

KINGSTON UNIVERSITY

Disability and Mental Health Service

Guidance and Information for Non-Medical Helper (NMH) Providers Supporting Students at Kingston University

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Disability and Mental Health Manager

Kingston University is committed to ensuring that Disabled Students have a high-quality and equitable experience while studying with us and participating in all areas of university life. The Disability and Mental Health Service therefore endeavours to work with students to identify and ensure that they are able to access all support that they are eligible for in line with the Equality Act (2010).

The Disability and Mental Health Team is aware that students receiving externally funded support e.g. via the DSA may also have Non-Medical Helper (NMH) support provided by external companies. This document is intended to assist support workers approved to work with Kingston University students in navigating the processes of the university, understanding the internal support mechanisms which exist for students, and being aware of the responsibility of both the university and the external provider with regards to students' NMH support. The latter especially is to ensure that support provided is consistent and of high-quality for all students and in line with the guidance set by the students funding body (see below).

Providers of NMH support via the DSA or University Funding must adhere to the [Disabled Students' Allowance Non-Medical Helper Guidance](#) from the Student Loans Company (or funding body equivalent) and ensure that all relevant policies are in place, shared with the student and made available to the University on request. Only approved and suitably-qualified support workers belonging to an organisation / supplier who is DSA registered or recognised by funding bodies should be used to provide support to Kingston University students.

Where a support worker is identified as necessary to a students' support but the provision of this falls outside of the scope of the DSA e.g. Personal Care, the support worker must:

- Be registered with a suitable agency and / or local authority.
- Hold current and relevant training necessary to carry out the support role.
- Hold a current and valid DBS.

SECTION 1: Kingston University

At Kingston University, we are passionate about enhancing our students' life chances by helping them make the most of their learning opportunity and equipping them with the future skills and knowledge needed in the 21st Century's demanding workplace. This is documented in our current [Town House Strategy](#). Kingston University has over 17,000 students and approximately 16% of our students have declared a disability to the university.

The university is spread across 5 campus locations:

- **Penrhyn Road** - Penrhyn Road, Kingston upon Thames, KT1 2EE
- **Kingston Hill** – Kingston Hill, Kingston upon Thames, KT2 7LB
- **Kingston School of Art, Knights Park** - Grange Road, Kingston upon Thames, KT1 2QJ
- **Roehampton Vale** - Friars Avenue, SW15 3DW
- **Kingston School of Art, River House** - 53–57 High Street, Kingston upon Thames, KT1 1LQ

More information about campus locations (including campus maps) can be found on the [Kingston University website](#).

Academic staff and teaching at Kingston University are divided into four faculties. Each faculty offers undergraduate and postgraduate courses, plus undertakes research in related areas.

- Kingston School of Art
- Faculty of Business and Social Sciences
- Faculty of Health, Science, Social Care and Education
- Faculty of Engineering, Computing and the Environment

Information about specific programs of study can be found in the [Study and Courses section of our website](#).

SECTION 2: Disability and Mental Health Service

The Disability and Mental Health Service is based in the John Galsworthy Building at the Penrhyn Road campus and supports students who have a disability including mental health conditions to access appropriate study-related support.

We support students with a range of conditions including but not limited to:

- Autism spectrum conditions (ASC's) and other social communication difficulties
- Dyslexia, dyspraxia, AD[H]D and other specific learning differences (SpLD's)
- Mental health conditions
- Mobility impairments including wheelchair users.
- Sensory impairments, including blind or partially sighted and D/deaf or hard of hearing.
- Long-term medical conditions such as epilepsy, diabetes, and chronic fatigue

Students will need to register with the Disability and Mental Health Service in order to receive support. Students who declared their disability to the University through their application or the student record system (OSIS) will not automatically access support. Students need to get in touch with us directly to register with our service and receive support.

All students must complete the following steps to register with our service and receive support:

- Provide supporting evidence of their disability
- Provide information on their disability related study needs to receive a Summary of Support Needs (SOSN) plan
- Sign our consent to share agreement

Students may be receiving DSA funded support without being registered with our service. Whilst not mandatory, we would strongly encourage students to register with our team in order to receive reasonable adjustments for their course. If the student you are supporting has not registered with our service, please do refer them to us so we can address this: disability@kingston.ac.uk. Alternatively, students can refer themselves to us directly for support.

SECTION 3: Wider University Support and Processes

Below is information on the variety of additional support services which are available to students at Kingston University. Please be aware that the Disability and Mental Health Service operates to coordinate students reasonable adjustments and cannot assist with matters which fall outside of our remit.

- A. [International Support](#)
- B. [Faith and Spirituality](#)
- C. [Counselling and Wellbeing](#)
- D. [Careers and Employability](#)
- E. [Accommodation](#)
- F. [Financial Support](#)
- G. [Sport and Active Lifestyle](#)
- H. [Health Centres](#)
- I. [Library and Learning Services](#)

J. Course-Specific Support

Should students require Course or Subject-Specific Support then they should contact their course tutors directly or their Personal Tutor within their Academic School. The Disability and Mental Health Service are unable to provide subject-specific support.

K. Mitigating Circumstances

Students are eligible to apply for either a short-term extension on coursework or Mitigating Circumstances for coursework or exams. Extensions are up to 10 working days and Mitigating Circumstances allows students to submit their work at a later

point without being penalised (if approved). Further information can be found on the [Mitigating Circumstances and Extensions Webpage](#).

For some students, their SoSN (if stated) can be used as evidence for an extension application. Further Medical Documentation will however be required if applying for Mitigating Circumstances.

SECTION 4: Site Access

Below is a range of information which you may find helpful for accessing our sites when supporting students at Kingston University. Please take note of this information.

A. Getting To and From Campus

The university has good Public Transport links by both Train and Bus. It is recommended that NMH workers use Public Transport as parking on site is extremely limited and we are unable to offer parking permits or cover the cost of parking. Those who have access to a Blue Badge are eligible to park in our Disabled Bays on campus on a first-come, first-served basis. Please contact disability@kingston.ac.uk in order to discuss this further.

B. Campus Access

While Kingston University operates an open campus for most areas at Penrhyn Road, some areas of the university campuses are by card access only. We suggest that you accompany the student who you are supporting when entering areas of the site that you need to access to. Should accessing the campus be an issue then please email disability@kingston.ac.uk – each situation is reviewed on a case-by-case basis.

If a fire alarm activates, support workers must leave the building as directed immediately. Similarly, any accidents or emergency situations must be reported to staff at the receptions immediately. Security cover University premises and the emergency contact number for the security control room is +44 20 8417 6666.

C. IT Access

Standardly we are unable to provide external support staff with access to a Kingston University IT Log In Account in order to access our systems for GDPR Purposes. Students should log into the network using their own accounts and share any materials with their support workers as required to ensure that the most up-to-date information is provided.

Support workers should provide their own IT equipment e.g. laptops (either their own or supplied devices from the NMH provider) for supporting students should this be required. Kingston University are unable to provide devices for support workers to use.

D. Rooms on Campus

Due to room availability, the Disability and Mental Health Service are unable to book or reserve rooms for NMH Sessions to take place in. We recommend that students either book a room themselves e.g. in the Library for support sessions to take place in or meet with their support worker in a central location e.g. the Town House and then find a mutually agreed place for the session to take place.

We actively encourage for all NMH Sessions to take place in a confidential location as per the DSA Guidance for NMH Support.

SECTION 5: Key Information

Further key information on working with Kingston University and our students is below. We recommend that all providers and support workers familiarise themselves with this ahead of supporting our students.

A. Key Policies

Please see below for the key policies that you may wish to be aware of for working with Kingston University students:

- [Safeguarding](#)
- [Sexual Misconduct](#)
- [Report and Support](#)
- [Mental Health and Wellbeing Framework](#)
- [Data Protection Policy](#)

B. Safeguarding and Report and Support

Safeguarding of all of the Kingston University Community is of the utmost importance to us. Should any Safeguarding Concerns arise when working with our students then please report these via our [Report and Support Platform](#) and also email the Disability and Mental Health Manager at kudisabilityliaison@kingston.ac.uk with details of the concern and any steps taken.

Students, staff and visitors can also report concerns of Sexual Misconduct or Prevent matters through our Report and Support Platform.

Should any concerns arise which are immediately impacting the safety of a student or other person then please call 999. Protection of individuals from harm is something which is everybody's responsibility.

C. [Term Dates](#)

D. Feedback

Support workers should provide termly updates to the Disability and Mental Health Service. This should include:

- The name of the student
- The support being provided
- The name of the support worker
- Total number of hours awarded
- Number of hours used
- Overview of support areas covered
- Any concerns

These should be emailed to disability@kingston.ac.uk

We also welcome ad-hoc feedback throughout the term on students and updates of any concerns.

E. Complaints

Any concerns or complaints should be raised in the first instance with the Disability and Mental Health Manager in writing to martyn.brown@kingston.ac.uk. In line with the university complaints process, a response will be issued within 20 working days.

F. Missed / Cancelled Sessions

The missed/cancelled sessions policy of a students funding body should be followed at all times.

Please note that Kingston University will not cover the funding of missed/cancelled sessions in lieu of payment without prior written agreement.

G. Funding of Support

All support provided must be within what is agreed with either the Disabled Students Allowances (DSA) entitlement, a students funding body or the Disability and Mental Health Service at Kingston University. Kingston University will not cover the cost of support provided over and above what is agreed without prior written agreement.

H. Role and Qualifications of Support Workers

All support workers providing support to Kingston University Students should meet the qualification requirements for that support band as set out by the students funding body. In the case of Kingston University funded support, this is the same qualifications as laid out by Student Finance England (SFE).

Similarly, all support provided to Kingston University Students should be within the scope of the role descriptors for the specified support as laid out in the [DSA Guidance Chapter](#).

I. Communication and Further Information

For any other communication or further information on any information contained in this document, please email disability@kingston.ac.uk marked for the attention of the Disability and Mental Health Manager.