

Guidance for External Non-Medical Helper (NMH) Providers

This document provides key information and guidelines for external non-medical helpers working with our students, to support the provision of quality services for students and to maintain and enhance working relationships between the School's students, staff and external NMH providers.

NMH providers are expected to work within the boundaries of the Disabled Students' Allowances Quality Assurance Group Non-Medical Helper Provider Quality Assurance Framework.

Useful background information:

➤ **The School**

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,000 face-to-face Master's and Research students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 30,000 participants globally.

➤ **The Student Advice & Counselling Service**

The School has a Student Advice & Counselling Service to assist students during their studies.

The Student Advice team can advise students on disability support as well as non-academic issues such as accommodation or financial worries which arise during studies. A counselling service is also provided for students experiencing anxiety or stress, study-related or otherwise.

➤ **Disability support**

The School aims to provide appropriate support and facilities for each student and to review practices and procedures to enable and encourage disabled students to participate fully in university life.

The Student Advice team, which is comprised of a Senior Student Adviser and an Assistant Student Adviser, offers support to all London-based students with disabilities registered on full-time or part-time face-to-face programmes of study, including short courses. Our contact details can be found on the top of this page.

Guidelines:

1. Communication and feedback

The Senior Student Adviser is the dedicated point of contact for external NMH providers. Information about support provision can be sent to studentadvice@lshtm.ac.uk.

The Student Advice team asks that NMH providers (with the consent from the student where relevant):

- Notify us if providing support to our students;
- Inform us of any relevant support issues raised by individual students and/or support workers in a timely manner;

- Notify us of the named person within the organisation with whom we can liaise about any student support queries, including contact details;
- Provide copies of any relevant policies on request;
- Signpost students back to the Student Advice team or relevant Faculty within the School to discuss any issues relating to School services or their course;
- Alert the Student Advice team immediately if any concerns arise relating to the welfare, safety/security or academic progression of the student;
- Provide a brief summary report for each student receiving band 4 support at the end of each term (end of December, end of March and mid-September). This should include:
 - Name of student and CRN number
 - Name of support worker(s)
 - Brief description of support provided
 - Date on which the student began to access support
 - Number of sessions/hours of support accessed by the student to date
 - A note about any issues that the School should be aware of or follow up
 - Date on which the student ceased to access support, if applicable

2. DSA-funded NMH support

Where the Student Advice team becomes aware of approved DSA-funding for NMH support for a specific student, via the DSA2 Letter of Entitlement, they can advise and assist the student to access the approved support, however it is expected the student will set the support up themselves, by following the instructions on the DSA2 Letter.

External NMH providers must:

- Ensure funding is in place before commencing support sessions with a student, monitor the use of the allocated NMH allowance and ensure students do not run out of funding (LSHTM is not accountable for any payments that SFE refuses to pay);
- Ensure individual students understand and comply with their funding body's policies on missed sessions and short notice cancellations.
LSHTM will not cover the charge for missed sessions, nor will replace the support should a student have their support withdrawn or suspended by the NMH provider due to repeated missed sessions.
- Have suitable complaints policy, accessible to students.

3. School-funded NMH support

Where the School refers students not eligible for DSA funding for NMH support with an external provider, the number of funded sessions will be indicated in the referral.

If it is felt the student needs further support funded by the School then the support worker and student should contact the Student Advice team via email to discuss this. Decisions to fund further support will be made on a case by case basis.

3.1. Invoicing

To ensure prompt payment, invoices should:

- Be addressed to the Student Advice & Counselling Service
- Show the full address of the School
- Show your VAT number (if applicable)
- Be sent electronically to studentadvice@lshtm.ac.uk
- Be supported by electronic copies of signed timesheets
- Show the name of the student and the date support was delivered

4. Access for non-medical helpers

External NHM providers are responsible for providing suitable meeting places for support sessions. Bookable 1:1 meeting rooms at the School are very limited in availability so external providers are normally expected to make independent arrangements external to the School.

On rare occasions when support is delivered on-site, please note the following information:

- All visitors are required to report to reception and sign in at the security desk. Reception staff will then notify their contact within the school and they can be collected unless they are visiting the library or refectory.
- Reception opening hours:
 - Keppel Street reception – Monday to Friday, 09:00 – 17:00
 - 15 -17 Tavistock Place – Monday to Friday, 09:00 – 17:00
- There is an 'Information for visitors to the School' document, which can be provided on request.