



**To: NMH Providers, Department for Education, Student Finance England**

18 June 2019

Dear NMH Provider

### **2019 Revision to Mandatory Qualifications and Professional Body Membership Criteria**

As you will be aware, the Department for Education (DfE) has issued a revision to the mandatory qualifications and professional body membership requirements for the provision of fundable DSA support. You will have received a Student Support Information Note (SSIN) circulated by Student Finance England on behalf of the DfE explaining the revisions and guidance.

In this revision, there are minor adjustments to some of the role descriptor titles, the DfE have also split some roles which were previously consolidated in to one role and included a new role, Respeaker.

DSA-QAG has published the revised mandatory criteria and the DfE Student Support Information Note on our website <https://dsa-qag.org.uk/nmh-providers-area/dfe-mandatory-criteria>.

In previous communications to NMH providers and at our quarterly Board meetings, we informed stakeholders and practitioners that a support worker capacity indicator had been developed for the NMH search function found on our website <https://dsa-qag.org.uk/practitioner/nmh-search>. The introduction of a 'capacity indicator' is to allow NMH providers to inform DSA-QAG when they no longer have capacity to supply a support role(s) within any of the regions. The purpose of this development is to provide needs assessors with refined results, displaying only NMH providers who can provide face to face support within the selected student's HEP region at the point of search.

Whilst the system functionality has been ready for some time, the release was dependant on the revised mandatory criteria. Now that the criteria have been published, we require all NMH providers to assist DSA-QAG by completing and submitting an updated rates table which reflects the changes to the support roles, and for any provider who has support workers impacted by the revisions, to complete an updated staff list. At the same time, a collection exercise to capture the data required for the new website functionality will occur. The information below provides context on each of the aforementioned areas.

#### **1. 2019 Rates Template**

As some of the role descriptors have changed in the mandatory criteria, we now require all providers to submit a new rates table. The **2019 Rates Template v1.0.xlsx** must be completed and submitted for each role you are currently registered to provide. Additionally, the associated hourly rate should be entered for each of the modes of delivery, standard, distance learning and remote delivery.

Your rates should reflect those currently approved and published on the DSA-QAG website. **Do not adjust any rates as this would be in contravention of the quality assurance framework.** As noted in the DfE's SSIN, the rates review for June has been postponed to July. The rates review will open for submission from 29 July until 2 August with updated rates published in August. The timetable for the remaining 2019 rates review periods can be found here <https://dsa-qag.org.uk/nmh-rate-changes>

Detailed guidance for completing the rates template can be found at Appendix 1.

## 2. Support Worker Update

With the introduction of a new role and the splitting of two existing roles to four, providers are required to review the changes and identify any support worker(s) who will be impacted by the role change(s) and submit an updated staff list to DSA-QAG via the **Support Worker Update Template v2.0.xlsx**. For example, if you have a support worker who is currently listed as providing the Communication Support Worker role, an entry should be added to the template indicating which of the two roles, or both, the support worker will provide. The same would apply for the specialist Notetaker role and the newly introduced Respeaker role. This information is mandatory and is required for future audit and to ensure the master staff list held for each provider is up to date. The guidance for completing the template can be found at Appendix 2.

## 3. Role and Region Support (Capacity Indicator)

Previously, we consulted with study needs assessment centres to seek feedback on the current NMH search function, with the aim to improve the output to display only providers who could deliver face to face support to students attending an institution within a specific region.

Currently the NMH search function operates as follows:

- Select an Institution
- Select a Role
- Select a Mode of Delivery

The screenshot displays two search forms side-by-side on a dark background. The left form, titled 'Search for HEI providers:', contains three dropdown menus: 'Select An Institution', 'Select A Role', and 'Select A Mode Of Delivery', followed by a blue 'Search' button. The right form, titled 'Search for Distance Learning providers:', contains two dropdown menus: 'Select A Role' and 'Your Full Postcode', followed by a blue 'Search' button.

By selecting an institution, a role and the mode of delivery, the system delivers a results list of NMH providers who can satisfy the three criteria items noted. It does not, however, indicate where a provider is at full capacity and can no longer provide the specific support role at the institution. Whilst DSA-QAG had applied a warning that the NMH provider was at capacity (when informed by the provider), this was not always taken into consideration by the needs assessor.

When the capacity indicator is launched, the needs assessor will continue to enter their requirements above, and in the background the search engine will perform the various searches and will provide the results of NMH providers available for that HEP and region only.

Please note, where a HEP provides NMH support solely for students attending their institution, they will only appear in the search result for their region when their HEP is selected by the needs assessor.

To achieve this, we require all NMH providers to complete the template, **2019 Role - Region Template v1.0.xlsx**, you should indicate where there is capacity to provide each role and the region(s). The guidance for completing the template can be found at Appendix 3.

#### **4. Templates and Timescales**

In advance of releasing the template, we engaged with the Association of Non-Medical Helper Providers to review the templates and to agree a suitable timeframe for NMH providers to review and complete the mandatory templates to be returned to DSA-QAG. The date for submission of the templates is no later than close of business on **Friday 12<sup>th</sup> July 2019**.

The NMH Team will regularly review submissions and where required, seek clarification where the information may be unclear.

We aim to have the new search function implemented within four weeks of the providers closing date. It is important that NMH providers assist DSA-QAG to launch the new capacity indicators by making early or on time submissions. Failure to submit by the closing date may result in your record not being visible on the website when the new search function goes live.

Please arrange to complete each of the templates and submit direct to [communication@dsa-qag.org.uk](mailto:communication@dsa-qag.org.uk), indicating in the Subject line: **NMH Role and Rate update**, by the deadline. We request that you do not send your submission to any other mailbox as this will delay the processing of your response.

Should you require assistance or clarification on any of the requests mentioned, please do not hesitate to contact the NMH Team direct on 0141 227 6771 who will be happy to assist.

Yours Sincerely

*Karen Docherty*

Karen Docherty  
Chief Executive

# Appendix 1

## Guidance for Completing the 2019 Rates Template v1.0.xlsx

The template can be found at <https://dsa-qag.org.uk/nmh-providers-area/dfc-mandatory-criteria>

The table below is intended to provide guidance on how to complete the "Rates Template".

When completing the template **DO NOT** add hourly rates for roles which you have not been approved to provide. An example of a completed template can be viewed on the "Example" tab within the file provided.

**Do not adjust the hourly rate for any role.**

Rates can be adjusted via the rates review portal <https://dsa-qag.org.uk/nmh-rate-changes> in July.

Line on Template	Field on Template	Guidance
Line 1	Question 1	Q1. In the box, please enter your Provider name as it appears on the DSA-QAG NMH Register <a href="https://dsa-qag.org.uk/practitioner/nmh-search">https://dsa-qag.org.uk/practitioner/nmh-search</a>
Line 3	Question 2	Q2. Enter the date the rates table was completed.
Line 12 to 18	Band 1 Support Assistants	<p>If you are currently registered to provide <b>Band 1</b> support, please enter the hourly rate for each mode of service delivery in columns B to J for each role you have been approved to provide.</p> <p>If you do not charge VAT, please enter a zero in the appropriate column (column C / F / I).</p> <p>Hourly rates must not exceed the band limits indicated in the current DSA guidance, follow the link below to the SFE website where the cost bands rates can be viewed in Annex 1.</p> <p><a href="https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf">https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf</a></p>
Line 20 to 22	Band 2 Enhanced Support Assistants	<p>If you are currently registered to provide <b>Band 2</b> support, please enter the hourly rate for each mode of service delivery in columns B to J against each role you have been approved to provide.</p> <p>If you do not charge VAT, please enter a zero in the appropriate column (column C / F / I).</p> <p>Hourly rates must not exceed the band limits indicated in the current DSA guidance – Annex 1 below:</p> <p><a href="https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf">https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf</a></p>

Line 24 to 32	Band 3 Specialist Enabling Support	<p>If you are currently registered to provide <b>Band 3</b> support, please enter the hourly rate for each mode of service delivery in columns B to J against each role you have been approved to provide.</p> <p>If you do not charge VAT, please enter a zero in the appropriate column (column C/ F/ I).</p> <p>Hourly rates must not exceed the band limits indicated in the current DSA guidance – Annex 1 below:</p> <p><a href="https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf">https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf</a></p>
Line 34 to 42	Band 4 Specialist Access and Learning Facilitators	<p>If you are currently registered to provide Band 4 support, please enter the hourly rate for each mode of service delivery in columns B to J against each role you have been approved to provide.</p> <p>If you do not charge VAT, please enter a zero in the appropriate column (column C/ F/ I).</p> <p>Hourly rates must not exceed the band limits indicated in the current DSA guidance – Annex 1 below:</p> <p><a href="https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf">https://www.practitioners.slc.co.uk/media/1647/sfe-dsa-continuing-18-19.pdf</a></p>

## Appendix 2

### Guidance for completing Support Worker Update Template v2.0.xlsx

The template can be found at <https://dsa-qag.org.uk/nmh-providers-area/dfc-mandatory-criteria>

The table below is intended to provide guidance on how to complete the "Support Worker Update Template".

When completing the template ensure that a new line is used for each support role being applied.

An example of a completed template can be viewed on the "Example" tab within the file provided.

Line on Template	Field on template	Guidance
Line 4	Name of Organisation	Q1. In the box, please enter your Provider name as it appears on the DSA-QAG NMH Register <a href="https://dsa-qag.org.uk/practitioner/nmh-search">https://dsa-qag.org.uk/practitioner/nmh-search</a>
Line 5	Form Completed by	Q2. In the box, please enter the name of the individual completing the form.
Line 6	Position	Q3. In the box, please enter the Position of the individual completing the form.
Line 7	DSA-QAG Registration No	Q4. In the box, please enter the DSA-QAG Registration number, this can be obtained by downloading the NMH published list from the following webpage, <a href="https://dsa-qag.org.uk/practitioner/nmh-search">https://dsa-qag.org.uk/practitioner/nmh-search</a>
Line 8	Date Completed	Q5. In the box, please enter the date the form was completed.
<b>For Line 12 onwards</b>		
Column B	Name	Enter the name of the support worker.
Column C	Band (s)	From the drop-down list, select the Band of the support role, either Band 1, 2, 3 or 4.
Column D	Employment Status	From the drop-down list, select the most appropriate employment status of the support worker.
Column E	Role	From the drop-down list, select the role the support worker is applying to provide.
Column F	Relevant Qualifications	Enter the relevant qualifications for the support worker, appropriate for the role being applied for.
Column G	Professional Body	Enter the relevant professional body membership held by the support worker for the role being applied for.

Column H	Professional Body Membership Level	Enter the professional body membership level held by the support worker for the role being applied for, e.g. Full, Associate etc.
Column I	Professional Body Registration Number	Enter the professional body membership number of the support worker.
Column J	Date Registration Expires	Enter the date professional body membership is due to expire.

## Appendix 3

Guidance for completing the **Capacity Indicator Template – 2019 Role - Region Template v1.0.xlsx**

The template can be found at <https://dsa-qag.org.uk/nmh-providers-area/dfe-mandatory-criteria>

The table below is intended to provide guidance on how to complete the "Region Template" tab.

When completing the template **DO NOT** delete any rows, even if you do not provide the support role. An example of a completed template can be viewed on the "Example" tab within the file provided.

Line on Template	Guidance
Line 2	Q1. In the box, please enter your Provider name as it appears on the DSA-QAG NMH Register <a href="https://dsa-qag.org.uk/practitioner/nmh-search">https://dsa-qag.org.uk/practitioner/nmh-search</a>
Line 4	Q2. If you only provide support via <b>Remote Delivery</b> , please place an X in the yellow box. The remainder of the form can be left blank.
Line 9 to 36	For each support role you are currently registered to provide, please enter an <b>"X"</b> in the box under each region (columns B to M) where you have the capacity to provide <b>face to face support</b> .  Do not complete any of the boxes if you only provide support via Remote Delivery.