



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 I am a sole trader?**
 - i. Yes, all applicants MUST complete the staff list using the template provided.
- c. **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. **Do I have to state the period covered by the rates?**
 - i. Yes.
- c. **Do I have to charge VAT?**
 - i. You should only charge VAT if you are VAT registered with HMRC. If you are not registered with HMRC, please enter £0.00 in the VAT fields.
- d. **Do I have to complete all columns in the rates template?**
 - i. You should complete the columns with the support type you provide. If you provide remote services, your hourly rate should be recorded in this section against each role. If you do not provide a support type, please grey out these services, please see below for an example –

	Standard Rate (in-person)			Distance Learning only (in-person, in-home)			Remote Delivery (e.g. Facetime/Skype or similar) Only		
	Net	VAT	Total	Net	VAT	Total	Net	VAT	Total
Band 4 Specialist Access and Learning Facilitators									
Specialist Mentor – Mental Health	£65.00	£0.00	£65.00				£60.00	£0.00	£60.00

3. **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.
4. **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 Department for Education (DfE).

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5. **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 include the invoice for the registration fee.
6. **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 via <https://dsa-qag.org.uk/practitioner/nmh-providers/registering-nmh-provider>. If you still require further assistance please e-mail our Central Administration Unit – NMHupdates@dsa-qag.org.uk or call 0141-227-6771.
7. **We have changed our contact details since making our application, how do we advise DSA-QAG?**
 - i. Please send an e-mail to NMHupdates@dsa-qag.org.uk, noting in the *Subject: Change of Details* and the information to be amended. We will update this information within 7 working days.
8. **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, only a valid a credit or debit card.
9. **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 once your application has been approved by DSA-QAG. Please note if you provide band 1 and 2 support only, you will not be invoiced.

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