

Student agreement – NMH support

Students are expected to behave in accordance with [University regulations and rules](#)

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

Matching

Students can ask to change a Non Medical Helper (NMH) at any time and the DRC recognises that sometimes personalities can clash and that not all relationships work out and no-one is at fault. Students who request more than two changes of support worker for a specific task in a year will be asked to meet with their adviser prior to another match being made This is to ensure that the student is receiving the right type of support and to consider whether any adjustments are required

Meetings

While many students are living with ongoing 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 adviser at this time.

NMH support typically takes place between 9-6 Monday-Friday and outside of that time only if specifically relevant e.g. PGCE students and does not form a purely social activity.

Contact and communication

Ways of working and times of contact will be agreed between the student and NMH. NMH contact details may not be shared with anyone outside the DRC including friends, family or college or university staff. If a student would find it helpful to ask someone to intercede on their behalf, they should contact their adviser in the first instance.

NMHs are not the best people to contact in emergencies as the DRC does not offer an emergency service. It can be useful to create a list of people who can help in an emergency, and this list on the DRC website is a [good start](#).

In the case of notetaking please update your NMH/s and Disability Support Co-ordinators promptly when your timetable changes.

Timesheets

NMHs are paid out of your funding allocation for support hours. Students should confirm timesheets promptly every time they receive the email notification requesting timesheet approval. This confirmation is required for the NMH to be paid. 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 would like to query a timesheet please contact your NMH or the DRC to discuss it.

If things go wrong

If you have concerns about any aspect of your support, please discuss your concerns with your NMH/Adviser/Disability Support Co-ordinator. This could include any kind of concern from not getting notes in the right format to falling out. It is worth considering discussing concerns with the NMH directly. All NMH are keen to provide a good service and are open to feedback.