Student code of participation – NMH Scheme

Students are expected to follow the University Student Code of Conduct.

The ADRC also has the following guidelines in place to ensure that students get the most out of their support:

Matching

Students can ask to change Non-Medical Helper (NMH) at any time and the ADRC recognises that sometimes personalities clash and that not all relationships work out. Students who request more than two changes in a year will be asked to meet with their Disability Adviser prior to another match being made. This is to ensure that the support is right for the student and to consider whether any adjustments need to be made to the support.

Meetings

Students should be punctual to NMH sessions. Students should give at least 24 hours’ notice when unable to attend a meeting/lecture with your NMH. (It is understood that this may not be possible in some circumstances. In these cases, please give as much notice as possible). If less than 24 hours’ notice is given the session has to be charged and will be claimed from your allocation of support hours.

Students should not exceed the support hours they have available without prior discussion with their Disability Adviser. Students can keep track of your support hours on Connect.

While many students are living with ongoing complex conditions, meetings will not take place when a student is in a physical or mental health crisis. Students should access their own health care support and/or their Disability Adviser at this time.

Contact and communication

Means and times of contact will be agreed between the student and Non-Medical Helper. NMH contact details may not be shared with anyone outside the ADRC including friends, family or college or university staff. In the event a student would find it helpful to ask someone to intercede on your behalf, please ask your Disability Adviser.

NMHs are not the right people to contact in emergencies. It can be useful to create a list of people who can help in an emergency.

In the case of notetaking, students should update their NMH promptly when their timetable changes. They should discuss and agree the format for notes with their notetaker(s) prior to the commencement of the assignment.

Students should complete any surveys or updates (such as the Annual Student Update) by the stipulated deadline.

Updated Match 2023
**Timesheets**

NMHs are paid out of your allocation of support hours. Students confirm timesheets between sessions which triggers the NMH being paid. Please respond to email requests for confirmation of timesheets from the Connect system promptly. Connect is a support and timesheet management software managed by the company Clear Links.

If a student does not confirm the timesheet, the NMH will go ahead with one session in which they will offer support in confirming the timesheet as well as the usual content but no further sessions until the timesheets are approved.

If you disagree with a timesheet please contact your NMH or the ADRC to discuss it.

**When things go wrong**

If you have concerns about how the support is going please discuss with your Disability Adviser or the Disability Support Co-ordinators as soon as possible. It is also worth considering discussing concerns with the NMH directly. All NMHs are keen to provide a good service and are open to feedback.