



WORKING WITH AMANO TECHNOLOGIES NON-MEDICAL HELP

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Transitioning to Amano – supporting existing students

Why?

Going it alone doesn't suit everyone and we've already had feedback from Support Consultants who have started to experience the pitfalls of working independently. There are many reasons why working with Amano makes sense, and here are just a few:

1. **Local:** Based locally in Tavistock we have an experienced and growing team. With an open-door policy you will be able to put faces to names and discuss, at any point, any concerns you have within your role.
2. **Professional:** We hold the ISO 9001:2008 Quality Management Certificate which is given to organisations that show excellent quality management standards. You can be assured that admin relating to time sheets, payroll, quality assurance and training will be dealt with efficiently and effectively – leaving you the time to get on with what you do best.
3. **Competitive:** We offer competitive rates of pay, continual professional development and opportunities for role specific training.
4. **Quick & Reliable:** If you work independently payment delays can be a real problem. Amano will pay you 10 days after receipt of your invoice and timesheet.
5. **Approachable:** We understand that two-way communication is key to a good working relationship. News and information is communicated regularly within the organisation and you. You can call us, email us, tweet us, send us a message on Facebook, or pop in and see us for a cup of tea! Whatever your ideas or thoughts, we're listening.
6. **Growing:** We can also offer you the chance to help shape the way we take our NMH services forward. You are the experts in your field and we value your feedback and will use it to make sure that our services fit your needs, those of your students and the future DSAs.
7. **Supportive:** It's important that you feel supported in your role. Working for Amano gives you access to peer support, you are not going it alone! We will be establishing Peer Support Champions who can support you in the field and share best practice. In addition, we will hold termly face to face meetings and issue regular communication regarding issues raised, and any developments or changes within the NMH world.
8. **Flexible:** We offer a flexible working arrangement, so should you have to work outside of office hours – that's fine by us. We also support home-working if the student's needs are best met that way.
9. **Innovative:** We are continually adapting to the changing world of DSAs and NMH services. This is through a combination of utilising new technologies, for example mobile applications, and also the introduction of new quality measures, such as safeguarding training.

How the student benefits

It's not only the Support Consultant who benefits from working with Amano. From the very start where we carefully match students to consultants, through the ongoing process of support and training, students can be confident that, with Amano as their provider, they will receive professional support for both current and future needs.

1. **Quality:** A student who uses Amano benefits from knowing that their Support Consultant is part of a quality organisation. They can be assured that each self-employed Consultant we work with is screened for their suitability to work in the NMH field. Thorough processes ensure that each Consultant is DBS checked, insured, qualified and trained to the appropriate level with the opportunity to further develop their skills.
2. **Student focus:** As an accredited DSA-QAG supplier our team have the experience to be able to provide the student with the best advice when it comes to choosing the right equipment *and* arranging the right support. We will:
 - Match the student to an appropriate Support Consultant to ensure a beneficial relationship.
 - Ensure that individual support plans (ISP's) are used throughout the support process, updated as required and reviewed termly. These plans benefit both the student and Consultant as they act as a record for students' specific support needs and detail strategies of how these needs can be managed.
3. **One-Stop-Shop:** We can offer a simple one-stop solution to everything your student needs. If we already supply your student with their DSA equipment, they'll already be familiar with our excellent service. With a single point of contact for equipment, training and one-to-one NMH support, your student can be assured of seamless coordination and support efficiency between the different services.

How to transition (with existing students)

If you would like to work with Amano and bring your students with you, you can.

Funding Body: Student Finance England (SFE)

Informing SFE - Student:

1. The **student** should send an email to dsa_team@slc.co.uk to advise them that they now wish to use Amano as their NMH provider.
2. The email must provide the following information (**in bold**):
 - Their **Customer Reference Number**
 - Our name: **Amano Technologies**
 - Our contact details: dsa@amanotech.com, 01822 600060
 - The following statement: **The existing rates continue**
3. Send a copy of this email to dsa@amanotech.com
4. Send a copy of the new entitlement letter (DSA2) to us, when received.

Informing Us – Support Consultant:

1. You should complete our [online registration form](#) and submit your documents.
2. Send an email to nmh@amanotech.com stating your intentions to switch with a student/s – we will be in contact with you to discuss your circumstances.

What happens next?

1. We will process your online registration form.
2. We need to receive all your documents to complete the registration process.
3. We will inform you when your registration is complete and issue you with a Service Level Agreement (SLA).
4. You are required to **return a signed copy** of the SLA and you will then receive a welcome pack.

Important: In order for the transition process to be complete and for you to commence invoicing through Amano for your transitioning students, **we must receive a copy of the students' new entitlement letter.**

Support Consultant Welcome Pack

1. Policies
2. Template timesheet and invoice
3. Contact details for timesheets and invoices
4. Details of our next NMH Consultant meeting

Funding Body: National Health Service (NHS)

Informing NHS - Student:

1. The student needs to **contact us** to advise they would like to change provider.
2. Once this has been done, the student (or their Disability Adviser if this is more appropriate) should email the DSA team at nhsbsa.dsa@nhs.net to inform the NHS of the change.
3. Please include the following information:
 - The student's SBA number
 - Our name: **Amano Technologies**
 - Our contact details: dsa@amanotech.com, 01822 600060
 - The following statement: **The existing rates continue**
5. Send a copy of this email to dsa@amanotech.com
6. Send a copy of the new entitlement letter (DSA2) to us, when received.

Informing Us – Support Consultant:

1. You should complete our [online registration form](#) and submit your documents.
2. Send an email to nmh@amanotech.com stating your intentions to switch with a student/s – we will be in contact with you to discuss your circumstances.

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Funding Body: Student Finance Wales (SFW)

Informing SFW – Student:

1. The **student** should send an email to SFW_dsa_team@slc.co.uk to advise them that they now wish to use Amano as their NMH provider.
2. The email must provide the following information (**in bold**):
 - Their **Customer Reference Number**
 - Our name: **Amano Technologies**
 - Our contact details: dsa@amanotech.com, **01822 600060**
 - The following statement: **The existing rates continue**
3. Send a copy of this email to dsa@amanotech.com
4. Send a copy of the new entitlement letter (DSA2) to us, when received.

Informing Us – Support Consultant:

1. You should complete our [online registration form](#) and submit your documents.
2. Send an email to nmh@amanotech.com stating your intentions to switch with a student/s – we will be in contact with you to discuss your circumstances.

What happens next?

1. We will process your online registration form.
2. We need to receive all your documents to complete the registration process.
3. We will inform you when your registration is complete and issue you with a Service Level Agreement (SLA).
4. You are required to **return a signed copy** of the SLA and you will then receive a welcome pack.

Important: In order for the transition process to be complete and for you to commence invoicing through Amano for your transitioning students, **we must receive a copy of the students' new entitlement letter.**

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Working with Amano (newly assessed students)

- Although some HEI's may have a preferred supplier, there is no single supplier that a HEI *must* choose.
- There is an open and competitive system for suppliers quoting for NMH, with an assessor needing to supply 2 quotes from 2 *different* suppliers.
- Amano can provide NMH as of the present time to both existing and newly assessed students.

Register with Amano for new assignments

If you would like to work with Amano you will need to register with us. New assignments will be offered to you based on your skills, experience and working preferences.

How to register

1. Complete our [online registration form](#) and submit your documents.

Then what happens?

1. We will process your online registration form.
2. We need to receive all your documents to complete the registration process.
3. We will inform you when registration is complete and issue you with a Service Level Agreement (SLA).
4. You are required to **return a signed copy** of the SLA and you will then receive a welcome pack.
5. At this stage you are approved to work with Amano and will be allocated new assignments as appropriate.

Support Consultant Welcome Pack

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3. Contact details for timesheets and invoices
4. Details of our next NMH Consultant meeting