

Policy Title	<b>Failure to Attend and Cancellation Policy</b>
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Author	Donna Welburn, Operations Director
Approved by	Laura Cook, Managing Director
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## Aim

The Learning Support Centre (LSC) are aware that Disabled Students Allowances (DSA) is funding via Student Loans Company and NHS Bursaries. Student Loans Company and NHS Bursaries approve DSA funding for support for each individual student. LSC also provides support funded by student's colleges and universities. As an organisation providing this support and working with stakeholders, we have a responsibility to ensure that the funding is not misused.

## Policy Statement

LSC 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 or College Support Team, Student Loans Company and NHS Bursaries 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and that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn.

LSC make a charge for any DSA funded 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 hour's 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 office team to do this on their behalf. All students are aware of the 15 minute "wait period" via their Student Service Agreement which they directed to 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 a member of the institutions support 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). 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 support team to the LSC 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.