

Non-Medical Helper Student Handbook

Contents

Overview.....	3
Session Bookings.....	4
Cancellations.....	5
Sessions.....	6
Confidentiality.....	7
Changes to support.....	8
Feedback and Complaints.....	9

Overview

Welcome to the Non-Medical Helper Student Handbook that will detail the key information you need to know.

What is a Non-Medical Helper?

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

What is the purpose of a NMH?

A NMH aims to support you in developing strategies to overcome the barriers you may face because of your disability or condition. The NMH will do this in line with your assessed needs. Your needs will be documented in a needs' assessment report or will have been discussed with an Accessibility Adviser. The NMH has the aim of empowering their students to become independent learners.

What can a NMH do?

This depends on what type of NMH has been allocated. Your NMH will be able to discuss the specifics of their role with you.

What can't a NMH do?

A NMH can't offer advocacy (speaking on your behalf), counselling, personal care or personal assistant duties.

How will my NMH be chosen?

When support has been approved, the Accessibility and Inclusive Learning team will choose your NMH based on your needs and the skills of the NMH.

Who can I contact for more information?

If you have any questions about your NMH support you can contact the Accessibility and Inclusive Learning team via Student Services by telephone or text 01326 253629, email accessibility@fxplus.ac.uk or log an enquiry on Compass at <https://compass.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).

What is a session?

A session is booked time where you and your NMH meet to support your needs.

How do I book a session?

You can book a session by contacting your NMH and asking for a session. 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?

This depends on your NMH allocation which will be explained in your first session. 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 or with Accessibility. We recommend that you use your hours as suggested in your report or by an adviser 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 been 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 Inclusive Learning.

Where and when will my support take place?

Most students have support sessions on one of the campuses during university hours (Monday-Friday 8-6). However, there may be times and situations where this is not possible or you may like an alternative arrangement such as weekend support. If this is the case, your NMH will discuss it with the Accessibility and Inclusive Learning team so they can assess any risk before approving the arrangement.

Cancellations

There may be times when you need to cancel a session or you miss one. Please see <http://inclusive.fxplus.ac.uk/nmh-paperwork> for the full cancellation process.

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

If you need to cancel a session you should contact your NMH with more than 24 hours' notice. They will then try and arrange an alternative session with you.

What happens if I cancel with less than 24 hours' notice?

There may be times when you cannot give 24 hours' notice due to your condition or unforeseen circumstances. If this is the case, please contact your NMH as soon as possible. They will try and arrange an alternative session with you. Your NMH will ask you why you had to cancel to ensure you are okay and to see if there is anything they can do to prevent it happening again. They will need you to sign a timesheet for the session in order for them to be paid. The session may come out of your NMH allowance.

What happens if I miss a session?

If you miss a session please contact your NMH as soon as possible. They will try and arrange an alternative session with you. Your NMH will ask you why you missed the session to ensure you are okay and to see if there is anything they can do to prevent it happening again. They will need you to sign a timesheet for the session in order for them to be paid. The session may come out of your NMH allowance.

What if I miss a session because my timetable changed at the last minute?

Please contact your NMH as soon as possible. They will try and arrange an alternative session with you. Your NMH will let the Accessibility and Inclusive Learning team know so they can try to stop this happening in the future. Following a review of the timetable change, if this was outside your control, this session will not be taken out of your NMH 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 and Inclusive Learning Coordinator will contact you. They will check to see if you are ok and if there is anything they can do to prevent it happening again. In these cases they may need to reallocate you to a different support worker. 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.

Learning plan:

You and your NMH will create a learning plan during your first session that will detail your aims and objectives for the support. This will be reviewed at least once a term.

Why do we need to do a learning plan?

Learning plans help you and your NMH plan what support is needed and make sure that you are developing the skills and strategies that you need. It is reviewed to make sure it is always relevant.

Timesheets:

At the end of each session you will be asked to complete a timesheet with your NMH. You are required to sign this to confirm that the session took place.

Why do I need to do a timesheet?

The timesheet confirms that you have had a session. It enables your NMH to be paid and tracks the hours you have used and how many you have left.

Work plan:

For assistive technology training, BSL interpreting, specialist mentoring, specialist study skills tuition and study assistant support your NMH will complete a work plan for each session. This gives details of the work covered in your session, any feedback you have and ideas for the next session.

Why do I need to do a work plan?

The work plan enables you to summarise and reflect on the work covered in the session, it allows you to give feedback and enables your NMH to plan for your next session.

Compass records:

Your NMH will also record information on Compass about each session. This will be similar to the information recorded on the timesheet or a copy of the work plan if relevant.

Why do they record information on Compass?

The NMH records information on Compass so they can keep track of the support you have been having. It also allows the Accessibility and Inclusive Learning team to track your support and forms part of their quality assurance process.

Review Process:

Your NMH will need to use the last 10 minutes of each session to complete the review process (timesheet, booking next session).

Why do they need to do this during the session?

Discussing what has been covered, how it went and what you need to do next is an important part of the learning process. You and your NMH can also decide together what you want to work on next. You might also want to use some of the time to book your next session.

Confidentiality

When your NMH is set up you will have been asked to sign a consent form (if not already done) with the Accessibility team. This allows the Accessibility and Inclusive Learning team to share relevant information with relevant people including your NMH.

Why do I need to give consent?

The Accessibility and Inclusive Learning team and the NMH provision are subject to Data Protection rules. Therefore, we can only share your information with your consent. If you do not give consent then we cannot do this and won't be able to put support in place for you.

What information is shared and with whom?

Information is only shared when it is necessary for your support or if there is a concern over safety. It is only shared with people that need to know specific information in order to support you or deal with a safety concern.

What is a safety concern?

A safety concern is when there is concern over your personal safety or the safety of others.

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. Your NMH will endeavour to tell you if they are sharing information that you asked to be confidential.

Changes to support

There may be times when you want to make changes to your support. If this is the case you can discuss it with your NMH who will refer it to the Accessibility and Inclusive Learning team. Alternatively you can discuss it directly with the team.

What if I want a different NMH?

If you feel that a different NMH would be better for you then the Accessibility and Inclusive Learning team will allocate you a new one. They will ask you why you want to change in case there are any quality issues they need to address. The Accessibility and Inclusive Learning team will inform your original NMH that you have changed.

What if I want a different supplier?

If you no longer want your NMH support through the university (Falmouth Exeter Plus) but a different supplier, Accessibility and Inclusive Learning will help you contact your funding body to request this change.

What if I need more hours with my NMH?

There may be occasions where you feel that you need more hours with your NMH than allocated. In these cases please contact Accessibility who will talk you through the process of making the additional recommendation. There is no guarantee that the additional hours will be approved. In these cases Accessibility and Inclusive Learning will discuss options with you.

What if I need additional NMH support?

You may feel that an additional NMH support role would be beneficial to you. In these cases please contact Accessibility who will talk you through the process of making the additional recommendation. There is no guarantee that the additional support role will be approved. In these cases Accessibility and Inclusive Learning will discuss options with you.

What if I don't want support anymore?

Deciding if you want support is always your choice. If you decide that you don't want to have support, please tell the Accessibility and Inclusive Learning team. In some cases, we may then need to contact your funding body and inform them. If you change your mind at a later stage you need to contact Accessibility and Inclusive Learning who will, if needed, inform your funding body.

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. This will ask you for more general feedback about your NMH support.

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 or call/text 01326 253629.

How do I complain?

If you aren't satisfied with your support and wish to complain then you need to follow your University's complaints procedure. Here is the link for Falmouth University's complaints' procedure <https://www.falmouth.ac.uk/student-regulations>. University of Exeter's complaints procedure is at this link <https://as.exeter.ac.uk/academic-policy-standards/student-cases-and-conduct/studentcomplaints/> If you need any support submitting a complaint, you can contact the FXU on info@fxu.org.uk or 01326 255861.