

# Guidance and Service Level Agreement for external NMH providers

## 1. Introduction

The University of Westminster is keen to establish a professional partnership with any external NMH providers recommended as part of students' DSA. This is to ensure that a consistency of service, of student experience and a similar quality of provision exist, whether the NMH support is delivered by the University or by an external provider.

This Service Level Agreement sets out that consistency and quality of service and explains the terms of the relationship between the external NMH providers and the University.

For security, safeguarding and quality assurance reasons, External NMH providers will not be able to access our premises to deliver their service until the conditions set out below are met and this agreement has been signed and returned to us.

## 2. Initial contact with the student

Students will receive a DSA2 letter from SFE confirming the provider for different NMH services. When the University of Westminster receives a copy of the DSA2 letter, it will email the student to encourage them to book their support whether this is to be delivered by the University or by an external NMH provider.

## 3. Contacting the University to deliver the support on our premises

Due to limitations in availability of rooms on site and due to Security concerns, we would expect NMH providers to deliver the one-to-one support from private offices nearby the University.

When the student expresses a wish for the support to be delivered on our premises, external providers should contact the Disability Learning Support Services ([DLS@westminster.ac.uk](mailto:DLS@westminster.ac.uk)), copying the student in and provide:

- A confirmation that the student has made the request for the support to be delivered on site.
- The reason as to why it cannot be delivered on the external provider's own premises

- A copy of or link to the external provider's policy and procedures
- An assurance that the NMH provider works within the DSA QAF or their DSA-QAG registration number
- The names of the individuals acting as support workers
- The day and times that they will be on campus and the location where the support is to be delivered
- The type of support provided (Specialist tuition, mentoring, note-taking, etc...)
- Any changes or updates about the above.
- A signed copy of this agreement

#### 4. Support workers

By signing this agreement, the external provider confirms that:

1. they are running their service in adherence to the requirements set out in the DSA-QAF.
2. The support workers delivering the support will be suitably qualified and experienced, will have received appropriate training and would have undergone the necessary DBS checks.

External support workers are visitors to the campus and as such, are not entitled to the same permits, rights and access to facilities as workers employed or directly engaged by the University. For example, we cannot provide parking facilities, access to our WIFI, Log on credentials for our computer facilities, staff identification cards.

In addition, Access will not be granted if the support worker is not accompanied by the student they support, unless a separate prior arrangement has been made by DLS. Prior arrangements of this kind are exceptions as attendance is directly linked to student success. These are established on a case-by-case basis, at this instigation of the student.

#### 5. Appropriate location for delivering the support:

As per the DSA-QAF standard 2.4, we expect the support to be provided on a one-to-one basis, in a comfortable and confidential location, taking into account the student's disability.

We do not consider cafes, or our campuses' food outlets or busy public areas to be suitable locations and support should not be delivered in such places on our premises.

We will therefore only allow access to our libraries, where quieter areas can be found. Please see section 6 below for instructions on how to rent a room on our premises.

#### 6. Renting a room

Due to limited resources, we will not book rooms on behalf of an external provider. We cannot book classes or reserve private offices.

However, if the student needs to be seen in a private room, the provider has the possibility of renting one [here](#). Normal charges will apply and the provider will be expected to meet those out of

their own budget. Once a room has been booked, we will need to be informed of the confirmed location of the session.

## 7. Communication and feedback

The University is keen to help students do well on their course and to ensure that they have a good experience whilst at University. Therefore, we reserve the right to contact students regularly and ask them to provide feedback about the support they are receiving from an external NMH provider.

Students should not be prevented in any way from communicating with us about the support that they are receiving from an external provider. If the student is not satisfied with the quality of the support, we may communicate this to the external provider. We also reserve the right to raise concerns ourselves when we have reasonable doubts that the DSA-QAF requirements are not being met.

We would expect a written response detailing how those concerns are being addressed. If the response is not satisfactory to the student or to us, we may notify SFE of this.

Equally, if a student raises concerns about a university provision to the support worker, the student must be encouraged to contact the [Disability Learning Support team](#) about it. The DLS team will then assist the student with their query.

The University will withdraw access to its premises with immediate effect if there are safeguarding concerns for the student and/or the support worker fails to adhere to the requirements set out in this agreement. The University will inform the external provider when this is the case.

## 8. Reporting arrangements

In accordance with Standard 2.9 of DSA-QAF, this agreement sets out the agreed method to report on the support provided to students. We would expect the report to be received at the [end of term](#) and contain the following information:

- Name of student
- Location where the support has been provided
- Student's engagement with the support
- Issues raised

Any Health and Safety or Safeguarding issues should be reported immediately to the [Disability Learning Support Manager](#).

We welcome more regular communication with external providers when this would facilitate support and improve student's chances of doing well on the course (for example, if a student stops coming to sessions) so that an appropriate review of support can occur.

## 9. Monitoring DSA funding and invoicing responsibilities

Where an external NMH provider has been allocated the funding and support hours for the University of Westminster, they will have full responsibility for monitoring the student's use of agreed hours, ensuring that they do not exceed their allocated funding.

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.

The responsibility for keeping appropriate signed timesheets and to gather all the information necessary to invoice SFE for the support fully rests with the external provider.

The University of Westminster will not be held accountable for any payments resulting from SFE refusing to pay an invoice in relation to students supported by an external provider.

#### 10. Agreement:

Once you have read and understood this agreement, please sign, date and return to [DLS@westminster.ac.uk](mailto:DLS@westminster.ac.uk). If you have any questions about the content of this agreement, please contact the [Disability Learning Support Manager](#).

"I confirm that ... [insert name of provider and DSA-QAG Registration number], I have read and understood the terms of this agreement and that ...[name of provider] will comply to these when delivering the support to the University of Westminster students.

Signed:

Print name and job title:

Date: