**Enablers’ protocol**

At NUS, we are committed to providing inclusive and accessible events and conferences.

We recognise that Enablers may be needed to support attendees with disabilities or medical/health problems, which could include learning, physical or mental health problems. An enabler’s role is to provide an appropriate level of support which allows the attendee to fully participate in the event. They must only attend to meet the requirements of the person they are there to support and to provide e.g. mobility and practical support, dedicated note taking or communication support, support and guidance mentoring, attend as a sign language interpreter and so on. As such, enablers must not participate in the event or conference themselves, including engaging via social media.

**If NUS feels that an enabler is not acting, supporting or carrying out the duties for the attendee they are enabling in line with this protocol, NUS has the right to remove the individual from the event and also prevent them from attending future NUS events**.

**Arranging an Enabler**

Please note that NUS do not provide enablers and this must be arranged by the attendee in conjunction with their Students’ Union/Institution as required. NUS may need to speak to the attendee’s Student Union/Institution with regard to making arrangements for the enabler.

Attendees must feel they can trust their enabler to give them the support they will require during the event or conference. An enabler may be the attendee’s usual support worker (e.g. who assists them on a regular basis), an external support worker with whom they have discussed their needs in advance of the event or a family member. Depending on requirements, an enabler could be a personal friend, although we would not expect this to be the norm.

If an attendee requires an enabler and because that person is solely there to provide them with assistance, the cost of that enabler will be met by NUS. This cost will include accommodation and food (where food is provided) for the duration of the conference. NUS do not cover travel and any additional expenses of the enabler.

When filling in the registration form it is essential that the attendee outlines the support or adjustments they require, including those not met by the enabler. Refer to the Access to Events policy for further information*.* **Without clear needs stated on the registration form, NUS cannot guarantee that the needs of the attendee will be met.**

NUS has set some essential guidelines for both enablers and attendees as follows:

**The Enabler’s responsibilities:**

* To understand the specific support that is required at the event and during travel/overnight stays (where relevant) and discuss the attendee’s needs in advance of the event
* To listen to the wishes of the attendee and be prepared to answer any questions relating to the event or conference.
* To facilitate and support the attendee through the event or conference, with the aim of enabling the attendee to take an active role as possible in the event or conference.
* To be willing to be at the side of the attendee throughout the event or conference as required by the attendee.
* To ensure that the attendee is keeping up with the motions, understands what is going on and further understands the voting system at conferences.
* Not to influence voting decisions made by the attendee, nor personally take part in any political activity at conference, where relevant.
* To be guided by the attendee as to what they want to do. Choices and decisions must be left up to the attendee.
* To have, if possible, necessary accommodation with or near the attendee.
* To make arrangements with the attendee regarding emergency contact situations and take steps to ensure the attendee’s personal health, safety and wellbeing, according to the attendee’s needs.
* To only attend to the requirements of the person they are there to support.
* To adhere to the Events Code of Conduct
* To be respectful and understanding towards the attendee at all times.

## The Attendee Responsibilities:

* To state their specific requirements clearly when asked for them on the registration form.
* To arrange an enabler that they feel happy with and who has the skills and experience to support them and meet their needs during the event or conference.
* To talk through with the enabler their specific needs and requirements for the event and during travel/overnight stays as required.
* To tell the enabler if they are unhappy or feeling unwell.
* To ask the enabler to do things which the attendee often finds difficult.
* To respect the feelings of the enabler at all times.
* To take the lead, if possible and make the decisions over attending workshops or voting without influence from the enabler.
* To talk through any problems with each other, noting that the enabler can’t second-guess what help and support the attendee will need.
* Attendees are under no obligation, but should be encouraged to disclose the medical implications of their disability/medical condition to their enabler. This is recommended, so enablers can support attendees in every situation including emergencies if they arise.
* Attendees are also encouraged to state to their enabler where important medication is kept in the room in case of any emergency.
* To adhere to the Events Code of Conduct

Attendees are not only responsible for their own actions/behaviour whilst at conference, but also the actions/behaviour of their enabler. If their enabler breaches any of the protocols set out for events or conferences, the attendee’s credentials will be withdrawn and they would not be allowed back into the event or conference and their union/institution would be informed.

If NUS feels that an enabler is not acting, supporting or carrying out the duties for the attendee they are enabling in line with the enabler’s protocol, NUS has the right to remove that enabler from the event and also refuse that enabler attending future events.

Once accommodation has been booked for your enabler, if for any reason they do not attend the Event without giving NUS sufficient notice (usually 14 days but may be longer depending on the venue’s policy), your Students’ Union/Institution will be invoiced for any costs incurred.

I have read the enablers protocol and understand my role/responsibilities and agree to abide by said protocol.

Name of your students’ union:

Attendee name: Attendee Signature:

Enabler name: Enabler Signature:

Date:

**You may submit a scanned copy via e-mail to** **events@nus.org.uk** **or bring a signed copy with you on the day. Thank you.**