

# Guidance for External Non-Medical Help providers offering support to University of Exeter Students on Streatham and St Luke's Campuses

The University of Exeter wishes to establish effective working relationships with external suppliers and has produced this document to outline important information that external providers should be aware of when supporting students of the University.

## Responsibilities of NMH providers:

1. Providers of Non-Medical Helper (NMH) support must adhere to the Disabled Students' Allowances 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.
2. Prior to commencing sessions, external providers must ensure the relevant funding is in place, monitor the use of the allocated hours, and ensure that students do not run out of funding. The University of Exeter cannot be held accountable for any payments which have not been predetermined in writing and that student finance refuse to pay; this includes short notice cancellations which are not funded by DSA.
3. External providers are required to arrange a suitable space for support sessions that are comfortable, confidential and take account of student's disability-related needs in accordance with the DSA-QAF standard 2.4.
4. External NMH workers should only enter university areas that are required as part of their agreed NMH support.
5. External providers are to signpost students to the academic department for course related issues and concerns. This can be done by directing students to their [info point](#).
6. NMH staff should contact [Wellbeing Services](#) if any concerns arise concerns about health and safety or welfare of a student arise.

## Communication with University of Exeter

The Wellbeing Operations Manager is the dedicated point of contact for external NMH providers. Information about support provision and queries can be sent to [wellbeing@exeter.ac.uk](mailto:wellbeing@exeter.ac.uk).

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
- provide a summary report for each student receiving band 4 NMH 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)

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- 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
- note about any issues that the University needs to be aware of or follow up

## Room Booking

NMH providers are expected to ensure they can access suitable space 1:1 bookable meeting rooms at the University are very limited in availability so external providers would normally be expected to make independent arrangements external to the University.

Students can request to book a room on campus via the Room Bookings page:

<http://www.exeter.ac.uk/sid/sscstudentroombookings/>.

External suppliers can also contact Event Exeter should they wish to discuss booking rooms on campus for support sessions: <https://bookings.eventexeter.com/>

## Visiting and Parking

The University has limited parking on both campuses and visitors are encouraged to use nearby public car parks. Information about visiting and how to get around can be found [here](#).

For information on the accessibility of buildings, please see our [university Accessable guide](#).

## Library Services

Our Library service offers access to an outstanding collection of online resources, such as e-books and journals, research databases and digitised reading lists; all of which are available to access 24/7, on and off campus. This is in addition to over 1.2 million books and journals that are available in print from our libraries in Exeter and Cornwall. The libraries provide a range of study spaces to suit student's needs, including quiet, silent, group and social learning spaces, plus flexible study areas such as the Sanctuary and the Loft (Streatham Campus).

## Health and Safety

Our Estate Patrol Security Team provides a security presence on campus 24 hours a day. Our uniformed staff are available to provide advice and assistance, both day and night, to staff, students and campus visitors. Fire alarms and intruder alarms, together with the University's extensive closed circuit television system are monitored on site to facilitate a rapid response when required. **In an emergency you are advised to telephone 999.** You can also alert our Estate Patrol team on 01392 72222 or for all non-emergency enquiries, you can call the team on 01392 723999.

NMH workers have a duty to familiarise themselves with emergency procedures for the building (as displayed on building emergency notices). If an emergency alarm activates, NMH workers must leave the building as directed immediately.

## Useful Information and Contacts

**Disability Services:** Our [AccessAbility Service](#) and [Mental Health Team](#) offer support to students with a range of disabilities, specific learning difficulties (including dyslexia) and long term health conditions. We can provide advice, guidance, signposting to other services and face-to-face support with accessing learning and teaching opportunities in preparation for and during academic programmes. Staff are qualified professionals and can offer a range of experience and expertise.

**Wellbeing Services:** Wellbeing Services offer a range of psychological therapies, workshops, self-help services, support for students with mental health issues, and advice on a range of wellbeing concerns. The service offers support to students on both the St Luke's and Streatham campuses, with some sessions specifically scheduled to take place on the St Luke's Campus.

**Student Health Centre:** There is a Student Health Centre on the Streatham Campus, and the St Luke's Campus is served by the Heavitree Health Practice. You can find more information here: <https://www.exeterstudenthealthcentre.co.uk/>

**Guild Advice Unit:** The Advice Unit offers independent, confidential and impartial advice and help in response to questions or problems students may have relating to money, housing, and academic matters. You can find more information here: <https://www.exeterguild.org/advice/>

**Careers Zone Team:** The Career Zone offer help at all stages of career planning and job hunting. You can find more information here: <http://www.exeter.ac.uk/careers/>

**Info Points:** Info Points provide a range of support and advice for general and course specific enquiries. For further details on locations and the services offered see the info page here: <https://www.exeter.ac.uk/students/infopoints/>

## Useful Policies and Procedures

**University Complaints procedure:** <http://www.exeter.ac.uk/students/administration/complaintsandappeals/complaints/>

**Mitigation:** <http://www.exeter.ac.uk/wellbeing/studentwelfare/mitigationprocess/>

**Examination and Assessment:** <http://www.exeter.ac.uk/students/administration/examsandassessment/>

**Data Protection:** <http://www.exeter.ac.uk/ig/>

**Wellbeing Confidentiality:** <http://www.exeter.ac.uk/wellbeing/about/policies/>

**Health and Safety Policy:** <https://www.exeter.ac.uk/staff/wellbeing/safety/healthandsafetypolicy/>