

# Guidance for External NMH Providers

## Introduction

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.

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 of Oxford is keen to establish effective working relationships with external NMH suppliers to ensure quality support provision for the benefit of the student, and this document outlines the key information that staff should be made aware of when delivering support to our students.

However, it is important to highlight that Oxford is a collegiate university, and each of the 38 colleges are self-governing and financially independent institutions. Therefore, if a student arranges to meet an external provider in their college (a likely venue), the support worker would need to contact the college to request information about any policies and procedures relevant to their area. More information about the different roles of the colleges and the University are available from [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

For information, the Disability Advisory Service (DAS) sits within the University's central administration services alongside the Counselling Service, under 'Student Welfare and Support Services'. It collaborates with a network of 'disability coordinators' and 'disability leads' across the colleges and departments to facilitate an accessible and inclusive learning environment for students with disabilities. More information about roles and responsibilities is available from the Common Framework for Supporting Disabled Students: [www.admin.ox.ac.uk/aad/swss/disability/](http://www.admin.ox.ac.uk/aad/swss/disability/). Details of the named disability contacts are also available from the DAS website: [www.ox.ac.uk/students/welfare/disability/contacts](http://www.ox.ac.uk/students/welfare/disability/contacts).

## Access for Support Workers

### 1:1 bookable confidential space

External providers are responsible for providing suitable meeting facilities that are comfortable, confidential and take account of the student's needs. 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. On rare occasions when support is being delivered on-site, the information below might be useful.

### Visiting and Parking

Oxford is not a campus University, so once you are here you can use our interactive, searchable map to find your way around: [www.ox.ac.uk/visitors/map](http://www.ox.ac.uk/visitors/map).

Many Oxford streets are closed to traffic and parking is severely limited. Visitors are encouraged to use one of the five Park and Ride bus services. More information about visiting and how to get around can be found at [www.ox.ac.uk/visitors/visiting-oxford](http://www.ox.ac.uk/visitors/visiting-oxford).

The University's Access Guide is also a helpful first point for information on accessible buildings: [www.admin.ox.ac.uk/access](http://www.admin.ox.ac.uk/access).

## Health and Safety

If meeting students on-site, support workers must report to the college lodge or building reception area, sign-in, confirm their reason for visiting, and request details of local fire and evacuation procedures. Do not enter unauthorised areas or areas that are not necessary or relevant to part of the work.

If a fire alarm activates, support workers must leave the building as directed immediately. Similarly, any accidents or emergency situations must be reported to Security Services or reception/lodge staff immediately. University Security Services cover University premises and their 24-hour emergency contact number is +44 1865 289999. Colleges have their own security arrangements coordinated via their lodge (located at the entrance).

External NMH providers should also be mindful of University guidance on workplace/general safety: [www.admin.ox.ac.uk/safety/gensaf/workplacegeneralsafety](http://www.admin.ox.ac.uk/safety/gensaf/workplacegeneralsafety).

## Communication and Feedback

The Deputy Head (Operations) of the DAS is the dedicated point of contact for external NMH providers. Information about support provision can be sent to [headofdas@admin.ox.ac.uk](mailto:headofdas@admin.ox.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
- 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 (Oxford is not accountable for any payments that SFE refuse to pay)
- arrange suitable meeting rooms for support sessions
- signpost students back to their Disability Advisor or college/department to discuss any issues relating to University services or their course
- contact the DAS 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

## Useful Information and Contacts:

Disability Advisory Service: [www.ox.ac.uk/students/welfare/disability](http://www.ox.ac.uk/students/welfare/disability)

Common Framework for Supporting Disabled Students:  
[www.admin.ox.ac.uk/aad/swss/disability/commonframework](http://www.admin.ox.ac.uk/aad/swss/disability/commonframework)

University Policy on Data Protection: [www.admin.ox.ac.uk/councilsec/compliance/dataprotection](http://www.admin.ox.ac.uk/councilsec/compliance/dataprotection)

Confidentiality in Student Health and Welfare:  
[www.ox.ac.uk/sites/files/oxford/field/field\\_document/SWSS%20Confidentiality%20Statement.pdf](http://www.ox.ac.uk/sites/files/oxford/field/field_document/SWSS%20Confidentiality%20Statement.pdf)

University Security Services: [www.admin.ox.ac.uk/ouss/contactus](http://www.admin.ox.ac.uk/ouss/contactus)

Student Mental Health Policy:  
[www.ox.ac.uk/sites/files/oxford/field/field\\_document/Student%20Mental%20Health%20Policy%20-%20PDF%20Version.pdf](http://www.ox.ac.uk/sites/files/oxford/field/field_document/Student%20Mental%20Health%20Policy%20-%20PDF%20Version.pdf)

University of Oxford Equality Policy: [www.admin.ox.ac.uk/eop/policy/equality-policy](http://www.admin.ox.ac.uk/eop/policy/equality-policy)

Disability Advisory Service online student survey: <https://oxford.onlinesurveys.ac.uk/university-of-oxford-disability-advisory-service-student>

Student Welfare and Support Services Complaints Procedure:  
[www.ox.ac.uk/sites/files/oxford/field/field\\_document/Complaints%20procedure.pdf](http://www.ox.ac.uk/sites/files/oxford/field/field_document/Complaints%20procedure.pdf)