

## University of Plymouth Non-Medical Helper Guidance

The University of Plymouth reserves the right to decide whether support provided to a student is reasonable under the terms of the Equality Act with consideration to existing policies and procedures in place at the University.

The University of Plymouth follows Disabled Students Allowance (DSA) Guidance for New DSA Students published on the DSA QAG webpage; further details can be found in this link: [https://www.dsa-qag.org.uk/application/files/7214/8705/6024/DSA\\_Guidance\\_NEW\\_DSA\\_Students\\_in\\_AY\\_2016-17\\_0916.pdf](https://www.dsa-qag.org.uk/application/files/7214/8705/6024/DSA_Guidance_NEW_DSA_Students_in_AY_2016-17_0916.pdf)

Non-medical helpers **can assist** students with specific skills areas dependent on their job role such as:

- Time management & organisation.
- Note-taking & note-making techniques.
- Exam & revision strategies.
- Preparing for lectures, seminars or presentations.
- Planning techniques.
- Action planning & target setting.
- Research methods.
- Structuring information, referencing & sourcing data.
- Academic writing processes and techniques.
- Numeracy and literacy strategies.
- Incorporating assistive technology.
- Effective/interactive reading strategies.

### Non-medical helpers should:

- Be responsible for organising their own workload.
- Arrive early for each session.
- Provide signposting and information to students rather than advice about academic and personal matters
- Refer students to a counsellor if needed
- Discuss the work to be completed with the student and allow time for feedback from the student on a regular basis.
- **Maintain professional boundaries at all times**

- Encourage the student to be independent and respect professional boundaries.
- Work towards developing students' skills so that they can independently learn. Support needs to be structured to a student's individual needs and non-medical helpers delivering the support should set out clear timescales for achieving these goals.
- Work towards reducing the level of support provided to increase student independence; this should be agreed between the non-medical helper and the student with disabilities where appropriate.
- Encourage the student to ask other students and staff for information.

**Non-medical helpers should not:**

- under any circumstances invite a student into their own home.
- spend breaks and lunchtimes with the student and should let him/her make their own arrangements, unless there is a good disability related reason
- participate in lectures or seminars.
- complete or undertake academic work on behalf of the student

The University of Plymouth **will not work with** non-medical support workers who offer services to students, which the university deems to be inappropriate as a reasonable adjustment; some examples of these services are below:

- Undertaking or completing student's academic work for them
- Subject specific tuition
- A counselling or **advocacy service**

For any further clarification or guidance, please contact [das@plymouth.ac.uk](mailto:das@plymouth.ac.uk).