



Information for Non-Medical Helpers Working at the University of Birmingham

Introduction

The University of Birmingham is keen to establish effective working relationships with external Non-Medical Helper (NMH) suppliers, to ensure quality support provision for the benefit of the students.

This document outlines the key information that support workers should be made aware of when delivering support to our students.

The University of Birmingham does not directly employ NMH support workers. Support workers on campus are employed through a variety of agencies, and must abide by the training and codes of practice provided by their agents.

Responsibilities for NMH providers

External providers must:

- Ensure funding is in place before starting to work with a student and continue to monitor funding. The University of Birmingham is not liable for any payments not agreed in advance and in writing. This includes short notice cancellations not paid for through DSA.
- Follow the instructions of the Disabled Students' Allowance Quality Assurance Group (DSA-QAG).
 - 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.
 - Please explain to students the importance of the reporting mechanism, and encourage students to give permission for information to be shared
- 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.
- Adhere to the Quality Assurance Framework (QAF) standards.
- Ensure all relevant policies are in place, shared with the student, and made available to the University on request.
- Arrange a suitable space for support sessions as per the DSA-QAF standard 2.4.
- Signpost students back to the appropriate team (Disability, Learning Support or Mental Health), or academic school to discuss any issues relating to their course, or reasonable adjustments.
- Contact the appropriate team immediately if there are any concerns about a student's health and wellbeing, safety or academic progress.
- Provide an email summary report for each student receiving band 4 support at the end of each semester (end of January and May) to include:
 - Name of individual student and ID number
 - Description of support supplied
 - Date support started
 - Number of hours delivered each term/year
 - Location of support provision
 - Details of any issues the University should be aware of.
- Provide copies of any relevant policies on request.



Information on working here

University policies

- [Health and Safety](#)
- [Data Protection](#)
- [Student complaints process](#)
- [Other University policies](#)

Other useful information

- [The University Learning Support, Disability and Mental Health Services webpages](#)
- [Contact Learning Support, Disability and Mental Health \(LSDMH\) Services](#)
- [University campus maps and directions](#)
- [Public transport](#)
- [Parking:](#)
 - Parking is limited and we cannot arrange for parking permits for external staff, however, there are multiple University car parks around campus, and some Blue Badge spaces.
- Room bookings:
 - Small bookable meeting rooms are in scarce supply and so external providers are expected to make their own arrangements. Please liaise with students you are working with to book any rooms they may have access to. Students can find study areas on the [Study Spaces Map](#).
- [Things to do on campus](#)