

APPLICATION PACK REGISTER OF NON-MEDICAL HELP PROVIDERS

About this application form

This form is for applications by Providers of certain non-medical help (NMH) services for entry onto the register of NMH Providers for Disabled Students' Allowance (DSA) funded students (the **Register**). The Register is used by Needs Assessors to search for NMH Provider contact details, who may be asked to provide quotes for DSA-funded NMH work with eligible Student Finance England supported students.

The Register is owned by the Department for Education (DfE) and is hosted on the Student Loans Company (SLC) website¹.

Completed applications, together with any accompanying supporting documents, must be emailed to DfE at:

Disabled.STUDENTALLOWANCES@education.gov.uk.

DfE are unable to accept applications by post.

Background to the Register

DSA-funded NMH support enables disabled students to demonstrate their academic ability and independence. DfE expects NMH support to be delivered in a way that suits the learning needs of the student and is compatible with the student's course and programme of study.

To receive DSA, a student must satisfy certain eligibility requirements and attend a Needs Assessment interview. At the interview, the student discusses the type and level of support required with a Needs Assessor. Where the Needs Assessor is satisfied that NMH support is required, they will contact NMH Providers on the Register to obtain quotes for supplying that support. A report, produced by the Needs Assessor, is sent to SLC for approval, together with the quotes. Once DSA funding is approved, the student is responsible for contacting the agreed NMH Provider to arrange the recommended support.

Detailed guidance on DSA can be accessed at: [dsa-guidance-2425-v10.pdf \(slc.co.uk\)](#) (pages 40-65 set out information on NMH). Further information for practitioners can also be found at: [Guidance for NMH Suppliers \(slc.co.uk\)](#).

NMH Providers

There is no charge to apply for entry on the Register. Please note that entry is subject to compliance with the membership standards (**Standards**) (attached at Annex 1 for reference). NMH Providers' ongoing membership of the Register requires continued compliance with the Standards, failing which DfE may take any of the actions set out in the Standards, including suspension or removal of the NMH Provider from the Register.

Entry on the Register does not guarantee that NMH Providers will be asked to quote for, or receive, DSA-funded NMH work and it is not an accreditation

¹[Exchange blog - SFE, Practitioners \(slc.co.uk\)](#) and [Guidance for NMH Suppliers \(slc.co.uk\)](#).

process. NMH Providers must not advertise themselves as being accredited by DfE, SLC or Student Finance England.

As a matter of good practice, NMH Providers are expected to:

- (a) agree a work plan with the student to facilitate the type and level of support required to meet their learning needs;
- (b) notify the student of their cancellation procedures;
- (c) respond promptly to requests for quotations from Needs Assessors.

Details of the circumstances in which NMH Providers may and may not claim the cost of a cancelled session from DSA can be found in section 3.17 of the guidance chapter linked to above.

NMH Providers who receive DSA-funded NMH work will only be paid for: (i) the type of services they have been successfully registered for; and (ii) the number of hours of support they have delivered, up to a maximum of the number of hours of support of that type approved by SLC. This information will be specified in the confirmation of entitlement letter that the supported student receives from SLC. NMH Providers are responsible for invoicing SLC for any DSA-funded NMH services provided to a supported student and must comply with any invoicing requirements notified by SLC from time to time.

For guidance on managing conflicts of interest in relation to DSA-funded support please see:

[final-conflicts-of-interest-guidance_october-2021.pdf \(slc.co.uk\)](#).

Administration

You will need to provide a completed application form to be added to the Register.

Qualification and professional membership criteria for entry on the Register can be found here:

[final-nmh-qualifications-matrix-july2023.pdf \(slc.co.uk\)](#)

When signing an application, please note:

- (a) for sole traders (including those using 'trading as' names), an application must be signed by the individual;
- (b) for companies, an application must be signed by a director or authorised signatory;
- (c) for limited liability partnerships, an application must be signed by a member or authorised signatory; and
- (d) for partnerships, an application must be signed by a partner or authorised signatory.

Where an authorised signatory signs an application, please supply evidence of their authority to sign.

Applications must be accompanied by any supporting documentation listed. Failure to provide supporting documentation which is satisfactory to DfE may delay an application or result in its rejection.

The Conflicts of Interest return and declaration should be completed on behalf of the sole trader, company, limited liability partnership or partnership. DfE does not require returns from individual employees for this process. The same approach to application signatures should be taken for any Conflicts of Interest declaration.

Data handling

DfE's charter on handling information is available at [Personal information charter - Department for Education - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/61222/Personal_information_charter_-_Department_for_Education_-_GOV.UK.pdf)

**APPLICATION FORM
REGISTER OF NON-MEDICAL HELP PROVIDERS**

The applicant wishes to apply to join the Department for Education's (DfE) non-medical help (NMH) services provider register (the **Register**).

1. APPLICANT DETAILS

Name of Applicant NMH Provider (including any company / LLP number):	
Address:	
Is the Provider a sole trader?:	Choose an item.
Can the Provider address be published on the Register?:	Choose an item.
Main contact name:	
Main contact telephone number:	
Main contact email address:	
Website (optional):	

2. SUPPORT ROLES OFFERED BY THE PROVIDER

Please select all that apply

British Sign Language interpreter (BSL)	Choose an item.
Lipspeaker	Choose an item.
Mobility Trainer	Choose an item.
Sighted Guide	Choose an item.
Specialist Notetaker - Deaf (SN-D)	Choose an item.
Specialist Notetaker - Vision Impairment (SN-VI)	Choose an item.
Specialist Mentor – Autism Spectrum Conditions (SM-	Choose an item.

ASC)	
Specialist Mentor – Mental Health (SM-MH)	Choose an item.
Speech to Text Reporter (STTR)	Choose an item.
Respeaking	Choose an item.
Specialist Notetaker - Vision Impairment (SN-VI)	Choose an item.
Specialist one-to-one Study Skills and Strategy Support – Autism Spectrum Conditions (SS-ASC)	Choose an item.
Specialist one-to-one Study Skills and Strategy Support – Specific Learning Difficulties (SS-SPLD)	Choose an item.
Specialist Support Professional - Deaf (SSP-D)	Choose an item.
Specialist Support Professional - Deaf with BSL (SSP-D-BSL)	Choose an item.
Specialist Support Professional - Multi-Sensory Impairment (SSP-MSI)	Choose an item.
Specialist Support Professional - Multi-Sensory Impairment with BSL (SSP-MSI-BSL)	Choose an item.
Specialist Support Professional - Vision Impairment (SSP-VI)	Choose an item.

3. REGIONS PROVIDER SUPPORTS

Please select all that apply

England	
East Anglia	Choose an item.
East Midlands	Choose an item.
Greater London	Choose an item.
North East	Choose an item.
North West	Choose an item.
South East	Choose an item.
South West	Choose an item.
West Midlands	Choose an item.
Yorkshire & Humberside	Choose an item.
Northern Ireland	Choose an item.
Scotland	Choose an item.
Wales	Choose an item.

4. MODE OF DELIVERY BY PROVIDER

It is a student's choice whether NMH support is delivered face-to-face (i.e. in person) or remotely (e.g. through video call). Students should be able to switch between face-to-face and remote support should they so wish. The Provider must therefore be prepared to provide support either face-to-face or remotely, or a combination of face-to-face and remote support should the student choose blended support at any point in their studies, in any of the regions they have indicated above. Further information can be found at: [update-on-arrangements-for-remote-support ssin december-2021 final.pdf \(slc.co.uk\)](#) and [update-to-policy-on-exemptions-from-providing-face-to-face-nmh-support ssin april-2022 final.pdf \(slc.co.uk\)](#).

5. PROCESSING DETAILS

The following contact details will be provided to the student by SLC on the DSA2 letter. The DSA2 letter is sent from SLC to the student and sets out the DSA-funded support that has been agreed for the student. Where a student has been agreed NMH support, the letter sets out the Provider's details and the student then contacts the Provider to arrange their support. Please therefore enter in this section the contact details that should be used by students to contact the Provider to arrange their support.

Email Address for DSA2 Entitlement Letter (for student to arrange support)
Phone Number for DSA2 Entitlement Letter (for student to arrange support)

The following details will be held internally by SLC and used when processing invoices.

If contact details are not provided the details given in Section 1 will be used.

Postal Address for Paper Remittances
Email Address for Electronic Remittances

Email Address for Invoice Payment Queries	
Phone Number for Invoice Payment Queries	
BACS Payment Details	
Account Number	
Sort Code	

Providers on the Register can update these details at any time by emailing SLC at: DSA_Requests@slc.co.uk.

6. DOCUMENTATION

The Provider attaches a signed Conflicts of Interest return and declaration, together with any documentary evidence to support it.

During the second part of the application process, you will be asked to provide certificates of insurance to show proof of employer's liability insurance (£5m)², public liability insurance (£5m) and professional indemnity insurance (£1m).

The Provider will ensure that any relevant qualifications, professional body memberships and insurance are maintained at all times.

7. REPRESENTATIONS

By signing this application, the Provider represents to DfE that:

- (a) it will comply with the membership standards (**Standards**) (the current version is attached at Annex 1) and other DSA policies published by DfE, as updated from time to time by DfE;
- (b) it (including any employee or person registered with the Provider to deliver Disabled Students' Allowance (**DSA**) funded NMH services, together referred to as **Support Workers**) meets DfE's qualification criteria³ to provide the services for which it has applied, and will continue to maintain such qualification criteria, as set out in the Standards, whilst a member of the Register;

² Sole traders who are not required to hold employer's liability insurance will not be expected to provide evidence of this type of insurance.

³ The most recent qualifications and professional body membership requirements are set out at [nmh_mandatory_qualifications_and_professional_body_membership_requirements.pdf](http://slc.co.uk/nmh_mandatory_qualifications_and_professional_body_membership_requirements.pdf) (slc.co.uk).

- (c) it will provide copies of documents evidencing its compliance with DfE’s qualification criteria (including in respect of Support Workers) within the deadline set by DfE (usually a minimum of 10 working days);
- (d) it will co-operate with any audit carried out by DfE or by the Student Loans Company (**SLC**);
- (e) the signatory to the application is authorised on behalf of the Provider.

The Provider acknowledges and agrees:

- (a) it is their responsibility to ensure Support Workers and other staff comply with the provisions of these Standards and other DSA policies published by DfE; and
- (b) they are responsible for the acts and omissions of their staff and Support Workers as if they were the acts and omissions of the Provider.

8. MONITORING

Where the Provider is entered on the Register, it agrees to provide to DfE within 10 working days such information as DfE may reasonably require for monitoring compliance with the requirements of the Register including but not limited to:

- (a) financial information;
- (b) copies of qualification documents;
- (c) evidence of professional memberships;
- (d) lists of Support Workers or other employees or staff engaged by the Provider; and
- (e) conflict of interest returns.

9. REMOVAL FROM THE REGISTER

The Provider acknowledges and agrees that the Standards permit the DfE to (i) suspend or remove it or any Support Worker from the Register and (ii) any suspension or removal may be published and/or notified to all NMH Providers on the Register.

The Provider will be notified in writing of any suspension or permanent removal from the Register and will have the opportunity to appeal the decision.

The Provider agrees that SLC or DfE are entitled to recover payments made to the Provider during any period in which the Provider was not in compliance with the Standards.

The Provider acknowledges that inclusion on the Register is at DfE’s sole discretion and is subject to ongoing compliance with the Standards and by signing, the Provider agrees to the same.

Signature	
Name	

Date	
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Annex 1 - Membership Standards for NMH Providers

1. This document sets out the membership standards (**Standards**) with which all Providers on the register of non-medical help (**NMH**) providers for Disabled Students' Allowance (**DSA**) (**Register**) must comply.

Background

2. The Register is managed and owned by the Department for Education (**DfE**). It is hosted on the Student Finance England webpage for NMH Providers at [Guidance for NMH Suppliers \(slc.co.uk\)](https://www.slco.co.uk/guidance-for-nmh-suppliers). It is also hosted, for reference, on the Student Finance England webpage for assessment centres at [Exchange blog - SFE, Practitioners \(slc.co.uk\)](https://www.slco.co.uk/exchange-blog-sfe-practitioners).
3. Providers must be on the Register in order to deliver DSA-funded NMH support.
4. Entry on the Register does not guarantee that Providers will be asked to quote for, or receive, DSA-funded NMH work and it is not an accreditation process.
5. DfE reserves the right to update and amend these Standards from time to time and will give reasonable written notice to Providers on the Register of any major changes.
6. Providers acknowledge and agree:
 - (a) it is their responsibility to ensure that their employees or persons registered with the Provider to deliver DSA-funded NMH services (together referred to as **Support Workers**) and other staff comply with the provisions of these Standards and other DSA policies published by DfE; and
 - (b) they are responsible for the acts and omissions of their staff and Support Workers as if they were the acts and omissions of the Provider.

Standards

7. Providers must ensure that they and any Support Workers have the necessary qualifications or professional body membership for the DSA-funded NMH roles that they deliver, as set out in the DfE qualifications matrix at: [nmh mandatory qualifications and professional body membership requirements.pdf \(slc.co.uk\)](https://www.slco.co.uk/nmh-mandatory-qualifications-and-professional-body-membership-requirements.pdf).
8. Providers must maintain a comprehensive and up to date statement of interests. This should be submitted to DfE when requested, and any material changes to the statement between returns must be notified to DfE within 10 working days. Further information on managing conflicts of interest can be found in the guidance at [final-conflicts-of-interest-guidance october-2021.pdf \(slc.co.uk\)](https://www.slco.co.uk/final-conflicts-of-interest-guidance-october-2021.pdf).

9. Providers must not advertise themselves as accredited by DfE, SLC or Student Finance England.
10. Providers must comply with any audit requests from DfE. Further information on DfE's auditing programme can be found at [Guidance for NMH Suppliers \(slc.co.uk\)](#).
11. Providers are required to hold and maintain employer's liability insurance (£5m)⁴, public liability insurance (£5m) and professional indemnity insurance (£1m).
12. Providers must:
 - (a) act in a timely and professional manner and devote such time, care, attention and skill as may be reasonably necessary to ensure the students' needs are met; and
 - (b) not act, or omit to act, in any way that may or does cause harm, including reputational damage, to DfE (including DfE staff) the NMH services scheme (including its staff), or any student in receipt of DSA.
13. Providers must ensure that they and any Support Workers or staff comply with all DSA policies published by DfE, as updated from time to time.

Actions available to DfE

14. Non-compliance with any part of these Standards entitles DfE to suspend or remove a Provider from the Register.
15. DfE also reserves the right to suspend or remove a Provider from the Register in other circumstances which will be determined by DfE at its absolute discretion (including but not limited to fraud, misconduct, negligence or incompetence)⁵.
16. The names of Providers or support workers suspended from the Register may be published online and/or notified to all NMH Providers on the Register.
17. Providers or Support Workers will be given the opportunity to appeal a suspension or removal decision. Appeals will be considered by the DSA team within DfE and the final decision taken by a senior manager within DfE.

⁴ Sole traders who are not required to hold employer's liability insurance will not be expected to provide evidence of this type of insurance.

⁵ Anyone with concerns about an NMH Provider or its support workers can raise these with DfE by contacting Disabled.STUDENTALLOWANCES@education.gov.uk. Information provided to this mailbox will be treated in confidence. Investigations into concerns raised will be carried out either by DfE or by the SLC, or jointly, depending on the nature of the issue. DfE has sole responsibility for decisions on suspending or removing NMH providers from the Register.

18. There are a range of actions available to DfE depending on the severity of a Provider's or a Support Worker's non-compliance with these Standards. These include, but are not limited to, any or a combination of the following:
- (a) Formal warning.
 - (b) Audit or repeat audit at any time.
 - (c) Recovery of DSA funds.
 - (d) Suspension or removal of Providers or Support Workers from the Register.
19. DfE also reserves the right to report any concerns that DfE has in relation to Providers' or Support Workers' conduct to such third parties as DfE considers is reasonable in the circumstances. These may include, but are not limited to the Information Commissioner's Office, the police, and any relevant professional membership bodies.