

# Guidance for External NMH Providers

## Introduction

DSA-QAG requires external NMH suppliers to set up reporting mechanisms with Higher Education Institutions (HEIs) to inform them of the support being provided to students. They must explain to students the importance of the reporting mechanism, and encourage students to give permission for information to be shared. Suppliers must also familiarise themselves with the information provided by the HEI regarding the delivery of NMH services to their students, and share this information to their support workers as appropriate.

The University of Sunderland is keen to establish effective working relationships with external NMH suppliers to ensure quality support for students. These pages provide key information and links to useful documents that will help staff delivering support.

The Disability Support Team (DST) form one element of the University's wider Student Support Services. We work collaboratively with academic staff and a network of colleagues in other supporting roles to facilitate an accessible and inclusive learning environment for students with disabilities. Contact details for the Disability Support Team are available here:

<http://sls.sunderland.ac.uk/disability/contact-us/meet-the-team/>. You can also access information about the Disability Support Team via Twitter @supportUoS, where you can also find details of our other Student Support Services.

## Access for Support Workers

### 1:1 bookable confidential space

External providers are responsible for providing suitable meeting facilities that are comfortable, confidential and take account of the student's needs. 1:1 bookable meeting rooms at the University are very limited in availability so external providers should keep this in mind when arranging appointments with students and be prepared to make alternative room/space arrangements external to the University as required.

### Visiting and Parking

There are Pay & Display car parks at City Campus and at St Peter's. A map detailing the location of each campus and identifying the whereabouts of University buildings can be found here:

<https://www.sunderland.ac.uk/help/contact-us/getting-here/campus-maps/>

The University is well served by the Tyne & Wear Metro service, with "University" and "St Peter's" being the closest stops for City Campus and St Peter's campus respectively. You can find information about the Tyne & Wear Metro service here: <https://www.nexus.org.uk/metro>

### Health and Safety

If a fire alarm activates, support workers must leave the building as directed immediately. General information about safety whilst in and around the University is available here:

<http://services.sunderland.ac.uk/hr/safety/>

## Communication and Feedback

The Head of Disability Services is the dedicated point of contact for external NMH providers. Information about support provision can be sent to [disability.support@sunderland.ac.uk](mailto:disability.support@sunderland.ac.uk).

External suppliers must:

- inform the University if supplying support to our students

- notify the University of the named person within the organisation (including contact details) with whom we can liaise about any student support queries, and respond promptly to queries or concerns that are raised about student support arrangements
- provide copies of any relevant policies on request
- ensure funding is in place before commencing sessions with a student, monitor the use of the allocated hours, and ensure that students do not run out of funding (University of Sunderland is not accountable for any payments that SFE refuse to pay)
- arrange suitable meeting rooms for support sessions
- signpost students back to their Disability Adviser or Faculty to discuss any issues relating to University services or their course
- contact the Disability Support Team immediately if any concerns arise relating to engagement with the support, welfare, safety/security, or academic progression to allow for swift follow up

## Useful links:

Disability Support Team

<http://sls.sunderland.ac.uk/disability/contact-us/meet-the-team/>

Safeguarding

<http://services.sunderland.ac.uk/hr/safety/safeguarding/>

Equality and Diversity

<http://services.sunderland.ac.uk/images/services/hr2015/documents/Equality%20and%20Diversity%20Policy%20Statement%20July%202014%20docx.pdf>

Complaints Procedure

<https://docushare.sunderland.ac.uk/docushare/dsweb/Get/Document-3078/AQH-H2%20Student%20Complaints%20process.pdf>

Term Dates/Exam Periods

<https://www.sunderland.ac.uk/help/studying/my-course/term-dates/>

Library Services

<http://library.sunderland.ac.uk/>

Student handbook

<https://my.sunderland.ac.uk/display/SH/Student+handbook>