

Policy Title	Missed Session Management Procedure
Issue date (m/y)	04/2016
Author	Laura Cook, Director
Approved by	Donna Welburn, Operations Manager
Review date (m/y)	07/2017

Context and /or Aims

The Learning Support Centre Ltd are aware that Disabled Students Allowances (DSA) is funded via The Student Loans Company and NHS Bursaries. The Student Loans Company and NHS Bursaries approve DSA funding for support for each individual student. As an organisation providing this support and working with the Student Loans Company and NHS Bursaries we have a responsibility to ensure that DSA is not misused, to ensure this we require a robust procedure to manage missed sessions

Missed session process

1. Student misses a support session and does not provide clear justification.
2. Support team member alerts office and this is logged on the missed session log
3. If this is the 2nd session without clear justification their column is turned red and the coordinator is alerted
4. An investigation is made by the support coordinator and a decision is made on whether to a, put support on hold or obtain and b, Underwriting Cost of Support Agreement.
 - a. Invoice team is informed – student is charged for further missed sessions
 - b. Institution is informed – they can underwrite further missed sessions if they wish to continue support

Definition of clear justification: There are facts to justify that the student could not attend the session due to reasons beyond their control.

E.g. There was a fatal accident on the M1 and I was stuck in traffic / I have been to the doctors and been told to rest as I have flu.

Responsibilities

Support team

- To report a missed sessions where you have not been provided with a clear justification to your coordinator or the office immediately and **do not** wait for timesheet submission day.
- To report all missed sessions on your time sheet coversheet where 24 hours' notice has not been given and there is still a charge on timesheets and coversheets and if there is one to provide clear justification for the session being missed.
- Not provide support if there has been two missed sessions without clear justification and seek advice from their coordinator.

Support Coordinators

- To respond within 1 working day to a support team member when they alert a missed session and log the missed session on the [missed session spread sheet](#)

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- To respond within 1 working day to a support team member when they alert a second missed session and put in place an Underwriting cost of support agreement or put support on hold where there has been
- When checking off timesheets on timesheet submission day, check the [missed session log](#) is accurate and up-to-date and create a [missed session declaration form](#) and submit with timesheet for invoicing. Missed session declaration forms must be ready for the Monday after the 20th of the month, so not to delay invoicing.

Finance team

- Ensure missed session reports are attached to invoices in the month the missed session occurred.

When a student misses a session clear justification needs to be provided if the student wishes to continue to receive funding. If the student misses two sessions in an academic year and clear justification is not received they will risk losing their funding entitlement.

Related Documents

Staff Handbook