learning encourage NMHs to discuss what work will be covered in the student's next session and book it. However, this may not always be possible or the student's preference.

Changes to Support:

If a student indicates that they would like to change NMHs or NMH suppliers, have additional support or stop receiving support then the NMH must inform an Accessibility Adviser within 1 working day.

Concerns:

If a student discloses something that concerns the NMH or suggests risk, or if the student is displaying behaviours that concern the NMH, they must contact the Accessibility and Inclusive Learning Team immediately via phone. If the session is occurring out of hours the NMH should contact Glasney Lodge or Security, see appendix A for contact details. If there is a significant risk the NMH should call 999.

Please see <http://www.fxplus.ac.uk/students/student-services> for more guidance on this.

Engagement

If a student becomes disengaged from their NMH, NMH must contact Accessibility and Inclusive Learning via email accessibilityadmin@fxplus.ac.uk. 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. Please see <http://inclusive.fxplus.ac.uk/nmh-paperwork> for the full procedure.

Administration Time:

NMH should allow for 10 minutes per session to complete the necessary paperwork, administration and records.

Timesheets and Invoices

Timesheets:

At the end of each session a timesheet must be completed. Timesheets need to be signed by the NMH and the student (electronic signatures not accepted). Timesheets cannot be signed in advance. The NMH needs to ensure that the student's full name appears and that they have used the same role descriptor as detailed on the student's entitlement letter. Please see appendix G for the timesheet templates which can be downloaded from <http://inclusive.fxplus.ac.uk/nmh-paperwork>. Please note that there are 2 different timesheets as the timesheet needed depends on the role provided.

Invoices:

Freelance NMHs must create invoices for the work they carry out. The invoice can be for all of the timesheets submitted together i.e. NMHs do not have to do a separate invoice for each student. See appendix H for a template which can be downloaded from <http://inclusive.fxplus.ac.uk/nmh-paperwork>. NMH are welcome to create their own templates but must cover all the areas shown on the example template.

Submission:

Timesheets and invoices must be submitted fortnightly. They are submitted via the post box by G1 on the Ground Floor of the Tremough House Annex. This box is emptied daily (Monday-Friday) by Accessibility and Inclusive Learning. There is a payment calendar above the box for reference.

Errors:

If there are any errors on the timesheets or invoices, or if they are not of a

professional standard, the NMH will be contacted by Accessibility and Inclusive Learning. This may result in a delay in payment for freelance NMH.

Freelancer Payment:

Freelancers will be paid within 30 days of a payment run unless there are any errors. Payment is usually made via BACS.

Managing Hours:

The NMH and student are responsible for managing the student's hours. The student has the right to decide how to use their hours but the NMH should make them aware of how many hours they have remaining and encourage a pattern that allows support throughout the academic year. If hours are exceeded without approval they will not be paid.

Cancellations:

There may be occasions when a student cancels a session or does not attend. If the student has given more than 24 hours' notice then the NMH should respond to the student within 1 working day to offer another session. If the student gives less than 24 hours' notice, or does not attend without notice, the NMH should contact the student to check they are okay and offer another session where applicable.

The NMH will need to log this on the Compass case (e.g. 02.04.18 - Session 3/30 Missed Session). If the MNH is providing more than one support type, please ensure that the support type is included in the case note (e.g. 02.04.18 Session 3/30 Missed Session – Study Skills).

For the first 2 occurrences the NMH should discuss the reasons for the missed session with the student to try and identify any strategies they could put in place to prevent reoccurrence. The NMH must contact Accessibility via email accessibilityadmin@fxplus.ac.uk and notify them when a student has missed 2 sessions so that the Accessibility team make contact with the student.

Depending on the circumstance the freelance NMH may be paid for the cancelled or missed sessions. Please see the Cancellation Process and Procedure for more information about payment and cancelled or missed sessions <http://inclusive.fxplus.ac.uk/nmh-paperwork> .

Note Taking Rules:

Any student awarded note taking from the 15/16 academic year can only have their notes typed up after a lecture if it is stated in their NAR. If this is the case the typing up can only be half the time of the lecture (e.g. ½ hour typing up per 1 hour lecture) and is charged at half the hourly rate.

Additional Requirements

Continued Professional Development and Training:

All NMH are required to complete relevant CPD and training each year to ensure best practice. NMHs must submit evidence of this to an Accessibility Coordinator termly. Please see the DSA-QAG newsletter which confirms CPD in line with meeting DSA-QAG requirements - https://dsa-qag.org.uk/application/files/3315/2406/3504/DSA-QAG_April_2018_-_NMH_Newsletter_v1.0.pdf

Please see appendix I for a CPD/Training Log template. NMH's must also write an annual statement commenting on how that year's CPD and training has informed their practice. The Accessibility and Inclusive Learning team will inform NMH of any CPD or training that is mandatory or available.

Meetings:

All NMH are required to attend at least one team meeting per term. However, more may be available. NMHs may also be required to attend 1:1 meetings with an Accessibility or Dyslexia Coordinator. There may also be additional meetings regarding specific students.

Freelancer Payment:

CPD, training and meetings are not paid with the exception of meetings regarding specific students.

Appendix

A: Useful Contacts

Accessibility	accessibilityadmin@fxplus.ac.uk	01326 253629
Compass	thecompassadmin@fxplus.ac.uk	01326 370460
Dyslexia Skills	dyslexiaadmin@fxplus.ac.uk	01326 370460
Glasney Lodge		01326 253503
IT	servicedesk@fxplus.ac.uk	01326 213822
Living Support	ls-team@fxplus.ac.uk	01326 255341
Room Bookings	roombookings@fxplus.ac.uk	01326 255813
Security		07768557779
Wellbeing	studentservicesadmin@fxplus.ac.uk	01326 370460

B: Confirmation of booked session email wording

Dear/Hi XXXX

This message is confirming your booked support session:

Date: XXX

Time: XXX

Location: XXXX

Support type: XXXX

I look forward to seeing you then.

Regards/best wishes

XXXX



Accessibility and Inclusive Learning – Terms of Provision

1. In your first session you and your Non-Medical Helper (NMH) will create a Learning Plan. This is important as it will help guide what you do in your sessions. This will be regularly reviewed to check it still meets your needs.
2. After each session we will ask you to fill in a timesheet to confirm that it has taken place.
3. Please give your NMH at least 24 hours' notice if you want to cancel a session, otherwise it counts as a missed session.
4. 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.
5. If you have any questions or complaints about your support sessions or you wish to change NMHs, please speak to your Accessibility adviser.
6. Confidentiality and data protection for your NMH support is covered by the consent form you signed with the Accessibility and Inclusive Learning team. Please speak to your Accessibility adviser if you have any questions regarding this.
7. Once my support has finished, I will remove all contact details for my NMH(s) from my phone, computer and other devices. I understand that my NMH will do the same with my contact details.

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

I understand and accept the terms above.

Student name

Student's signature Date

Tutor's signature Date

To contact the Accessibility and Inclusive Learning team, please phone Student Services (01326 370 460), email accessibility@fxplus.ac.uk or log an enquiry on Compass at <https://compass.fxplus.ac.uk/>

D: Confidentiality Statement

Confidentiality Statement **ACCESSIBILITY AND INCLUSIVE LEARNING**

Accessibility and Inclusive Learning have to collect, store and use personal information about students, in line with the General Data Protection Regulation (GDPR) 2018. This information includes the following:

- Personal details
- Copies of your health or medical reports, assessments, and DSA (Disabled Students' Allowance) claims
- A record of meetings and communications between you and us
- A record of any actions we take as part of your support.

In order to support you, we may need to share this information with other people. These may include staff in your Academic Department, other Student Services, your DSA (Disabled Students' Allowance) funding body and support provider (including your DSA Needs Assessor), Library and Academic Skills, Health and Safety, Accommodation Services, Estates, IT Services, or Security. We may also disclose information about you to your GP (doctor) or other healthcare professional.

Sharing will be on a strictly 'need-to-know' basis in order to provide your support, and not for any other reason.

We will store this information securely for up to six years after you leave university. We will then destroy it.

I confirm that I have read and understood the information above.

Signature of Student:

Print Name:

Date:

E: Learning Plan

Termly learning plan template

Academic year: 20	Term:
NAR Recommendations	
Delete this wording then paste NAR recommendations in here.	
Student aims	
Delete this wording then use this section to record student's priorities, comments or additional aims.	
This may be informed by the Study Skills Checklist, which is now optional.	
<ul style="list-style-type: none">• Aim 1• Aim 2• Aim 3• Add more if needed...	
Student objectives	
Delete this wording then agree on some objectives which tie in with the above.	
<ul style="list-style-type: none">• Objective 1• Objective 2• Objective 3• Add more if needed	
Review	
Delete wording and review aims and objectives termly.	

F: Work Plan

Session Work Plan

Support worker name	
Student name	
Support type	
Session date	

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

Please record below details of the topic(s) to be covered during the session:

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

Was the session useful for you? Yes Partly No

Did the support worker offer you regular breaks if required? Yes No

Do you feel the session delivered was at a pace suitable for your needs? Yes No

Please note any comments you want to raise or you would like your support worker to consider (for example, on the pace of the session; availability of breaks if needed):

When booking this session, did you get a reply within 1 working day? Yes No

Was your session confirmed between 1 and 7 days before it took place? Yes No

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

Please record below details of the topic(s) which were covered during the session:

Please record below next steps:


Support worker's signature

Student's signature

G: Timesheet

Timesheet for study assistants, study skills tutors, mentors, AT trainers and BSL interpreters.

Student Name		Invoice number	
Student CRN	<i>Office use only</i>	Company name	Falmouth Exeter Plus
Student D.O.B	<i>CRN/DOB label here</i>	Funding body	
Support Type			



Attended sessions

Location	Mode of Delivery	Date	Start Time (HH:MM)	Finish Time (HH:MM)	Total Breaks* (HH:MM)	Total Hours	Student Signature	Support Worker (PRINT NAME)	Support Worker Signature

*Breaks – Support provided more than 8 consecutive hours are expected to include a break. Breaks must be recorded within 15min blocks. 'Comfort' breaks taken during shorter sessions do not need to be declared

Missed or Cancelled Sessions
Only chargeable missed/cancelled sessions should be included in this section. To ensure that we can process the invoice in a timely manner, please state the date and time when you were informed by the student that the session was cancelled along with the reason for cancellation. For non-attendance please enter "NA" into the Date and Time Informed box below.

Reason	Date	Start Time (HH:MM)	Finish Time (HH:MM)	Total Hours	Date & Time Informed

TOTAL TIMESHEET HOURS	
-----------------------	--

Timesheet for practical and library support assistants, note takers and exam support workers.

Student Name	
Student CRN	<i>Office use only</i>
Student D.O.B	<i>CRN/DOB label here</i>
Support Type	

Invoice number	
Company name	Falmouth Exeter Plus
Funding body	



Attended sessions

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*Breaks – Support provided more than 8 consecutive hours are expected to include a break. Breaks must be recorded within 15min blocks. 'Comfort' breaks taken during shorter sessions do not need to be declared

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Reason	Date	Start Time (HH:MM)	Finish Time (HH:MM)	Total Hours	Date & Time Informed

TOTAL TIMESHEET HOURS	
------------------------------	--

H: Invoice

Your letter heading which should contain:

Your name

Your Address

Contact Phone Number(s)

Email address

NOTE: If you're a sole trader, the invoice must also include:

Your name and any business name being used.

An address where any legal documents can be delivered to you if you are using a business name

Invoice

Invoice number **enter number**

Name Falmouth Exeter Plus

Date **enter date**

Address Penryn Campus

Penryn

Postcode TR10 9FE

Qty (hrs)	Description (Type of Support)	Unit Price/hr	TOTAL
1	Example support covering the period from [date] to [date] as per attached timesheets	£xx	£xx

--	--	--	--

Sub-total	£xx
VAT	£0.00
TOTAL	£xx

Please pay via BACS transfer to:

Name of bank **please enter**
Sort Code **please enter**
Account number **please enter**

Office use only

Checked by
PO number

VAT No: (Insert VAT number here – if applicable)

Company registered in England No: (enter Co reg no here – If applicable)

I: CPD/Training Log

Date	Activity/Event	Provider	No. of Hours	Summary	Reflection
