



Guidance for external non-medical helpers

Introduction

Arts University Bournemouth (AUB) wishes to establish effective working relationships with suppliers of Non-medical helpers (NMH). This document sets out the expectations of AUB's engagement with NMHs.

In accordance with national expectations, all providers of Non-Medical Helper (NMH) support must adhere to the Disabled Students' Allowance (DSA) Non-Medical Help (NMH) provider guidance, and ensure that all relevant policies are in place, shared with the student, and made available to AUB on request.

DfE encourages all NMH providers to contact a student's university disability advisor to provide feedback on a student's DSA-funded support and to ensure as far as possible that support is integrated with any support provided by the university. However, as some students do not disclose their disability to their university a student's permission to make contact with their university to discuss their support must always be sought,

AUB has a Senior Disability Advisor, Wellbeing Service and a Counselling Service, all of which are part of the Student Services team. Relevant policies and contact details are available from disability@aub.ac.uk and at <https://aub.ac.uk/support>

External providers of NMH support are responsible for providing suitable meeting locations that are comfortable, confidential and take account of the student's needs. Bookable meeting rooms are very limited in availability at AUB, so external providers are expected to make independent arrangements external to AUB. If, in exceptional circumstances a student is planning to meet with NMH support on campus the student may contact AUB room bookings directly to check availability of a suitable room and to arrange a booking.

It is important to note that due to limited spaces, parking on campus is only available for blue badge holders and the University strongly encourages all visitors to use public transport if possible.

All visitors to the site, including those providing NMH support, must report to Reception on arrival. External NMH providers should be mindful of their own safety at all times when on AUB premises, and should take all reasonable precautions they consider necessary. AUB Security should be contacted in the event of any concern regarding personal safety.

The Senior Disability Advisor is the dedicated point of contact for external NMH providers.

External suppliers must:

- provide copies of any relevant policies on request
- ensure funding is in place before commencing sessions with a student, monitor the use of the allocated hours, and ensure that students do not run out of funding (AUB is not accountable for any payments that SFE refuse to pay)
- arrange suitable meeting locations for support sessions
- signpost students back to the Senior Disability Advisor or course tutors to discuss any issues relating to AUB services or their course
- contact the wellbeing team immediately if they have concerns for a student's wellbeing or concerns for a student's safety. Please contact the wellbeing team in the first instance via email wellbeing@aub.ac.uk or call 01202 363780
- contact the Senior Disability Advisor for concerns relating to engagement with support and academic progression.

AUB contact numbers:

AUB Security and Emergency First Aid: 01202 363201 / 07920812538

Senior Disability Advisor: 01202 363291; email disability@aub.ac.uk

AUB Safeguarding team: email safeguarding@aub.ac.uk

Student Advice: 01202 363780; email studentadvice@aub.ac.uk

Wellbeing Team: wellbeing@aub.ac.uk

Main reception: 01202 363226; email reception@aub.ac.uk