



Frequently Asked Questions – NMH Provider Online Registration

1. **Staff List**
 - a. **I am trying to upload my staff list, but receiving an error message what should I do?**
 - i. Please ensure that your file is in Excel format, we cannot accept files in any other format.
 - b. **Do I have to complete a staff list if we employ more than 29 staff?**
 - i. No. However, you MUST complete, sign and upload the staff declaration form.
 - c. **Do I have to complete a staff list if I am a sole trader?**
 - i. Yes, all applicants who provide up to 29 support workers MUST complete the staff list using the template provided.
 - d. **Can I upload my CV in lieu of a staff list?**
 - i. No.
2. **NMH rates Table**
 - a. **I am trying to upload the standard rates template but I am getting an error message?**
 - i. Please ensure your document is in Word format only, we cannot accept any other file format. Please do not modify the template or its format.
 - b. **Can I upload the template if I have a website?**
 - i. No. A URL should be provided pointing to the rates table on your website.
 - c. **Do I have to state the period covered by the rates?**
 - i. Yes.
3. **I am currently published on the DSA-QAG website do I have to re-register?**
 - i. Yes, all NMH providers who are currently on the DSA-QAG website need to register.
4. **I provide NMH services currently and I invoice the funding body direct, do I need to register?**
 - i. Yes, all NMH providers who invoice the funding body direct MUST register.
5. **I provide NMH services currently and I am employed by an HE or a supplier of NMH services, I do not invoice the funding body direct, do I need to register?**
 - i. No, any NMH provider who does not invoice the funding body DO NOT need to register.
6. **My qualifications or professional body registration do not appear on the list. Can I still register?**
 - i. Yes, your qualifications and/or experience will be reviewed by DSA-QAG in conjunction with BIS.
7. **I have received confirmation of my submission; will I receive any other communications?**
 - i. If there are any queries with your submission, we will contact you, otherwise the next communication you receive will confirm your submission has been accepted and is awaiting the next stage.

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8. **I am having difficulty completing the on-line application form where can I call for help?**
 - i. Please read our guidance document which can be found <http://www.dsa-qag.org.uk/nmh-online-registration> if you still require further assistance please e-mail our Central Administration Unit - NMHregistration@dsa-qag.org.uk or call 0141 - 228-6070.
9. **I have started my application, but I cannot complete before the deadline does this mean I will be too late?**
 - i. No, all applications submitted to DSA-QAG prior to the deadline will be processed.
10. **I submitted my application form before the deadline date, DSA-QAG has asked for further evidence which I cannot return in time does this mean I am not eligible to register?**
 - i. No, all applications submitted to DSA-QAG prior to the deadline will be processed.
11. **We have changed our contact details since making our application. How do we advise DSA-QAG?**
 - i. Please send an e-mail to NMHregistration@dsa-qag.org.uk, noting in the *Subject: Change of Details* and the information to be amended. We will update this information within 5 working days.
12. **I am trying to upload my declaration form, but I am receiving an error message what should I do**
 - i. Please ensure that your file has been signed and is in PDF format, we cannot accept files in any other format.
13. **I do not have a Pay Pal account. Am I still able to pay my invoice?**
 - i. Yes, you do not have to have a Pay Pal Account to use the payment facilities.
14. **When will I receive a copy of the quality assurance framework?**
 - i. The framework is currently being finalised and will be distributed to all NMH providers who register via the online registration.
15. **Do I have to pay the registration fee?**
 - i. Yes, to be active on the NMH register you are required to consent to comply with quality assurance framework and pay the registration fee. This invoice will be issued after the registration process completes on 19th February 2016.

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