

**Guidance for external non-medical helpers**

# **Introduction**

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

In accordance with national expectations, all providers of Non-Medical Helper (NMH) support must adhere to the Disabled Students’ Allowance Quality Assurance Group (DSA-QAG) Quality Assurance Framework (QAF) standards, and ensure that all relevant policies are in place, shared with the student, and made available to the University on request.

The DSA-QAG requires external NMH suppliers to set up reporting mechanisms with Higher Education Institutions (HEIs) to inform them of the support being provided to students. They must explain to students the importance of the reporting mechanism, and encourage students to give permission for information to be shared. They must also familiarise themselves with the information provided by the HEI regarding the delivery of NMH services to their students, and cascade this information to support workers.

The University has a Disability and Wellbeing Service and a Counselling Service, both of which are part of our overarching Student Services team. Relevant policies and contact details are available from the Head of Student Services.

External providers of NMH support are responsible for providing suitable meeting facilities that are comfortable, confidential and take account of the student’s needs. Bookable meeting rooms which would be suitable for the delivery of NMH support are very limited in availability at the University, so external providers are expected to make independent arrangements external to the University.

If, in exceptional cases, support is to be delivered on the AUB campus, it is important to note that parking is extremely limited; the University strongly encourages all visitors to use public transport if possible. If a visitor’s parking space is required, this must be booked at least 24 hours in advance (or visitors might be refused entry to the campus).

All visitors to the site, including those providing NMH support, must report to Reception on arrival. Reception will alert Student Services, and the visitor will be met and accompanied to the room. They will be advised of the fire evacuation process and meeting point; and of how to report any incidents or matters of concern.

External NMH providers should be mindful of their own safety at all times when on University 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 Officer is the dedicated point of contact for external NMH providers.

External suppliers must:

* inform the University if supplying support to our students
* notify the University of the named person within the organisation (including contact details) with whom we can liaise about any student support queries, and respond promptly to queries or concerns that are raised about student support arrangements
* 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 rooms for support sessions
* signpost students back to the Disability and Wellbeing Service or course tutors to discuss any issues relating to University services or their course
* contact the Disability and Wellbeing Service immediately if any concerns arise relating to engagement with the support, welfare, safety/security, or academic progression so that this can be followed up in a timely manner
* provide a summary report for each student receiving band 4 support at the end of each term (end of December, March, and June), to include:
  + name of student(s) and CRN number
  + name of support workers(s)
  + brief description of support supplied
  + date on which support commenced
  + number of sessions/hours of support delivered that term, and total for the year to date
  + location of support provision
  + a note about any issues that the University needs to be aware of or follow up.

**AUB contact numbers:**

Emergency First Aid: 01202 363728

AUB Security: 01202 363201

Barry Gilbert, Senior Disability Officer: 01202 363291; email [wellbeing@aub.ac.uk](mailto:wellbeing@aub.ac.uk)

Heidi Cooper-Hind, Head of Student Services: 01202 363220; email [hcooperhind@aub.ac.uk](mailto:hcooperhind@aub.ac.uk)