

<b>Policy Title</b>	<b>Failure to attend and Cancellation Policy</b>
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## Context and /or Aims

The Learning Support Centre Ltd are aware that Disabled Students Allowances (DSA) is funding via Student Finance England. Student Finance England approve DSA funding for support for each individual student. As an organisation providing this support and working with Student Finance England we have a responsibility to ensure that the DSA is not misused.

## Policy Statement

The Learning Support Centre Ltd monitor attendance and cancellations at support sessions by means of feedback from support staff and keep records of this information. Any anomalies are investigated further by a member of the office team contacting the student. Concerns are raised with the University Disability team and Student Finance England as required.

## Requirements for Implementation

Students at the outset are advised how important it is to attend sessions and that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn.

The Learning Support Centre Ltd make a charge for any sessions that are cancelled with less than 24 hours notice. Cancellations will be accepted by phone/text/email and someone can be contacted on our out of hours phone 24 hours a day 7 days a week.

Support workers will wait for 15 minutes after the session scheduled start time before leaving and during that time will try and make contact with the student to ascertain if they are on their way or contact the management team to do this on their behalf. All students are aware of the 15 minute "wait period" via their Student Service Agreement which they will be required to sign before support commences.

In the following circumstances support will be suspended pending intervention and advice from a member of the institution's disability team:

1. If a session is not attended and the student fails to provide a satisfactory explanation, a subsequent session must not be automatically booked (applies to 1:1 support sessions, not note-taking). The support worker should attempt to make contact to establish reasons for a no show and record on the Non Attendance Log (Timesheet Coversheet) and register. The next appointment should then be booked with confirmation via text/email (as appropriate for student).
2. Following two consecutive missed appointments without satisfactory explanation and or adequate notice.

In such circumstances support will only resume after confirmation from the institution's disability team to The Learning Support Centre Ltd office that they are happy for support to continue.

Notwithstanding the above if there are any concerns regarding attendance these will be fed back to the institution's disability team as a matter of course.

## Related Documents

Staff Handbook