



# Non-medical Helper Providers: Quality Assurance Framework



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Version 1.4

## Version Control

Document	Created Date	Revision Date	Author	Version Number
NMH Provider Quality Assurance Framework	March 2016		Department for Education	V1.0

## Post QAF Issue Amendments

QAF Reference	Revision Date	Amendment	Version Number
Point 1.13	15/04/2016	Revision to include reference to risk assessments policy and include risk log	V1.1
Appendix 1		Replaced typo from 'assessment centre' with 'NMH provider'.	
Appendix 3		Inserted new appendix, risk assessment log.	
Transitional (page 6)	22/06/2016	Transitional date amended from 18 to 28 April to reflect extended date.	V1.2
Point 1.7	22/07/2016	Revision to include accessibility requirements for display of NMH rates table.	V1.2
Point 1.9		Clarification noted in standard as to when assessors should request confirmation of an NMH provider's capacity to deliver with 'unusual support' included in standard.	
Multiple	17/08/2016	Change of name from Department for Business, Innovation and Skills (BIS) to Department for Education (DfE)	V1.2
Point 1.18, 1.19	11/10/2016	New standards refer to conflict of interest for employees and organisation. Link included to online organisational declaration.	V1.2
Template 2		Inserted template - Register of Interest (Employee)	
Template 3		Inserted template – Register of Interest (Employee) – Log	
Appendix 2		Register of Interest Chart	
Point 1.5	11/10/2016	Link inserted to SLC guidance on missed sessions-payment awarded	V1.2

Point 1.7	11/10/2016	Link updated to DSA-QAG rates table and a link inserted to SLC DSA Guidance on fee structure	V1.2
Point 1.16	11/10/16	Note added advising further guidance can be found at appendix 3.	V1.2
Appendix 3		Guidance on suitably qualified person(s)	
Point 3.3	11/10/2016	Included reference to template 1 (timesheet) and template 6 (workplan/ILP)	V1.2
Template 1		Inserted revised timesheet	
Template 6		Inserted revised workplan/ ILP	
Template 4	11/10/2016	Inserted consent to share template for students.	V1.2
Template 5		Inserted consent to share template for support workers.	
Template 7	11/10/2016	Appendix 3 Risk Assessment renamed as template 7	V1.2
Point 1.18 and 1.19	06/12/2016	Text revised and link provided to DfE policy	V1.3
Template 1	06/12/2016	Updated text regarding carried forward hours	V1.3
Appendix 2	06/12/2016	Diagram updated to reflect additional conflict routes	V1.3
Point 1.20	01/02/2017	New point to cover the requirement to provide an annual statistical return	V1.4
Point 1.8	01/02/2017	Text revised to reflect changes to periods where portal will be available.	V1.4
Appendix 4	01/02/2017	New appendix added	V1.4

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## Introduction

This document represents the Quality Assurance Framework for non-medical help (NMH) providers and support workers delivering Disabled Students' Allowances (DSAs), provided through the English student support package (including DSAs administered by Student Finance England and the Open University), and funded by the Department for Education (DfE).

This document does not cover those students funded by Research Council or NHS bursary schemes.

Non-medical help includes all types of NMH support paid through the DSAs NMH allowance or postgraduate DSA. The Student Finance England (SFE) 2016/17 DSAs guidance for new students' sets out the types of support most commonly funded through the NMH allowance.

The Quality Assurance Framework covers a range of delivery models. All providers and support workers delivering DSAs-funded NMH are expected to comply with the relevant standards set out below. Throughout the document we refer to "NMH providers"; this could be an organisation or an individual support worker who is self-employed. We also refer to "NMH support workers"; these are the employees of organisations that are delivering NMH services on the organisation's behalf, or could be an individual who is self-employed.

A DSAs non-medical help provider is one that:

- Is registered as an "NMH Provider" with DSA Quality Assurance Group (DSA-QAG) under the Disabled Students' Allowances Quality Assurance Framework, and
- Has agreed to comply with and be audited against this Quality Assurance Framework (QAF)

A DSA non-medical help support worker is any individual engaged as an employee or a freelance practitioner in delivering services to DSA funded students. These staff MUST be included on any staff list submitted to DSA-QAG, these individuals are all subject to the terms of the QAF, e.g. COI and CPD.

Standards for the delivery of DSAs-funded AT training are currently set out in the Assistive Technology Service Provider Quality Assurance framework managed by DSA-QAG. However, AT training will continue to be funded through the NMH allowance.

## Application of the Quality Assurance Framework

To be accredited as an NMH provider, providers are required to complete the DSA-QAG registration process and comply with the standards listed below.

Suppliers will need to provide evidence that they are adhering to the quality criteria below during the audit.

### Transitional arrangements

Students who already have NMH support in place will be able to continue with their current supplier at this stage, even if their supplier does not register under the new NMH quality assurance system.

Any NMH support selected from the 28 April must be selected from the DSA-QAG NMH register, and all suppliers on the register will need to conform to this quality assurance framework.

### The principle objective

The principle objective of the NMH quality assurance framework is to provide Government with quality and financial assurance of non-medical help support services funded through DSAs by providing:

- a clear set of principles which underpin the provision of DSAs-funded services to disabled students
- a clear set of standards for the delivery of non-medical help services
- a clear set of measures against which non-medical help providers are audited

The document sets out the standards expected of registered NMH service suppliers in relation to their registration, interactions with students, quality of their support, interactions with other stakeholders, managing complaints and HR policies.

The NMH provider will be audited on a regular 12-24 monthly interval depending on the size and range of services offered by the provider. NMH support cannot be contracted out to a third party. If the provider does not have the capacity to deliver the required support they should notify SFE so that another provider can be selected.

### Underpinning principles

- A disabled student should expect to receive good quality support to enable them to demonstrate their academic ability.
- A disabled student should expect to receive good quality support that is designed to enable the independence of the student.
- Support should be delivered in an agreed manner that suits the learning needs of the student and is compatible with the pedagogy of the student's course and programme of study.
- A clear structure is in place to ensure services can be measured against each other on a like for like basis.

## Structure of the document

This document consists of two sections:

- 1) Standards which the **NMH provider** must meet
  - a. Quality business processes
  - b. Quality service provision
  
- 2) Standards which the **NMH support worker** must meet
  - a. Quality business processes
  - b. Quality service provision

## Audit fees and process

NMH providers will be audited every 12-24 months.

The audit fees will be based on the amount of time it takes to audit the organisation. This will take into account a number of factors including: the size of the organisation; the number of students supported by the NMH provider; the level of quality assurance that is already achieved through professional body membership; and other audit processes that the organisation adheres to.



## STANDARDS WHICH THE NMH PROVIDER MUST MEET

### QUALITY BUSINESS PROCESSES

1.1	The NMH provider will maintain registration details as required by DfE and SFE.
1.2	The NMH provider only supplies DSAs-funded support that has been authorised by the funding body and monitors against overall entitlement.
1.3	The NMH provider will ensure that all sessions are booked and confirmed with the student, in line with DSAs guidance.
1.4	The NMH provider will inform the student of the session cancellation procedure.
1.5	The NMH provider will notify SFE of missed or terminated sessions.
1.6	The NMH provider will respond to SFE, DSA-QAG or DfE queries within 5 working days.
1.7	The NMH provider will provide a clear and transparent charging structure to DSA-QAG, with on costs clearly set out where applicable, and will charge in line with the rates they have submitted to DSA-QAG.
1.8	The NMH provider will notify DSA-QAG of changes in NMH rates before updating them.
1.9	The NMH provider will confirm with the assessor that they are able to deliver the support within 1 working day.
1.10	The NMH provider will keep clear evidence documenting work carried out.
1.11	The NMH provider will have a suitable complaints procedure in place.
1.12	The NMH provider has a lone working policy.
1.13	The NMH provider ensures that risks are appropriately assessed before providing support.
1.14	The NMH provider will have relevant insurance.
1.15	The NMH provider will be registered under and adhere to the Data Protection Act.
1.16	The NMH provider is responsible for ensuring all staff has undertaken staff training - confidentiality, data protection, health and safety, lone worker, safeguarding and disability awareness.
1.17	The NMH provider will market their services appropriately and responsibly.
1.18	Register of Interest (Employees)

1.19	Register of Interest (Organisational)
1.20	Annual Statistical Return

<b>1.1 Maintaining registration details</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH Provider will update the NMH portal as appropriate, and at least annually (by the January ahead of the academic year).</p> <p>They will update staff lists with DSA-QAG within 10 working days of a new support worker being employed.</p> <p><b>Note:</b> updating information about charges is covered under standard 1.7 and 1.8.</p>	<ul style="list-style-type: none"> <li>• Update complete by the deadline and information provided is current and correct</li> <li>• Sample check at audit of staff start dates</li> </ul>

<b>1.2 Supply DSAs-funded support authorised by the funding body against entitlement</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH provider only supplies DSAs-funded support that has been authorised by the funding body, and monitors against overall entitlement.</p> <p>The NMH provider must maintain up-to-date records (by student) of quantity and type of support that has been approved and delivered.</p>	<ul style="list-style-type: none"> <li>• Sample check at audit of student records and timesheets/session checklists</li> </ul>

<b>1.3 Booking sessions</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH provider must make sure that all sessions are booked and confirmed with the student before attending.</p> <p>'Booked' means that the student and the NMH provider have agreed the date, time, location and support role in advance of the session (see DSAs guidance for details).</p> <p>Students should be contacted using their preferred method of communication to arrange their session within 1 working day of receipt of request for support.</p> <p>Legitimate reasons for non-compliance will be considered at audit.</p>	<ul style="list-style-type: none"> <li>• QA sample check of booking response time (1 day)</li> <li>• QA sample check of confirmation with student</li> </ul>

#### 1.4 Student session cancellation procedure

Standard	Measure
<p>The NMH Provider must inform students of how to cancel a session, the cancellation notification period and the impact of non-cancellation.</p> <p><b>Note:</b> The student should be provided with a copy of the cancellation procedure.</p>	<ul style="list-style-type: none"><li>• QA audit – review documentation/process of informing the student of the cancellation policy</li></ul>

#### 1.5 Recording missed or terminated sessions

Standard	Measure
<p>NMH Provider must record details of missed sessions, in line with the DSAs guidance (<a href="http://www.practitioners.slc.co.uk/media/6972/dsa-guidance-document-for-new-dsa-students-in-ay-2016-17-version-13-october-2016.pdf">http://www.practitioners.slc.co.uk/media/6972/dsa-guidance-document-for-new-dsa-students-in-ay-2016-17-version-13-october-2016.pdf</a>), and provide this information to SFE when invoicing.</p> <p>The NMH provider must notify the funding body within 10 working days if the student wishes to terminate their support.</p>	<ul style="list-style-type: none"><li>• QA audit - review documentation/ correspondence with the funding body (10 working days)</li></ul>

#### 1.6 Responding to SFE, DSA-QAG and DfE queries

Standard	Measure
<p>On receipt of a query from SFE, DSA-QAG or DfE, the NMH provider must respond within 5 working days.</p> <p>The NMH Provider must have a nominated point of contact who will deal with queries, including annual leave cover and, staff sickness.</p> <p>Legitimate reasons for non-compliance will be considered at audit.</p>	<ul style="list-style-type: none"><li>• QA audit – sample check of SFE, DSA-QAG or DfE queries/responses (5 working days)</li><li>• Feedback from funding bodies, DSA-QAG, DfE</li></ul>

<b>1.7 Charging structure</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH Providers must provide a clear and transparent charging structure to DSA-QAG, which applies for the academic year that the provider is registered for.</p> <p>Charges must be published on the NMH Providers website* using the standardised NMH rates template which can be found at, <a href="http://www.dsa-qag.org.uk/nmh-welcome">http://www.dsa-qag.org.uk/nmh-welcome</a>, and these prices must be adhered to. They may only be altered during the academic year in line with the DfE policy on altering rates.</p> <p>Published charges should state if they are inclusive or exclusive of VAT.</p> <p>Rates tables submitted to DSA-QAG and published on NMH providers websites must be fully accessible documents, for example, screen reader compatible.</p> <p><b>*Note:</b> For an NMH Provider who does not offer a website, they are required to submit their charges in accordance with the DSA-QAG annual collection exercise. Any NMH Provider who does not supply the requested information by the deadline will be temporarily suspended from the NMH register until receipt.</p> <p>DfE has introduced a cost structure for DSA-funded NMH. Fees that exceed the cost structure will only be met through DSAs in exceptional circumstances. To find the latest NMH fee structure <a href="http://www.practitioners.slc.co.uk/media/6972/dsa-guidance-document-for-new-dsa-students-in-ay-2016-17-version-13-october-2016.pdf">http://www.practitioners.slc.co.uk/media/6972/dsa-guidance-document-for-new-dsa-students-in-ay-2016-17-version-13-october-2016.pdf</a>)</p>	<ul style="list-style-type: none"> <li>• QA audit: validate prices are charged in line with NMH rates submitted to DSA-QAG and rates table accessibility check conducted.</li> </ul>

<b>1.8 Change of NMH rates</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH Provider may wish to revise their published rates during the academic year; however this must be in line with DfE policy on altering rates.</p> <p>It is a requirement for the NMH provider to inform DSA-QAG of any rate revisions prior to publishing rates changes.</p> <p>DSA-QAG to be informed of the NMH providers rate change(s) by submitting their revisions via an online facility to record rate changes <a href="http://www.dsa-qag.org.uk/nmh-rate-changes">http://www.dsa-qag.org.uk/nmh-rate-changes</a></p>	<ul style="list-style-type: none"> <li>• QA audit: validate prices are charged in line with NMH rates submitted to DSA-QAG.</li> <li>• Monthly check of NMH providers websites</li> </ul>

The NMH Rates Revision facility will be open to all NMH providers on the dates listed on the DSA-QAG website, <http://www.dsa-qag.org.uk/nmh-rate-changes> will be published by DSA-QAG on 1<sup>st</sup> working day of the following month.

For NMH providers **with a website**, they may only publish revised rate(s) on the 1<sup>st</sup> working day of the month following the rates review.

For NMH providers **who do not have a website**, they will be required to submit an updated NMH rates table along with their revised rates no later than the date indicated at <http://www.dsa-qag.org.uk/nmh-rate-changes>.

The date of rate revisions is to be displayed by all NMH providers (website/NMH standard rates table). This is to assist the funding body with authorising NMH quotes, where it is identified that the rate recorded by the Needs Assessor has altered.

DSA-QAG will publish the revised rates for these NMH providers no later than the date indicated at <http://www.dsa-qag.org.uk/nmh-rate-changes>..

**Note:** Where it is identified that an NMH provider has revised their rates without informing DSA-QAG, they will be temporarily suspended from the NMH register until the instance has been investigated.

### 1.9 Confirmation of capacity and ability to deliver support within 1 working day –unusual support

Standard	Measure
<p>Where the support being recommended by an assessor is 'unusual' or if there is uncertainty over whether the supplier chosen could meet the recommendation e.g. they are a sole trader whose capacity may have been reached, the NMH Provider will confirm their capacity and ability to deliver the service requested, within 1 working day of a request by an assessor.</p> <p>They should consider the location, their expected capacity and whether the support will, or is likely to be, required during the daytime, evenings or weekends.</p> <p><b>Note:</b> The price applied by an NMH Provider must be consistent with that supplied at the annual published costs implementation date, unless otherwise provided to DSA-QAG in line with the DfE policy on altering charges.</p>	<ul style="list-style-type: none"> <li>• External – tracking process</li> <li>• Assessor's feedback</li> <li>• QA audit – sample check quotation system/quotation log and emails</li> <li>• Sample check of quotes and invoices</li> </ul>

### 1.10 Provide evidence of work undertaken for payment of support

Standard	Measure
<p>Where required by the Funding Body, the NMH Provider must provide the organisations NMH session timesheet, dated and duly confirmed by the student. The timesheet will also provide details of the service provided to the student and the start and end time of the session.</p> <p><b>Note:</b> Signed student session timesheets and checklists must be retained for audit purposes.</p>	<ul style="list-style-type: none"> <li>• QA audit - sample check invoices against student records and session timesheet/ checklist.</li> </ul>

### 1.11 Documented complaints procedure

Standard	Measure
<p>NMH Providers will have a formal, documented and suitable complaints procedure. The procedure will include the elements listed in Appendix 1 This will be provided to the student at point of first session at the latest, and published on their website (if they have one) and will be available in other accessible formats on request.</p>	<ul style="list-style-type: none"> <li>• QA audit - review policy documents</li> </ul>

## 1.12 Lone working policy

<b>Standard</b>	<b>Measure</b>
<p>The NMH provider has a lone working policy which should include but may not be limited to:</p> <ul style="list-style-type: none"><li>- Ensuring risks are assessed, reviewed and mitigated</li><li>- A robust system to ensure a lone worker has returned to their base or home once their task is completed</li><li>- Consideration of what instruction, training and supervision and monitoring may be necessary</li></ul> <p>The NMH provider should also prepare a statement on how the policy is being met, which will be reviewed at audit.</p>	<ul style="list-style-type: none"><li>• QA audit – review lone worker policy document and the statement of how the policy informs practice</li></ul>



## 1.13 Risk assessment

Standard	Measure
<p>NMH providers (organisation or sole trader) should carry out a risk assessment before undertaking work which presents a risk of injury or ill health.</p> <p>For all NMH providers (organisation or sole trader) who supply support to students on a recognised designated distance learner course (Open University) or where a needs assessor has recommended the need for support to be provided in the student's residence, the NMH provider <u>must</u> undertake a risk assessment due to the higher level of potential risk in those situations (example risk assessment template can be found at <a href="http://www.dsa-qag.org.uk/nmh-quality-assurance-framework">www.dsa-qag.org.uk/nmh-quality-assurance-framework</a>) which covers as a minimum;</p> <ul style="list-style-type: none"><li>• Work environment</li><li>• Work equipment</li><li>• Mental wellbeing</li><li>• Travelling</li><li>• Working Alone</li><li>• Fire</li></ul> <p>The risk assessment must be completed for audit purposes and retained for the period of support to the individual student.</p> <p>The NMH provider must maintain a register (log) (example of log at Template 7) of the risk assessments undertaken, detailing as a minimum;</p> <ul style="list-style-type: none"><li>• Date of risk assessment</li><li>• Student name</li><li>• Location of risk assessment</li><li>• Conducted by and Position</li><li>• Last review date</li></ul> <p>Further guidance on risk assessments can be found at <a href="http://www.hse.gov.uk/risk/index.htm">http://www.hse.gov.uk/risk/index.htm</a></p> <p>Further guidance on managing lone working can be found at <a href="http://www.iosh.co.uk/teleworking">www.iosh.co.uk/teleworking</a></p>	<ul style="list-style-type: none"><li>• QA audit – sample check of risk management template</li><li>• QA audit –check of risk management register (log)</li></ul>

<b>1.14 Insurance</b>	
<b>Standard</b>	<b>Measure</b>
<p>All NMH Providers must have relevant insurance, for example Employer's, Public Liability and Professional Indemnity.</p> <p><b>Note:</b> For a support worker providing a service(s) for Distance Learners, the NMH Provider is responsible for ensuring relevant insurance covers the support worker.</p>	<ul style="list-style-type: none"> <li>• QA audit – valid insurance details provided at registration and reviewed by DSA-QAG</li> </ul>

<b>1.15 Data Protection</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH Provider will maintain records in compliance with the Data Protection Act.</p> <p>The NMH Provider will maintain records containing only sufficient relevant information to enable them to meet their liabilities relating to support for the student. Students' data must not be transferred or sold to third parties out with the DSA process.</p>	<ul style="list-style-type: none"> <li>• QA audit -evidence of compliance with the Data Protection Act</li> <li>• DPA registration number</li> </ul>

<b>1.16 Staff training</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH provider must ensure that all staff members have undertaken training on the undernoted areas, delivered by a suitably qualified person(s):</p> <ul style="list-style-type: none"> <li>• confidentiality;</li> <li>• data protection;</li> <li>• health and safety;</li> <li>• lone worker;</li> <li>• safeguarding;</li> <li>• disability awareness</li> <li>•</li> </ul> <p><b>Note:</b> For guidance, as provided by DfE, on suitably qualified person(s) please refer to Appendix 3.</p>	<ul style="list-style-type: none"> <li>• QA audit – records of staff attending training</li> <li>• QA audit – credentials of the trainer (person(s) / organisation (s))</li> </ul>

<b>1.17 Marketing services</b>	
<b>Standard</b>	<b>Measure</b>
<p>NMH Providers must not aggressively market their services to students.</p> <p>A student who wishes to change supplier should contact SFE in the first instance for authorisation.</p>	<ul style="list-style-type: none"> <li>• Student feedback</li> <li>• SFE feedback on requests to change supplier named on DSA2 awards letters.</li> </ul>

<b>1.18 Register of Interest (Employees)</b>	
<b>Standard</b>	<b>Measure</b>
<p>NMH Providers will request an updated Register of Interest (ROI) for each employee annually and will maintain a log for their support workers.</p> <p>Employees must complete their declaration within 10 working days of either starting with the NMH provider, or of any change to their circumstances which could give rise to an actual or perceived conflict of interest.</p> <p>The purpose of the register is for NMH Providers employees to record if they are aware of any potential conflict of interests that may affect the organisation's independence from any parties involved in Disabled Students' Allowances.</p> <p>An example of an appropriate register of interest declaration is included in Template 2. Register of interest declarations must include the conflict identified by the employee and the mitigating factors taken to manage the conflict. Any actual or perceived conflicts should be reflected in the Register of Interests (Organisation) submitted to DSA QAG (see standard 1.19).</p> <p>Policy on managing conflicts of interest can be found at:  <a href="http://www.practitioners.slc.co.uk/media/8463/ssin-10-16-conflict-of-interest-november-2016-nmh-suppliers.pdf">http://www.practitioners.slc.co.uk/media/8463/ssin-10-16-conflict-of-interest-november-2016-nmh-suppliers.pdf</a></p> <p><b>Note:</b> If DfE considers anyone involved in DSAs or providing DSAs services has failed to meet the required standards set out, DfE will take appropriate remedial action. Where DfE considers it appropriate this action may include any or all of the following:</p> <ul style="list-style-type: none"> <li>• a requirement to take mitigating actions,</li> <li>• suspension of accreditation to provide DSAs related services, or</li> <li>• withdrawal of accreditation to provide DSAs related services</li> </ul> <p>Each issue will be dealt with on a case by case basis and referred to the funding body and DfE.</p>	<ul style="list-style-type: none"> <li>• QA audit - review of a sample of Register of Interest declaration for employees (Template 2)</li> <li>• Register of interest log for employees (Template 3)</li> </ul>

## 1.19 Register of Interest (Organisational)

Standard	Measure
<p>NMH Providers will maintain a Register of Interest (ROI) for the organisation, and submit to DSA QAG annually. This is to ensure that student interests are safeguarded, that public funds are not misused, and that there is no self-promotion of services for personal or organisational gain. The link to completing the online declaration can be found at: <a href="http://www.dsa-qag.org.uk/nmh-conflict-of-interest-statement">http://www.dsa-qag.org.uk/nmh-conflict-of-interest-statement</a></p> <p>The DfE policy on conflicts of interests in DSAs is at <a href="http://www.practitioners.slc.co.uk/media/8463/ssin-10-16-conflict-of-interest-november-2016-nmh-suppliers.pdf">http://www.practitioners.slc.co.uk/media/8463/ssin-10-16-conflict-of-interest-november-2016-nmh-suppliers.pdf</a></p> <p>The purpose of the register is for the NMH Provider to register anything that could give rise to an actual or perceived conflict of interest. To ensure that these are appropriately recorded, this should include details of all the services they provide to DSAs; and any relationships that could constitute a conflict of interest.</p> <p>An example of areas which could give rise to an actual or perceived conflict of interest is shown on the chart at Appendix 2, Register of Interest Chart.</p> <p>DfE therefore requires that all NMH providers will have submitted a Register of Interest Statement to DSA QAG with regard to their DSAs work, and thereafter on an annual basis. Organisations are required to show the steps or measures they take to ensure that the risk of conflict of interest is appropriately managed (including conflicts which their employees may have) and the process followed to avoid the conflicts set out in the principle statement.</p> <p>It is the responsibility of the NMH Provider to notify DSA-QAG of any changes to their services, employees (for example new staff or a change in employees circumstances) or way in which a conflict is managed which impacts on the Register of Interest(s).</p> <p>The NMH Provider is required to contact DSA-QAG within 10 working days of the change occurring and submit an updated ROI (Organisational) which will be held by DSA-QAG.</p> <p>The ROI must be reviewed on an annual basis by the organisation.</p> <p><b>Note:</b> If DfE considers anyone involved in providing NMH support services has failed to meet the required standards</p>	<ul style="list-style-type: none"><li>• QA audit - review of a sample of Register of Interest declaration for the organisation.</li></ul>

<p>set out, DfE will take appropriate remedial action.</p> <p>Where DfE considers it appropriate this action may include any or all of the following:</p> <ul style="list-style-type: none"> <li>• a requirement to take mitigating actions,</li> <li>• suspension of accreditation to provide DSAs related services, or</li> <li>• withdrawal of accreditation to provide DSAs related services</li> </ul> <p>Where it is identified that there is a conflict which has not been disclosed, in the first instance DSA-QAG will issue a warning with a period of 14 days given to rectify the issue.</p> <p>Each issue will be dealt with on a case by case basis and referred to the funding body and DfE.</p>	
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<b>1.20 Statistical returns to DSA-QAG</b>	
Standard	Measure
<p>NMH providers will complete and submit an annual statistical return (refer to Appendix 4) via the DSA-QAG online portal.</p>	<ul style="list-style-type: none"> <li>• Completed Annual Statistical Return (Appendix 4)</li> </ul>

## QUALITY SERVICE PROVISION

2.1	The NMH provider must only supply the DSAs-funded support services which they are registered to supply.
2.2	The NMH provider must only use support workers qualified and trained to undertake the NMH role being provided to the student.
2.3	The NMH provider is responsible for ensuring that all staff receives training on adhering to appropriate professional boundaries.
2.4	The NMH provider must ensure that support is provided in a suitable environment.
2.5	The NMH provider is responsible for ensuring that all staff providing DSAs-funded NMH support maintain CPD and training records.
2.6	The NMH provider provides students with a formal feedback facility and addresses issues raised through feedback.
2.7	The NMH provider must familiarise themselves with information provided by the HE provider relating to working on-site.
2.8	The NMH provider must request and respond to HE provider feedback.
2.9	The NMH provider must report on student support to the HE provider, if the student agrees.

<b>2.1 Supply support registered to supply</b>	
<b>Standard</b>	<b>Measure</b>
The NMH provider may only supply support workers for the role(s) for which they are registered with DSA-QAG.	<ul style="list-style-type: none"> <li>• QA audit sample check: review of invoice records and support worker credentials</li> </ul>

<b>2.2 Support workers qualified and trained to undertake the NMH role</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH provider must only use support workers qualified and trained to undertake the NMH role being provided to the student.</p> <p>The NMH provider must ensure that their staff has the mandatory qualifications / professional body membership for the support role(s) which they are undertaking.</p>	<ul style="list-style-type: none"> <li>• QA audit sample check: review of invoice records and support worker credentials</li> </ul>

<b>2.3 Professional boundaries</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH Provider must ensure that all staff receive training on professional boundaries from a suitably qualified person as part of their induction training. This includes training on the boundary between support to access learning and academic or therapeutic support.</p> <p>Staff members will be required to provide evidence of the training completed and the date of completion.</p>	<ul style="list-style-type: none"> <li>• QA audit – review staff training undertaken and a statement of how that training informs practice</li> </ul>

<b>2.4 Support is provided in a suitable environment</b>	
<b>Standard</b>	<b>Measure</b>
<p>The location/environment for specialist one-to-one support which takes place outside the lecture/tutorial must be comfortable, confidential (or discrete for study skills support), and take account of the students disability needs. This includes specialist study skills and specialist mentoring.</p> <p>Specialist one-to-one support should not be provided in an open public place unless the Needs Assessment Report specifically recommends this.</p>	<ul style="list-style-type: none"> <li>• QA audit - sample check of students' session records/timesheet and location reviewed</li> </ul>

<p>For all other types of NMH support, this should take place where the student is accessing their learning.</p> <p><b>Note:</b> Support should only be provided in the student’s home where <b>specifically</b> recommended in the Needs Assessment Report.</p> <p>Remote NMH support (for example over Skype) should only be provided where <b>specifically</b> recommended (including as an alternative) in the Needs Assessment Report.</p>	
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<b>2.5 Maintaining CPD and training records</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH provider must ensure that all staff undertake CPD and relevant training annually, covering as a minimum:</p> <ul style="list-style-type: none"> <li>- Relevant professional development in their specialist role(s)</li> <li>- updating skills in new practices</li> </ul> <p>And where appropriate:</p> <ul style="list-style-type: none"> <li>- Enabling technology and software updates</li> </ul> <p>CPD and personal training records must be maintained and made available for audit.</p>	<ul style="list-style-type: none"> <li>• QA audit - review of sample training records for the last 12 months</li> <li>• Review of sample CPD records for last 12 months</li> </ul>

<b>2.6 Formal feedback facility and addressing issues raised</b>	
<b>Standard</b>	<b>Measure</b>
<p>The NMH provider must ensure there is a mechanism to request student feedback, which gives the option of anonymity. This should be offered at least twice a semester, or termly.</p> <p>Students should be made aware of informal channels to provide feedback on an ad hoc basis and this should be straightforward, transparent and encouraged.</p> <p>There should be mechanisms to review and understand student feedback and for this to be used to inform service improvements.</p> <p>Providers should keep a record of how they have acted on student feedback for audit purpose.</p>	<ul style="list-style-type: none"> <li>• QA audit – review feedback mechanism and review records of how NMH provider has acted on student feedback</li> </ul>



## 2.7 HE provider information provided - working on-site

Standard	Measure
<p>The NMH provider must familiarise themselves with the information provided by the HE provider regarding delivering NMH services on-site, and cascade this to staff.</p> <p>The HE provider has responsibility for ensuring that the induction (potentially supplemented by a 'handbook') provides sufficient knowledge of relevant HEI regulations, policies and procedures.</p>	<ul style="list-style-type: none"><li>• QA audit – evidence that the NMH Provider has familiarised themselves with relevant information from the HEI provider, and has cascaded this to staff</li></ul>

## 2.8 Request and respond to HE provider feedback

Standard	Measure
<p>The NMH provider must have a mechanism to request HE provider feedback. This should be gathered at least twice a semester, or termly.</p> <p>The NMH provider should provide HE providers with information on how to provide feedback on an ad hoc basis and this should be straightforward, transparent and encouraged.</p> <p>There should be mechanisms to review and understand HE provider feedback and for this to be used to inform service improvements.</p> <p>For audit, NMH providers must keep a record of how they have acted on HE provider feedback.</p>	<ul style="list-style-type: none"><li>• QA audit – review mechanism for gathering and addressing HE provider feedback</li><li>• QA audit – review records of how NMH provider has acted on HE provider feedback</li><li>• QA audit – review records of reporting on student support to the HE provider</li></ul>

## 2.9 Report on student support to the HE provider

Standard	Measure
<p>The NMH provider adheres to method and frequency of reporting on student support to the HE provider, <b>which has been agreed by the student</b> and the HE provider.</p> <p>The agreed methods and frequency must be documented for each HE provider and made available for audit.</p>	<ul style="list-style-type: none"><li>• QA audit – review records of reporting on student support to the HE provider</li></ul>

## **STANDARDS WHICH THE NMH SUPPORT WORKER MUST MEET**

### **QUALITY BUSINESS PROCESSES**

3.1	The support worker will only attend sessions that are booked and confirmed with the student.
3.2	The support worker will ensure the student understands the cancellation procedure.
3.3	The support worker will keep clear documents evidencing work carried out.
3.4	The support worker will advise students of the process when additional NMH support is required.
3.5	The support worker is responsible for undertaking staff training - confidentiality, data protection, health & safety, lone working, safeguarding and disability awareness.

### 3.1 Attend sessions that are booked and confirmed with the student

Standard	Measure
<p>Support worker must make sure that all sessions are booked and confirmed with the student.</p> <p>'Booked' means that the student and NMH provider have agreed the date, time, location and support role in advance of each session.</p> <p>The support worker must confirm the session with the student using the students preferred method of communication between 24 hours and 7 days in advance.</p>	<ul style="list-style-type: none"> <li>• QA sample check of booking response time</li> <li>• QA sample check of records of confirmation with student</li> </ul>

### 3.2 Cancellation procedure

Standard	Measure
<p>Support workers must ask students to confirm that they understand how to cancel a session, the cancellation notification period and the impact of non-cancellation.</p>	<ul style="list-style-type: none"> <li>• QA sample check that NMH provider has a record of ensuring that the student understands the cancellation policy</li> </ul>

### 3.3 Clear documentation evidencing work carried out

Standard	Measure
<p>The NMH support worker must keep clear evidence of the work undertaken with the student via timesheet (Template 1) and the work plan / ILP, where applicable (Template 6) which includes:</p> <ul style="list-style-type: none"> <li>- location</li> <li>- start and end time</li> <li>- details of the support provided during the session</li> <li>- student confirmation of support received</li> </ul> <p>NMH support workers must not attend a session that has been cancelled with the appropriate notice by HEI/NMHP/student</p> <p><b>Note:</b> Where an NMH session terminates earlier than the time scheduled, the student is required to confirm that they agreed for the session to terminate early and the reason why, and this should be recorded in the support worker's timesheet.</p> <p>Students must not be asked to pre-sign timesheets.</p>	<ul style="list-style-type: none"> <li>• QA sample check at audit: review timesheet documentation of sessions against invoices.</li> </ul>

### 3.4 Advise students of the process when additional NMH support is required

Standard	Measure
<p>If the student requests additional hours of NMH support, the support worker must inform the student to contact their assessor, who will consider the request and liaise with the funding body to gain authorisation for any additional NMH support.</p> <p>The support worker or NMH Provider must also notify the Assessment Centre in writing (e.g. email) of the student's additional support request.</p>	<ul style="list-style-type: none"><li>• QA sample check at audit: review timesheet documentation of sessions against invoices.</li></ul>

### 3.5 Training

Standard	Measure
<p>The NMH support worker must attend appropriate training on the undernoted areas before delivering DSAs funded NMH services:</p> <ul style="list-style-type: none"><li>• confidentiality;</li><li>• data protection;</li><li>• health and safety;</li><li>• lone worker;</li><li>• safeguarding;</li><li>• disability awareness</li></ul>	<ul style="list-style-type: none"><li>• QA check of record of staff training undertaken.</li></ul>

## QUALITY SERVICE PROVISION

4.1	The support worker is suitably qualified to provide the support.
4.2	The support worker will have an agreed work plan with the student.
4.3	The support worker demonstrates appropriate professional boundaries, including the boundary between support to access learning and academic or therapeutic support.
4.4	The support worker will only provide support in a suitable environment.
4.5	The support worker maintains CPD and training records.

<b>4.1 Qualified to provide the support</b>	
<b>Standard</b>	<b>Measure</b>
The support worker must only undertake roles for which they hold the mandatory qualifications / professional body membership.	<ul style="list-style-type: none"> <li>• QA audit sample check: review of invoice records and support worker credentials</li> </ul>

<b>4.2 Agreed work plan with the student</b>	
<b>Standard</b>	<b>Measure</b>
<p>The support worker and the student should agree the work to be undertaken and expected outcomes. This must be documented, reviewed and updated at least every 3 months.</p> <p>This should include a student/ NMH agreement to articulate expectations on both sides.</p>	<ul style="list-style-type: none"> <li>• QA audit – sample check of work plans for students (3 monthly revisions) being invoiced against the student/NMH agreement</li> </ul>

<b>4.3 Understanding of professional boundaries</b>	
<b>Standard</b>	<b>Measure</b>
<p>NMH support worker must attend training on professional boundaries delivered by a suitably qualified person, before providing DSAs funded NMH services.</p> <p>The support worker must provide a statement of how they are managing these boundaries in their practice.</p>	<ul style="list-style-type: none"> <li>• QA check of record of staff training undertaken</li> <li>• QA review of statement of practice</li> <li>• QA check of students feedback</li> </ul>

<b>4.4 Provide support in a suitable environment</b>	
<b>Standard</b>	<b>Measure</b>
<p>The location/environment for specialist one-to-one support that takes place outside the lecture/tutorial must be comfortable, confidential (or discrete for study skills support), and take account of the students disability needs. This includes specialist study skills support and specialist mentors.</p> <p>Specialist one-to-one support should not be provided in an open public place, unless the Needs Assessment Report</p>	<ul style="list-style-type: none"> <li>• QA audit - sample of students' session records checked and location reviewed</li> </ul>

<p>specifically recommends this.</p> <p>For all other types of NMH support, this should take place where the student is accessing their learning.</p> <p><b>Note:</b> Support should only be provided in the student’s home where <b>specifically</b> highlighted as being appropriate in the Needs Assessment Report.</p> <p>Remote NMH support (for example over Skype) should only be provided where <b>specifically</b> recommended (including as an alternative) in the Needs Assessment Report.</p>	
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<b>4.5 Maintain CPD and training records</b>	
<b>Standard</b>	<b>Measure</b>
<p>The support worker must ensure they undertake CPD and relevant training annually, covering as a minimum:</p> <ul style="list-style-type: none"> <li>- relevant professional development in their specialist role(s)</li> <li>- updating skills in new practices</li> </ul> <p>And where appropriate:</p> <ul style="list-style-type: none"> <li>- enabling technology and software updates.</li> </ul> <p>CPD and personal training records must be maintained and made available for audit.</p>	<ul style="list-style-type: none"> <li>• Review of sample training records for the last 12 months</li> <li>• Review of sample CPD records for last 12 months</li> </ul>

# Templates

Template 1: Timesheet

Template 2: Register of Interest (Employee)

Template 3: Register of Interest (Employee) - Log

Template 4: Consent to share information – Student

Template 5: Consent to share information – Support Worker

Template 6: Sample Support Workers Workplan / ILP

Template 7: Risk Assessment Log



## Template 1 – Standard Timesheet

Company Name	
Support Worker Name	
Student Name	
Student CRN	
Student D.O.B	
Support Type	
Support Awarded (hours)	
Balance of hours carried forward from previous timesheet	
Invoice Number	

LOGO
------

### Attended Sessions

Location support is provided	Mode of Delivery	Date	Start Time	Finish Time	Total Breaks	Total Hours	Signed

### Missed or Cancelled Sessions

To ensure that we can process the invoice in a timely manner, please state the date and time when you were informed by the student that the session was cancelled. For non attendance please enter "NA" into the *Date and Time Informed* box below

Reason	Date	Start Time	Finish Time	Total Hours	Date & Time Informed

### Student Declaration

Signature	
Date	

### Support Worker Declaration

Signature	
Date	

## Template 2 – Register of Interest (Employee)

This document allows all support staff to officially declare any potential conflict of interest with other relevant bodies. This will be reviewed by the Disabled Students’ Allowance auditors as part of the QA audit.

A conflict of interest is any situation in which an individual’s personal interests or interests which they owe to another person, body or organisation arise simultaneously or appear to clash.

Conflicts of interest may come in a number of different forms, for example:

- payment to an employee for services provided through and by another organisation
- business / work being awarded where an employee could be seen to have or has a financial or a close personal interest / relationship to that other organisation or individual (relative, family member)

**This declaration should be completed by all staff engaged in DSA funded business by the NMH provider.**

By signing this document you declare you currently have no conflict of interests that would affect your duties for the NMH provider, or that you have provided information in relation to any conflict of interest which may arise.

Support worker is required to declare any conflict of interest or potential conflict of interest as soon as practicable to their manager and complete this form, which should be held on file.

<b>Name</b>			
<b>Signature</b>			
<b>Date</b>			
<b>Conflict of Interest Declaration</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>If you have answered YES to the conflict of interest declaration, please provide details below with the names and details of any individual with a connection to you, stating the nature of the connection:</b>			
<b>Describe what steps/processes/measures are in place to ensure that undue advantage is not given to the organisation(s)/individual(s):</b>			
<b>Name of Support Worker:</b>			
<b>Manager:</b>			

## Template 3 – Register of Interest (Employee) - Log

Organisation Name:

Name	Position	Conflict Declared (Y/N)	Date Signed	Record Negating Factor	Validated by manager date

Please sign to confirm that the details in the table above are accurate:

Manager Name:

Manager Signature:

Date:

## Template 4 - Consent for Sensitive Personal Data Processing - Student

Dear [Name]

In addition to the normal data processing carried out by the [Name of NMH provider] ("the organisation") the transfer/sharing of information or documentation relating to your NMH support, to the Disabled Students Allowance Quality Assurance Group ("the auditor") may be required so that the auditor can audit the organisations internal processes for dealing with the delivery of NMH support services. These audits play an important part of ensuring that the organisation is complying with all relevant legislation, internal and external guidance. Such compliance is vital to the organisation so it can properly provide NMH support services as recommended in your needs assessment report.

The information that the organisation is proposing to share with the auditor is a copy of documentation such as your timesheet, invoice to the funding body relating to the delivery of your NMH support. As you will be aware, this includes the following information about you:

- identity;
- type of NMH support;
- higher education institution and course information.

This information includes personal data and sensitive personal data as defined under the Data Protection Act 1998. As the proposed sharing/transfer includes sensitive personal data (in this instance, disability related information about you), we require your consent before we are legally permitted to provide the auditor with your information, if selected as a student sample.

The personal data provided to the auditor would only be processed for the specific purpose of carrying out the audit of the organisation. The data or NMH support information would not be retained by the auditor once the audit of the organisation had been completed and accredited by DSA-QAG. This consent will be held by the organisation for the duration of the audit process, alongside any other forms of consent you have provided to the organisation in relation to other current data processing activities carried out by the organisation in relation to your personal and sensitive personal data.

By signing this form you are giving your consent to the transfer of your personal and sensitive personal data set out above from the organisation to the auditor and to the processing of this data by the auditor, for the purpose described above.

**Student's Name** \_\_\_\_\_

**Student's Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Template 5 - Consent for Sensitive Personal Data Processing – Support Worker

Dear [Name]

In addition to the normal data processing carried out by the [Name of NMH provider] ("the organisation") the transfer/sharing of information or documentation relating to you providing NMH support, to the Disabled Students Allowance Quality Assurance Group ("the auditor") may be required so that the auditor can audit the organisations internal processes for dealing with the delivery of NMH support services. These audits play an important part of ensuring that the organisation is complying with all relevant legislation, internal and external guidance. Such compliance is vital to the organisation so it can properly provide NMH support services as recommended in your needs assessment report.

The information that the organisation is proposing to share with the auditor is a copy of documentation such as your timesheet, staff records, training records and copies of qualification information. As you will be aware, this includes the following information about you:

- identity;
- support worker role;

This information includes personal data and sensitive personal data as defined under the Data Protection Act 1998. As the proposed sharing/transfer includes sensitive personal data (in this instance, disability related information about you), we require your consent before we are legally permitted to provide the auditor with your information, if selected as a student sample.

The personal data provided to the auditor would only be processed for the specific purpose of carrying out the audit of the organisation. The data or NMH support information would not be retained by the auditor once the audit of the organisation had been completed and accredited by DSA-QAG. This consent will be held by the organisation for the duration of the audit process, alongside any other forms of consent you have provided to the organisation in relation to other current data processing activities carried out by the organisation in relation to your personal and sensitive personal data.

By signing this form you are giving your consent to the transfer of your personal and sensitive personal data set out above from the organisation to the auditor and to the processing of this data by the auditor, for the purpose described above.

**Support Worker**

**Name**

---

**Support Worker**

**Signature**

---

**Date**

---

## Template 6 – Sample Support Workers Workplan / ILP

Company Name	
Support Worker Name	
Student Name	
Student CRN	
Student D.o.B.	
Support Type	

**Part A: To be completed by the Support Worker in advance of NMH support session.**

Please record below details of the topic(s) to be covered during the session:

--

**Part B: To be completed by the student after the session.**

1. Did the Support Worker offer you regular breaks during the session, if required?  
Yes/No (please circle)

Please note below any comments you wish the support worker to take into consideration for your next training session with regards to breaks.

--

2. Do you feel the session delivered was at a pace suitable for your needs?  
Yes/No (please circle)

Please note below any comments you wish to raise, or support you would like reviewing, for your next support session with regards to the pace.

--

**Part C: To be completed by Support Worker after the student has completed part B.**

Please record below details of the topic(s) which were covered during the session:

--

Please record below next steps.

--

**Student Signature:**

--

**Support Workers Signature:**

--

### Template 7 – Risk Assessment Log (Example)

<b>Date of Risk Assessment</b>	<b>Student Name</b>	<b>Location of where risk assessment was carried out</b>	<b>Indicate 'student residence' or 'other' for risk assessment. If other, note the reason why.</b>	<b>Conducted by and Position</b>	<b>Last Review Date</b>
<i>Example, 29/3/15</i>	<i>J.Bloggs</i>	<i>151 West George Street, Glasgow G2 2JJ</i>	<i>Student residence</i>	<i>M.Bloggs, Support Worker</i>	<i>29/09/15</i>



## Appendices

Appendix 1: Complaints Procedure

Appendix 2: Register of Interest Chart

Appendix 3: Suitably Qualified Person

Appendix 4: Annual Statistical Return

## Appendix 1 – Complaints procedure

NMH Providers will have a documented complaints procedure which will be published on their website and available in other accessible formats. As a minimum the document will:

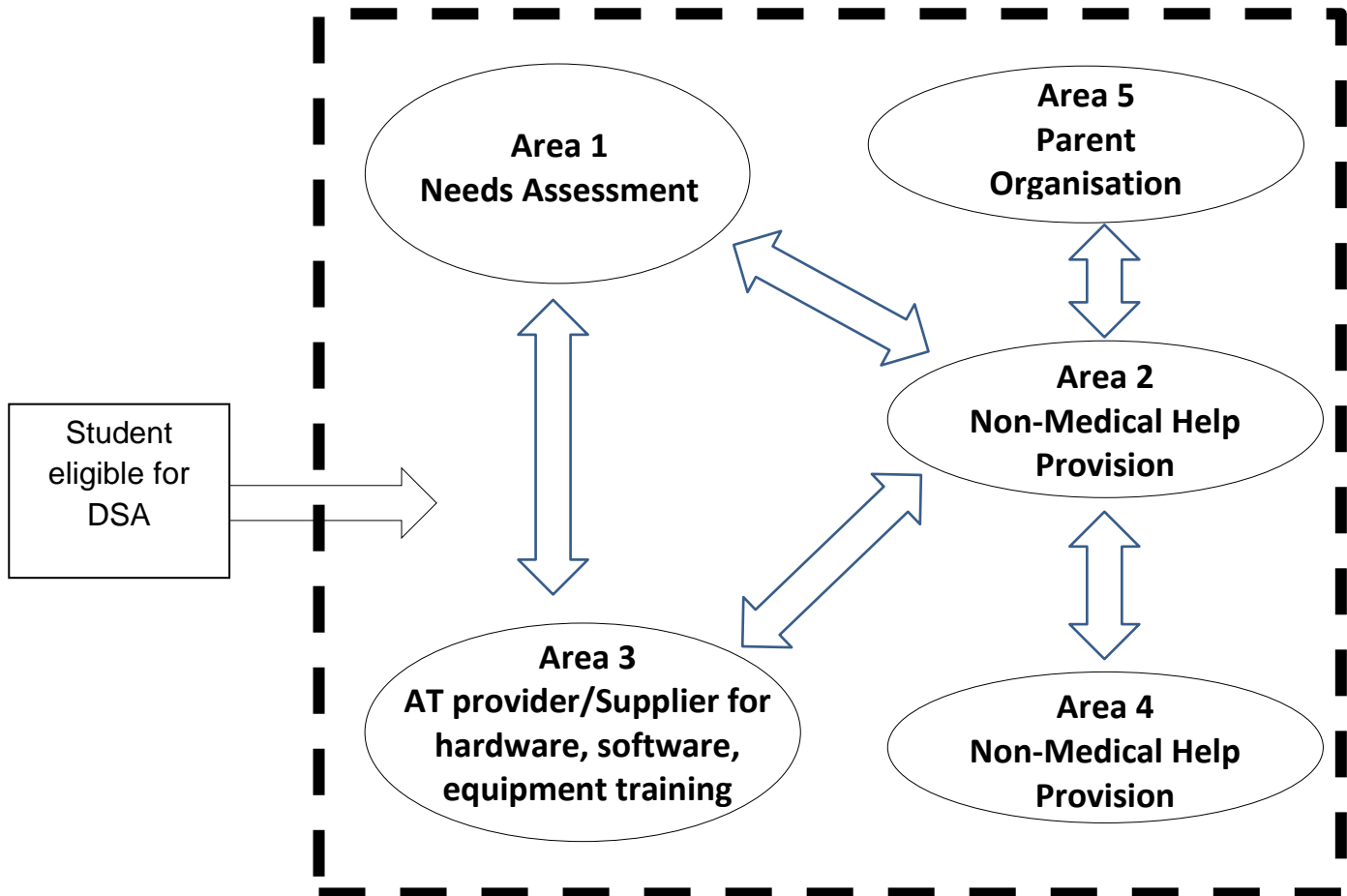
1. State the NMH Provider’s complaints policy.
2. Explain that complaints will be handled in a professional and non-confrontational manner.
3. Explain how students/customers can complain and identify the stages in the complaints process.
4. Explain who will listen to the complaint.
5. Explain the method by which the organisation will respond.
6. Provide the timeframe within which the organisation will respond to the complaint.
7. Explain the options for the student/customer if they remain dissatisfied after the NMH Provider’s initial response and wish to escalate their complaint.
8. Identify a third party to whom the customer may complain.
9. Identify the ultimate point of appeal if the student/customer remains dissatisfied.

NMH Providers will also maintain a complaint log which will include:

1. The student’s/customer’s name and account reference.
2. Date of the complaint.
3. A flag to indicate if the complaint is “open” or resolved.
4. Nature of the complaint.
5. Record (including dates) of the NMH Providers response and any actions taken.
6. Record of subsequent correspondence or discussions with the student/customer.

## Appendix 2 – Register of Interest Chart

DSA areas



## Appendix 3 – Suitably Qualified Person

NMH providers are required to ensure that their staff receive appropriate training in a range of areas in order to comply with the new NMH Quality Assurance Framework. It is important that training is delivered by a suitably qualified person(s).

Training should be formally accredited in order to have the assurance that the training is of the right quality or is delivered by an awarding body that is quality assured e.g. by QAA. Formal accreditation provides assurance that an organisation or person is competent to perform specific processes, activities, or tasks in a reliable, credible and accurate manner.

This could be demonstrated in the following ways for the purposes of compliance with the QAF:

- 1) The organisation providing the training is externally accredited to provide training in the relevant subject area e.g. accredited by CPDUK <https://cpduk.co.uk/>, CPD Standards Office <https://www.cpdstandards.com/> or similar, or is an HE institution with degree awarding powers.
- 2) The training course is externally accredited by an accreditation /awarding body or is provided by a HE institution with degree awarding powers.
- 3) The training is provided by one of the professional bodies listed on the NMH mandatory criteria grid.

This list is not exhaustive and other training will be considered.

## Appendix 4 – Annual Statistical Return

NMH providers will access the annual statistical return via the DSA-QAG portal on receipt of the portal request for the annual submission for the period 1 April – 31 March each year. The statistics supplied should only reflect support provided to students who are funded by Student Finance England. This information may be analysed by the Department for Education (DfE) for future DSA policy.

### ANNUAL STATISTICAL RETURN – SECTION A

Please provide accurate information.

<b>Role support is being provided for</b>	<b>Number of students supported from 1 April to 31 March</b>
Communication Support Worker	
Lip speaker	
Specialist Note Taker (for Deaf/Hard of Hearing students) Includes Electronic Note Taking and Speech To Text Reporter	
Specialist Notetaker for VI students, including Braille	
Specialist Transcription Service	
Mobility Trainer	
Specialist mentor (mental health condition)	
Specialist mentor (AS)	
Specialist one-to-one study skills support (SpLD)	
Specialist one-to-one study skills support (AS)	
BSL interpreter - includes Interpreter for the deaf or Deaf blind People	
AT trainers	
Specialist Support Professional for Students with Sensory Impairment – Deaf students	
Specialist Support Professional for Students with Sensory Impairment – Vision impairment	
Specialist Support Professional for Students with Sensory Impairment Multi-sensory Impairment (MSI)	
<b>Total</b>	

### ANNUAL STATISTICAL RETURN – SECTION B

Please provide accurate information.

<b>Study Mode – SFE Students Only</b>	<b>Number of students supported from 1 April to 31 March</b>
Undergraduate - Full Time	
Undergraduate - Part Time	
Postgraduate – Full Time	
Postgraduate – Part Time	
<b>Total</b>	

**Total numbers recorded in sections “A” should equal sections “B”.**