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| Policy Title | External Cancellation Policy and Failure to attend |
| Issue date (m/y) | 03/2012 |
| Author | Laura Cook, Director |
| Approved by | Donna Welburn, Operations Manager |
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Context and /or Aims

The Learning Support Centre Ltd are aware that the support we provide to our clients is financed via a range of funding bodies. As an organisation providing this support we have a responsibility to ensure that this funding is not misused.

Policy Statement

The Learning Support Centre Ltd monitor attendance and cancellations for 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 client. Any Concerns are then raised with the funding body or institution as required.

Requirements for Implementation

All clients at the outset are advised how important it is to attend sessions and that if they have unexplained and or persistent absences this may mean that funding and subsequently support will be withdrawn.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 the out of hour's phone 24 hours a day 7 days a week.

Support workers will wait for 15 minutes after the session's scheduled start time before leaving and during that time will try and make contact with the client to ascertain if they are on their way or contact the office team to do this on their behalf. All clients are aware of the 15 minute "wait period" via their Service Agreement which they receive in their presentation email at point of referral and a support member of staff will go over with them in person.

In the following circumstances support will be suspended pending intervention and advice from the client's institution or funding body:

1. If a session is not attended and the client 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). The next appointment should then be booked with confirmation via text/email (as appropriate for client).
2. Following two consecutive missed appointments without satisfactory explanation and or adequate notice.

In such circumstances support will only resume after confirmation from the clients Institution/funding body to The Learning Support Centre Ltd office that they are happy for support to continue.

If there are any concerns regarding attendance these will be fed back to the Clients institution / funding body as a matter of course.

Related Documents : Staff Handbook