Information for Non- Medical Helpers:

Welcome to Royal Holloway, University of London. We hope that you will have a positive experience supporting our students. The university works with non-medical helpers from different agencies. If you are a non-medical helper, you may find the information below useful in becoming familiar with the university and the policies and procedures relevant to your work with students.

Please read through the information on this page and if you have any further questions or enquiries, please do not hesitate to contact the Disability and Neurodiversity team (D&N).

Location:

Our campus is set in 135 acres of stunning parkland with numerous teaching and study spaces, bars and cafés, high-quality accommodation, and sports facilities. Please see more information here:

> Royal Holloway campus
>
> How to find us

Parking on campus:

RHUL uses Automatic Number Plate recognition (ANPR) and if your vehicle is not registered then you could be fined.

If you are driving to the university you will need to do the following,

> Either:
>
> You will need to be registered by your university host (student) in advance of your session.
>
> Your host will need your vehicle registration number and the amount of time you are likely to spend on campus.
>
> Students can register visitors at any of the Hall receptions (Founder's West, Hub, Highfield and Kingswood Halls)
>
> Or:
>
> You can be registered at the Visitors Information Centre (Founder's East). You will need to park your car and then go straight to the Visitors Centre to register your vehicle in order to avoid a parking ticket.

You can then head to the arranged meeting point.

[Parking on campus](#)

Access to room booking facilities:

The university does not have a room booking system in place for visitors and the D&N team are unable to book rooms on behalf of NMH support workers or for students for NMH sessions. Students will be aware that there are rooms that they can book within the library if required, and that they should contact the library directly to make a booking or use the online booking system (Resource Booker).

[Student Guide to Resource Booker](#)

Access to I.T. facilities:

The university does not provide any access to the I.T. systems for visitors. This includes printers, photocopiers and PC's. We advise that you print out timesheets or any other documentation you may need prior to arriving.

You may be able to use [Eduroam](#) to access Wi-Fi.

Policies and procedures:

We advise that you become familiar with the policies and procedures below, as they will be relevant and important to the work you are doing whilst working at Royal Holloway.

Health & Safety

Please review our health and safety pages for information for our policies on H&S and Fire Safety.

[Data protection Policy](#)
Emergency Procedures
[Cause for Concern](#)
In non-urgent situations please speak to your agency directly. Your agency should contact D&N, where required.

Other Useful information:

[Catering outlets on campus](#)

[Term dates](#)

[AccessAble Guide to Royal Holloway](#)

[Disability and Neurodiversity team](#)