

<b>Policy Title</b>	<b>Missed Session Management Procedure</b>
<b>Issue date (m/y)</b>	04/2016
<b>Author</b>	Laura Cook, Director
<b>Approved by</b>	Donna Welburn, Operations Manager
<b>Last review</b>	07/2017
<b>Review date (m/y)</b>	07/2019

## Context and /or Aims

The Learning Support Centre Ltd are aware that Disabled Students Allowances (DSA) is funded via The Student Loans Company and students enrolled prior to August 2017 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 2<sup>nd</sup> 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 session where you have not been given 24 hours' notice with the reason given where possible to the office immediately and **do not** wait for timesheet submission day.
- To report all missed sessions on your timesheet coversheet where 24 hours' notice has not been given and there is still a charge on timesheets and coversheets and clear justification for the session being missed.
- Not provide support if there have been two missed sessions without clear justification and seek advice from the coordinator.

### Support Administrator

- 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 spreadsheet](#)
- To respond within 1 working day to a support team member when they alert a second missed session and refer to allocated support coordinator.

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### Support Coordinator

To contact staff member and put support on hold

To contact student and put in place an Underwriting cost of support agreement

To check with Administrator during timesheet submission week that the [missed session log](#) is accurate and up-to-date.

To ensure the Finance Team are aware of who to invoice for students that have more than 2 missed sessions within a term and add them to the list with details of the rate to charge, with name and address of who to invoice [Invoice Team List](#)

### Finance Officer

To check the list to ensure invoices are sent to the appropriate recipient [Invoice Team List](#)