



UNIVERSITY OF CAMBRIDGE

Disability Resource Centre

Student Information for Non-Medical Help (NMH)

Please save a copy of this document where you will always be able to find it and refer to it as often as you need to.

The purpose of this document is to give you an understanding of your responsibilities when it comes to Non-Medical Help (NMH) support. There are certain tasks that we need you to do, to be able to run this service. We expect you to read all of the tasks stated below so that you are aware of your responsibilities.

If you have any queries about any of the tasks listed below, please contact the Disability Resource Centre (DRC).

We need you to:

- Respond to all communications about NMH support from staff at the DRC and your NMH(s), normally within 48 hours.
- Be punctual and prepared to work with the NMH assigned to a task.
- 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 if you are ill. In this case, 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 entitlement.
- Respond to email requests for verification of timesheets from the Randstad HR Solutions electronic Opus system by the **Wednesday following** the meeting/lecture/session.
- If you have note-taking, discuss and agree the format for notes with your note-taker(s) prior to the commencement of the assignment.
- Ensure that you do not exceed the hours stipulated in the matching e-mail without prior discussion with your Disability Adviser.
- Contact your Disability Adviser to request extra support/equipment if required.
- Contact the Disability Support Co-ordinator without delay if you have any concerns about your NMH's work.
- Report any questions or concerns about your NMH support in general to your Disability Adviser.
- Complete any surveys or updates (such as the Annual Student Update) by the stipulated deadline.