

Your Disabled Students' Allowance Funded Non-Medical Help (NMH) Support – What can you expect?

Your NMH Support Provider is the provider of your specialist **1:1 support worker/s** funded through your Disabled Students' Allowance (DSA).

(When we refer to the term support worker this is inclusive of the following: Study Skills Specialist, Specialist Mentor, Assistive Technology Trainer, Specialist Note Taker, Communication Support Worker and Specialist Support Professional for Students with Sensory Impairment.)

What you can expect from your NMH Support Provider and Support Worker.

1. Your sessions should be focussed on developing your academic skills, building your confidence and improving your access to learning, with the aim of you achieving a more autonomous way of learning. You should receive student-centred support which is sensitive to your individual study needs and academic priorities. However, you should be aware that subject specific and proof-reading support are outside of the remit of your support worker and should not be expected.
2. You should be treated with equity and dignity, in a respectful fashion in relation to individual differences including: age, gender, sexuality, religion, culture and ethnicity, health and disability.
3. Your support worker should be suitably experienced and/or qualified.
 1. Mandatory qualifications for SFE funded roles are set out by the [Department for Education](#).
 2. Guidance on the suitability of Support Workers for SFE funded roles can be found at [Annex 4 here](#); the DfE mandatory qualifications list referenced above can be used as a point of reference for appropriate qualifications where necessary.
4. You should expect a response to emails and phone messages within 2 working days (at peak periods, such as at the start of term, response times may extend to a 5 working days.)
5. Your support should be delivered in a location considered appropriate by yourself and your support specialist, taking account of confidentiality, accessibility, health and safety, and lone-working requirements. Support should not take place in public places such as coffee shops as these cannot offer the confidentiality required for NMH support.
6. You should be able to access your 1:1 sessions either remotely (e.g. an online video call) or face-to-face, at your choice.
7. If you feel that additional hours of support are required, you will need to request these from the Needs Assessment Centre which carried out your original DSA Needs Assessment. Your support worker will not be able to provide additional hours of support without funding body approval.
8. Your personal information is confidential and will not be shared without your permission, except where there is reasonable belief that you might be at risk of harming yourself or others.

9. You should know the date, time and focus of your next session, as appropriate. However, you should not feel pressured to block book sessions if you do not feel that these are required.
10. You should have support sessions delivered on time, and where possible you should be given 24 hours' notice of the need to cancel a session. If your support specialist needs to cancel your session, they should rearrange this with you.
11. You should be able to give feedback on the support you receive, and how you do this should be explained to you.
12. You should be able to ask your NMH Provider for a change of support worker, but first it might be worth exploring whether changing the meeting arrangements or approach works better for you.
13. You should not be put on a waiting list to access your support and can instead request to be transferred to another support provider.
14. You can expect your NMH Provider to have a clearly published Complaints Policy and this should be drawn to your attention.
15. You can expect the same standards of support whether you are accessing DSA funded support from a private, university, or other provider.

You are expected to:

- Arrive on time for appointments and, where possible, give 24 hours' notice of cancellation.
 - If your funding body is SFE, you are only funded for 2 cancellations per term, per support type.
 - If your funding body is SFW, you will have to provide evidence to support the need for cancellation; reasonable requests may be considered for funding and the number of cancellations paid for may be limited.
- Take an active part in your support and the planning of your support.
- Treat your support worker with dignity and respect.
- Respect the boundaries of the support worker role and not to ask for or expect your support worker to provide any additional support that is outside the remit of their role.
- Check and sign your session time-sheets promptly. You should not be expected to sign in advance for future sessions.

At any time, you can contact your needs assessor to discuss the recommended NMH support being received.

Created by the following organisations

[ADSHE – Association of Dyslexia Specialists in Higher Education](#)

[ANMHP – Association of Non-Medical Help Providers](#)

IAC – Independent Network of Assessment Centres

[NADP – National Association of Disability Practitioners](#)

[NNAC – National Network of Assessment Centres](#)

[NUS – National Union of Students](#)

[PATOSS - Professional Association of Teachers of Students with Specific Learning Difficulties](#)

[UMHAN – University Mental Health Advisors Network](#)