

# NMH termly meeting

2 May 2018

# Agenda

- 9.30 Breakfast and catch-up
- 9.45 Updates
- 10.00 Jon Hocking – GDPR overview
- 10.30 Feedback/ you said we listened
- 11.00am Choice between
  - Julie Rae – update on peer supervision and CPD session on eating disorders
  - Nikki Brown - Dyslexia Skills updates and sharing of good practice/issues

# Updates from Accessibility

- Staffing
- NMH Drop in Sessions in G2 Tremough Annexe (near our offices).
  - Monday 9.30am – 11.30am
  - Thursday 2.00pm – 5.00pm
- Closing email – [caseescalation@fxplus.ac.uk](mailto:caseescalation@fxplus.ac.uk)
  - Please email [accessibilityadmin@fxplus.ac.uk](mailto:accessibilityadmin@fxplus.ac.uk) which monitored 9-5 Monday to Friday for all enquires including case escalation.
- Buddy Support and allocation of new students.

# Course updates from Accessibility

## 2 year accelerated degree courses - September 2018

BSc (Hons) Business and Entrepreneurship

BSc (Hons) Business and Management

BSc (Hons) Business and Digital Marketing

BSc (Hons) Business and Data Analytics

BSc (Hons) Business Development Management

BSc (Hons) Business and Financial Technology

BA(Hons) Technical Theatre Arts

### Undergraduate Accelerated

Study Block	Date	Total weeks
1	17 September 2018 - 25 January 2019	15
2	28 January - 31 May 2019	15
3	3 June - 13 September 2019	15

# Course updates from Accessibility

School of Writing and Journalism  
(SOWJ) moving to Tannachie –  
Falmouth Campus

# Updates from Accessibility

## ADHD Support Group – next meetings:

- 5<sup>th</sup> June
  - 3<sup>rd</sup> July
  - 2 October
- 
- 6pm – 8pm
  - Location to be advised
  - Check:  
<https://studyhub.fxplus.ac.uk/whats-on>

# Updates from Accessibility

## ➤ DSA Support

- The last permissible date for working with 3<sup>rd</sup> year DSA students will be the end of term:
  - 1<sup>st</sup> June for Falmouth University
  - 15<sup>th</sup> June for Exeter University

# Updates from Accessibility

## ➤ CPD

DSA-QAG newsletter: [https://dsa-qag.org.uk/application/files/3315/2406/3504/DSA-QAG\\_April\\_2018 - NMH Newsletter v1.0.pdf](https://dsa-qag.org.uk/application/files/3315/2406/3504/DSA-QAG_April_2018_-_NMH_Newsletter_v1.0.pdf)

### CPD requirements for Support Workers

It is a requirement of the Quality Assurance Framework that all support workers registered must demonstrate Continuous Professional Development (CPD) at least annually. For some support workers who meet the mandatory criteria via professional body membership, this requirement is automatically met as it is accepted (as agreed by DfE) that these support workers update their skills and practices through their professional body.

For all other support workers, evidence must be provided by the NMH Provider of the training undertaken which meets the criteria outlined by the DfE:

This could be demonstrated in the following ways for the purposes of compliance with the NMH framework:

- 1) The organisation providing the training is externally accredited to provide training in the relevant subject area e.g. accredited by CPDUK <https://cpduk.co.uk/>, CPD Standards Office <https://www.cpdstandards.com/> or similar, or is a HE institution with degree awarding powers.
- 2) The training course is externally accredited by an accreditation /awarding body or is provided by a HE institution with degree awarding powers.
- 3) The training is provided by one of the professional bodies listed on the NMH mandatory criteria grid.



# Updates from Accessibility

- CPD – SFE phone call
- One piece of certificated training evidence should be provided at audit to meet the standards.
- If a NMH covers more than one role, they will only need to see one piece of CPD for one of those roles during a 12 month period at audit.
- Should the NMH have professional body membership e.g. ADSHEE/UMHAN the NMH won't need to provide additional CPD evidence as this would be a requirement of the professional body membership.
- The training needs to be carried out by a suitably qualified person as per [appendix 3 of the DSA-QAF document](#).

# Updates from Accessibility

- CPD – best practice
- 'a range of different CPD activities each year.'
- Check guidance from your professional body

# Jon Hocking – brief overview of GDPR

# Feedback (you said we listened)

Pluses	Minuses	Possible actions
Likes and uses Compass Diary.	Misses being able to book Compass rooms directly through Compass.	New system avoids issue of double bookings so on balance we can't change back.
Online room bookings and Compass Diary working well.	Diary stops at 6pm which makes it hard to record later sessions.	Asked Compass online support if this can be extended – not approved – work around.
Happy using Outlook email alongside Compass Diary. Finds it okay to record sessions and confirmations on Compass. Scanning and uploading work plans is fine.	Sometimes Compass uploading facility is not working, which delays admin. (Compass team are good at informing NMHs about this though.)	This issue has been flagged many times and Compass are working on rectifying it.
Using Outlook calendar and email and finding admin is possible to get done in 10 minutes between sessions.	Issues with uploading files to Compass (as above).  Uncertainty about reporting missed sessions.	New missed sessions procedure (see notes pane) – record in diary and case note titles.  Only email Accessibility after 2 missed in term.  Use 'acceptable' reasons...

# Missed sessions

- In Cases, title of the note: Session 3/30 – DNA or Late Cancellation.
- In Compass Diary. Add note to title of session, e.g. Session 3/30 – DNA or Late Cancellation. If using Outlook Calendar instead, do the same there.
- Email [Accessibilityadmin@fxplus.ac.uk](mailto:Accessibilityadmin@fxplus.ac.uk) as soon as two sessions have been missed in a term for follow-up.
- Use 'acceptable reasons'

# Acceptable reasons by DSA

- Disability/condition related
  - (e.g. not 'forgot session' but organisation/time management issues due to SpLDs etc.)

➤ Illness

➤ Travel/weather issues

➤ Personal emergency

Can't claim if due to Uni (check really last minute)

NB) only fill in Missed Sessions line (not both)

# Feedback (you said we listened)

Pluses	Minuses	Possible actions
<p>Likes being able to combine use of Compass and Outlook. Has been able to establish effective system for self and students.</p>		
	<p>Time taken to help student with DSA (Disabled Students' Allowance)-related queries. Issue uploading files.</p> <p>Finding the administration time-consuming.</p> <p>Issue of rooms being booked and not used.</p> <p>Issues raised (by students) about lack of a regular room.</p>	<p>Refer students to the Accessibility drop-in sessions at <a href="http://inclusive.fxplus.ac.uk/drop-sessions">http://inclusive.fxplus.ac.uk/drop-sessions</a> or email <a href="mailto:Accessibilityadmin@fxplus.ac.uk">Accessibilityadmin@fxplus.ac.uk</a> or help the student to log an enquiry on Compass*.</p> <p>It's everyone's responsibility to only book rooms when needed and cancel when not.</p> <p>Room audit currently being conducted.</p>

# Feedback (you said we listened)

Pluses	Minuses	Possible actions
<p>Admin, bookings, Outlook and Compass working well.</p> <p><b>NB) Compass being upgraded – training will be available from June onwards.</b></p>	<p>Issues with referencing tool – RefMe (RefWorks?). Time consuming to learn to use when supporting student.</p> <p>Can no longer access resources in Learning Space (can log in but not access).</p> <p>Students can't understand their own ILPs.</p>	<p>RefMe (the app) is gone and replaced by the less good Cite this for Me. RefWorks is the recommended tool for Falmouth University. It is a bit complex. YouTube tutorials are at:  <a href="https://www.youtube.com/channel/UCzmTj_AGeY59VoNv-0SvcCg">https://www.youtube.com/channel/UCzmTj_AGeY59VoNv-0SvcCg</a></p> <p>Would you like it as a training topic?</p> <p>Ed Tech has now resolved this. Updated list.</p> <p>Training from Accessibility?</p>



# Julie Rae

- update on peer supervision
- CPD session on eating disorders

# Nikki Brown

- Dyslexia Skills updates
  - Next PPS session – 23 May 3-5pm TH Sem X
  - Meetings next year
  - Summer availability
  - Roll out of Amanda Kirby training
- Sharing of good practice/issues
  - Ways of getting reluctant students to engage
  - Good practice/resources
  - Concerns/issues

# Dyslexia Skills updates

- Next PPS session
  - 23 May TH Seminar X 3 – 5pm
  - All welcome – please email/confirm
- Meetings next year
  - Interest?
  - Frequency?
  - Availability?
- Summer availability – please email us
- Roll out of Amanda Kirby training – for those who couldn't come

# Sharing of good practice/issues

- Sharing of good practice/issues
- Ways of getting reluctant students to engage
- Concerns/issues
- Good practice/resources
  - Google Talk to Books  
<https://books.google.com/talktobooks/>
  - Concentration app – Stay Focusd for Chrome
  - [EduApps](#) – whole suite of tools – flash drive

# Good tools

- Google [Talk to Books](#)
- Concentration app – [Stay Focusd for Chrome](#)

