

a guide to accessing your non-medical support





At Barry Bennett we have a dedicated team of support workers who provide specialist one-to-one support for disabled students in education.

Non-medical helper (NMH) roles include manual note-taker, specialist mentor, specialist study skills tuition, laboratory assistant and study assistant.

With over 20 years' experience in the DSA market, we pride ourselves on excellent customer care and are fully committed to helping disabled students to achieve their potential.

Our in-house support team will coordinate your support and will be available to answer any queries or concerns you may have throughout the duration of your course. We may also be your equipment supplier or provider of assistive technology training. If this is the case, please let us know so we can assist you in any of these areas.

How can I arrange my support?

Your university will provide us with a referral for your support, following which, a member of the Barry Bennett team will contact you to determine when your support is required.

Once a support worker is assigned to you, you will receive a contract with their details and information on booking and cancelling sessions.

Your new support worker will contact you within 48 hours' of allocation to introduce themselves and to confirm an initial meeting point.

What happens if I need to cancel support?

We require more than 24hrs' notice for cancellations. All sessions cancelled after this time will be included on a timesheet (as enforced by your funding body).

More than 2 late cancellations may result in your support being suspended.

Please note that support workers will not wait longer than 20 minutes unless you advise them of your lateness and they may not be able to continue support after the agreed time.



How will I approve a session?

All support sessions will need to be verified by yourself through our online CUDOS system.

This is a very simple process and a welcome email containing all your login details will be emailed to you before you commence your support.

If you are unable to locate this email or have any problems logging on to the system, please contact the NMH team.

Our support workers will also ask you to sign a paper timesheet at the end of each session.

Your opinion matters

Our mission is to enable students to fulfil their potential in education and we strive to ensure that you are receiving the best support, so your feedback is extremely important to us.

Feedback can be left after approving your sessions electronically within CUDOS or you can email:

nmh@barrybennett.co.uk

Please note that all information supplied to us will be treated in the strictest of confidence.

A guide to our range of non-medical helper roles

Practical support assistant

The role of a practical support assistant is to provide you with practical and mobility support to assist with manoeuvring around the campus.

This support may include:

- Helping manipulate a wheelchair
- Carrying books, IT equipment etc.
- General orientation and finding where things are located
- Social support to ensure your access to the wider aspects of student life

What happens if I feel that I don't need the support any more?

While some of these tasks such as helping carrying equipment may carry on for the duration of your course, others such as orientation may only last until you are comfortable with the campus. Please just let us know if your support needs change.

All support must take place on campus and this is not an academic support role.



Library assistant

This support may include:

- Searching library catalogues
- Locating and collecting material
- Photocopying
- Scanning

All support must take place on campus and is not an academic support role.

This support is student led and library assistants are unable to suggest recommended reading or help with academic skills.

Manual note-taker

The role of a manual note-taker is to support you when you require notes to be taken on your behalf during lectures, seminar, discussions and off-campus events (the latter must be approved).

Your manual note-taker will produce an accurate and legible set of handwritten notes in your preferred style and format. Our note-takers will hand over notes in the agreed format within a specified time frame. This support does not include electronic note-taking and notes cannot be taken unless you are present.

Study assistant

A Study Assistant is provided where a variety of roles are required such as:

- Practical help and support with providing assistance around campus
- Time management and organisational skills such as assisting you with setting goals, building confidence, aiding motivation and planning schedules for essay deadlines and exams
- Library and workshop support, helping you with carrying/assisting with equipment, finding books and online resources
- Transitional support such as helping with orientation around campus, familiarisation with HE demands and information
- Enhanced support assistants can help you with note-taking. A study assistant may be used initially with the expectation that as your course progresses and you are able to manage independently, the support is reduced



Specialist one-to-one study skills support

This one-to-one support addresses the issues which some students might have in acquiring, recalling and retaining information in written and spoken language. The role also covers range of memory, organisational, attention and numeracy difficulties that students with specific learning difficulties often face when working in a HE context.

This support can assist with:

- Helping to encourage independence with the use of Assistive Technology within sessions

Research / library and internet searching skills

- Searching for information on the internet and locating relevant resources
- Instilling accurate referencing systems (Harvard) and developing them

Organisational skills

- Identifying time restraints on assignments

Developing timetables and study plans

- Utilising weekly sessions as deadlines to promote time management and planning assignments to department time limits

Note-taking skills

- Explaining note-taking strategies and the use of abbreviations to speed up note-taking
- Developing an understanding of how mind mapping, diagrams, and white space assists with making a good set of notes
- Using notes for revision purposes
- Referencing references
- Coping with poor spelling

Exam revision

- Tackling the various exam question styles
- Addressing exam time and time management techniques
- Explaining revision strategies and planning revision
- Practice sessions
- Role of amanuensis

Composition skills

- Question analysis
- Interpreting departmental guidelines and planning work in line with learning outcomes and marking matrix
- Planning of longer pieces of work e.g. dissertations



Numeracy skills

- Use of computer aids and assistive technology (AT)
- Help with mathematical language, statistics and financial theories

Editing skills

- Coaches may read aloud student work so that students can identify mistakes with grammar and punctuation
- Explain mistakes and encourage students to use alternatives
- Students should proof read their own work based on skills learned
- If sentences are particularly verbose, encourage the student to re-write so the wording is clearer

Presentation skills

- Assisting with preparing presentation materials including the use of AT to construct presentations
- Practising presentation skills
- Study skills support does **not** cover proof reading, however, study coaches can teach proof reading strategies

Sessions must take place on campus and cannot be carried out remotely unless agreed by both parties. Tutoring is **not** subject specific, however, tutors can work with a student using course materials as a framework.

Specialist mentor support

Mentors work with students on a one-to-one basis addressing the barriers to learning created by a particular condition e.g. mental health or autism spectrum disorder.

This support may assist with:

- Transitioning into a new environment and new working patterns
- Time management and prioritising workload
- Identifying and accessing appropriate support / resources to help manage anxiety levels
- Preparing for examinations and other assessments, and working towards increased independence in learning

All support must take place on campus and this is not an academic support role.

Mentors are not advocates or counsellors; their role is to promote independent learning as well as empowering the student to manage their work load.

For some students this support will be ongoing, while for others it might be gradually phased out or only be required at certain points of their course.

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Barry Bennett NMH team

t: 01204 551 821

e: nmh@barrybennett.co.uk



barrybennett.co.uk