

Policy and Guidance Notes for external NMH providers at the University of Chichester

Introduction

We are keen to establish a working relationship with external providers which will help us to ensure quality provision of NMH services for our students whether they are supported by the University of Chichester or by an external provider.

In the current climate where a range of different external organisations can be working with our students, it is very important to us to establish two-way communication with external providers.

These Guidance Notes have been produced to facilitate an understanding between the University of Chichester Disability and Dyslexia Services (UoC DDS) and external NMH providers working with our students, about how that relationship will operate and the provision providers can expect from us.

Named contacts

External NMH providers are requested to provide the UoC DDS with contact details (telephone and email) of the named contact(s) we can liaise with in relation to any queries regarding support for a particular student(s).

The named contacts at the UoC DDS will be:

Lead contact – Stephen O’Melia, Head of Disability and Dyslexia Services

For other named contacts please see the section, Useful Contacts, in appendix 1 below.

Initial contact with the student

Students will receive a DSA2 letter from SFE confirming the provider(s) for different NMH services. Students will be advised to make contact direct with an external provider to establish arrangements for their support.

Support workers

External providers are requested to make available to the UoC DDS the name of any individuals who will be working with our students and to update the University as and when any changes occur.

Communication

If one of our students is concerned about any aspects relating to their support through an external provider we expect them to be able to come to us and discuss this with a Disability Advisor, as well as raising the issue with the external provider. We would not expect the external provider to restrict a student in any way from being able to raise issues with UoC DDS.

We expect to be notified of any issues relating to safety or security of an individual student which may arise whilst working with our students, whether occurring either on or off campus, e.g. any accidents, health and safety or safeguarding issues.

We expect external providers to liaise with the relevant contact at the University over issues relating to any issues or concerns arising from support.

Where, during a support session, a student raises an issue with a support worker, which relates to university services rather than to their particular support session, students must be advised to speak

to the relevant contact at the University of Chichester, e.g. their academic tutor, or a member of the Disability and Dyslexia Services or Student Support and Wellbeing Services as appropriate.

Feedback and reporting arrangements

We welcome external providers to provide us with a (anonymised) report once a semester detailing the number of students supported and by whom

Should a situation arise where a student is not happy with the quality of service provided, and having provided the external provider with feedback to this effect, the service has not improved, we will discuss the situation with the student, and with their agreement may advise the student on notifying SFE accordingly.

Monitoring of student hours and allocated funding

Where an external provider has been allocated the funding and support hours for a student of the University of Chichester, we expect them to take full responsibility for monitoring the student's use of allocated hours and to ensure that the student does not exceed their allocated funding.

We expect providers to ensure that students are not left without support hours and if they have any concerns about the way in which support hours are being used, to raise it with the student.

For the majority of our students the academic year ends in May or early June, and students have a final resit opportunity mid-August. SFE may not pay for any support sessions carried out after the official end of the academic year, and we expect external providers to establish with SFE that invoices will be paid before continuing to provide support beyond end of the academic year.

It is the external provider's responsibility to ensure that the students they are supporting have their DSA in place at the start of each academic year, before any support for that year is provided.

Cancelled or missed sessions

Student Finance England and the other DSA bodies have issued guidance to providers on cancelled and missed sessions and when they will not pay for these. It is expected that providers build this into their business model. The University of Chichester will not be held accountable for any payments resulting from SFE refusing to pay an invoice in relation to students supported by external providers. The University will also not be held accountable for support cancelled by the student with less than 24 hours notice, or with a student failing to attend support.

Where the NMH provider is providing in class support, the responsibility for arranging support with the provider falls to the student. The UoC DDS or the relevant Academic Department may assist the student if they are unsure of their timetables. Where the University cancels a lecture or class for which the student has booked an external provider, it is the student's responsibility to notify the provider that they are not required. The University will not be held responsible for funding support if the student fails to notify the Provider in time for the support to be cancelled without cost. In exceptional circumstances, the University may consider funding sessions where the University has cancelled a session with less than 24 hours notice, and where the Provider could not reasonably be expected to have anticipated the cancellation (e.g. adverse weather conditions etc).

Standards of service

We expect external providers to be working in accordance with the NMH Quality Assurance Framework and reserve the right at any time to request information confirming compliance with a particular part of the framework.

Provision of suitable facilities

In accordance with the NMH Quality Assurance Framework, all NMH providers are expected to provide specialist one-to-one support in an area which is comfortable, confidential and takes account of the students disability needs. Due to limitations in the availability of rooms for 1:1 support on site and security concerns, we would normally expect such provision to be external to the University campus.

Working on site

On the rare occasions when this is necessary, providers are required to comply with the following provisions:

Visitors to campus

External NMH support workers must remember that they are a visitor to the campus. As such they are not entitled to the same permits and access to facilities, as employed or directly engaged workers.

Access cannot be provided to car parking permits, log on credentials for computer networks, access to staff only areas and staff identification cards. Parking is available on both campuses for four hours on purchase of a Pay-and-Display ticket. There is a public car park at the Chichester Festival Theatre, a short walk from the Chichester campus. There is also public car parks and street parking near the Bognor Regis campus.

Making yourself known

We request that support workers providing in class support with a student at the University introduce themselves to the Tutor or Lecturer taking each class and explain what their role is..

Room bookings

External providers are responsible for making their own arrangements for providing study skills and mentoring support to students in a suitable and confidential environment, in accordance with the NMH Providers Quality Assurance Framework. Rooms on campus are at a premium. Subject to availability, a student may be able to book a study room in the library at the Chichester campus. There are also study spaces available at both campuses.

Adherence to policies

It is advisable that external providers working on site familiarise themselves and work in accordance with University policies, including the University Health and safety Policy

Copies of University policies can be viewed via links on the website:

<https://www.chi.ac.uk/about-us/policies-and-statements>

Accident/Incident reporting

In the event of any accident or near miss involving a University of Chichester student, or occurring on University premises, you must report the occurrence using a copy of the Accident/near miss report form available from the Support and Information Zone at the LRCs on both campuses.

First Aid

In the event of an emergency situation on campus, please phone 01243 816363. This will put you through to the University Support and Information Zone in the daytime, and campus security out of hours. They can arrange a First Aider to assist. If you have had to call an ambulance or the emergency services, please phone 01243 816363 to let them know that emergency services are on the way. This can ensure they are met at the gate and directed to where ever you are on campus.

Appendix 1 - Useful Contacts

University of Chichester Student Support and Wellbeing Services

- Dave Corcoran – Director of Student Support and Transition
email d.corcoran@chi.ac.uk, tel 01243 816459
- Stephen O’Melia – Head of Disability and Dyslexia Services
email: disability@chi.ac.uk, tel 01243 812076
- Patricia Montaldo – Lead Dyslexia Advisor
email dyslexia@chi.ac.uk, tel 01243 812076
- Sarah Maynard – Sensory Impairment Advisor
email disability@chi.ac.uk, tel 01243 812076
- Graham Francis and Karen Bridle, UinMind Mental Health Advisors
email uinmind@chi.ac.uk, tel 01243 816402
- Support and Information Zone (SIZ)
email: help@chi.ac.uk, tel 01243 816000
- Security/First Aid – 01243 816363