



## The Student Mentoring Company Cancellation Policy

There are times when you may need to cancel your Non-Medical Helper (NMH) support session. You must give **AT LEAST 24 hours** or more notice that you wish to cancel otherwise, our cancellation policy is applied.

This is the process for cancelling sessions and what happens if a session is missed or cancelled:

All NMH support sessions should now be booked and confirmed in advance with at least 24 hours' notice and not more than 7 days' notice before the session takes place. This policy relates to NMH support sessions that are booked and confirmed in advance. A booked session refers to a session where the student and NMH support worker have agreed a date, time and location in advance of the session. Booked sessions are confirmed by the NMH support worker within 7 days and at least 24 hours' beforehand, via your preferred method of contact. The confirmation of the booked session will also be emailed to you. After the first session, all subsequent sessions will be booked in advance

For the purposes of this process a cancelled session is a booked session that you the student cancels by contacting your NMH support worker with less than 24 hours of the session. A missed session is a booked session that you the student does not attend.

How to cancel a session:

If you need to cancel a session, you **MUST** contact your NMH support worker directly to notify them. This must be done with **MORE THAN 24 hours'** notice of the booked session. The NMH support worker will then respond to your notification of cancellation within 1 working day. The NMH support worker will rearrange the session with you, if applicable.

### **If you cancel with LESS than 24 hours' notice before the booked session:**

There may be circumstances that mean you cannot cancel a session more than 24 hours in advance. If you do contact the NMH support worker within less than 24 hours of the session, the NMH support worker will complete the cancellation portion of the timesheet.

### *Missed sessions*

There may be unforeseen circumstances that mean you cannot cancel a session with more than 24 hours in advance or situations that cause you to miss the session without notice. The NMH support worker will try contacting you via your preferred method of contact to ask why you missed the session. This is done to ensure that you are alright and to assess if there are any strategies or alternative support that needs to be put in place. The NMH support worker will rearrange the session if applicable. Please see below for a detailed procedure for missed sessions.

### *Impact on DSA/Funding*

Sessions that are missed, for unforeseen circumstances or due to your condition, will not be deducted from your DSA/funding allocation if you have given at least 24 hours' notice or more. However, if you cancel a booked session within 24 hours of the confirmed appointment time, the length of the session will be deducted from your allocated support hours. For example, if you have 30 hours of support available and miss an hour's session without giving at least 24 hours' notice, you will lose 1 hour from your support and will have 29 hours of support hours remaining. Do be aware that SFE cannot pay for sessions cancelled more than twice a term and that cancelling 3 or more times per term may put your support in jeopardy with your NMH support worker.

### *Number of permissible missed sessions*

Funding bodies will only fund 2 missed sessions per term. If you miss more than two sessions in a term, we may need to refer the matter to your funding body or Disability Advisor. Please see below for a detailed procedure.

The NMH support worker will complete the cancellation portion of the timesheet detailing the session date, time and time notified of the cancelled/missed sessions. On the timesheet, the NMH support worker will indicate the reasons for the cancellation. This cancellation will be recorded by The Student Mentoring Company and the NMH will be paid for the missed or cancelled session.

If you miss three booked support sessions in one term, then the NMH support worker will not be paid for the 3rd missed session. Therefore, the NMH support worker may decide that they can no longer support you. If so, the NMH will notify The Student Mentoring Company that they can no longer support you until you can confirm you will attend future booked sessions. Your Disability Advisor may be notified so that they can discuss session cancellations and missed sessions with you and if you require any other support or adjustments to be put in place. Please see below for the detailed procedure.

### *Cancellation Procedure*

#### Missed session number 1

- NMH contacts student to check they are okay and rearrange the session
- NMH informs The Student Mentoring Company by email and records the cancellation on the timesheet with the date of the session and date notified of the cancellation.
- The Student Mentoring Company will record the cancelled/missed session on the students record and the term the cancelled session occurred in.
- During the next support session the NMH and student discuss the reasons for the missed session and the NMH enters this on the form, if they hadn't already done so.

#### Missed session number 2

- NMH contacts student to check they are okay and rearrange the session
- NMH informs The Student Mentoring Company by email and records the cancellation on the timesheet with the date of the session and date notified of the cancellation.
- The Student Mentoring Company will record the cancelled/missed session on the students record and the term it occurred in.
- The NMH informs the student that 2 sessions have now been missed.
- If the absence was due to unforeseen circumstances or disability, the session will be paid for by the funding body unless other work was secured in its place. If the session was missed for other reasons

or due to the fault of the HEI the session will not be paid unless there are exceptional circumstances.

- During the next support session the NMH and student discuss the reasons for the missed session.
- NMH informs student of the implications of the missed session.

#### Missed session number 3

- NMH contacts student to check they are okay.
- NMH informs The Student Mentoring Company by email and records the cancellation on the timesheet with the date of the session and date notified of the cancellation.
- The Student Mentoring Company will record the cancelled/missed session on the students record and the term. If this third cancelled session is in the same term, it cannot be paid by the funding body.
- The Student Mentoring Company will contact the NMH support worker to advise if the student has now missed 3 sessions in one term, the third cancellation cannot be paid. A 3rd missed session falls into a new academic term, it can be paid for.
- The Student Mentoring Company will contact the student to discuss the reasons for the missed session and notify them that they have now missed 3 sessions. Their Disability Advisor may be informed and the Disability Advisor may wish to discuss strategies to prevent reoccurrence with you.
- If the student does not reply, the student will be contacted at least three times by their preferred method of contact. No further NMH support will be arranged until the student contacts their NMH support worker, or The Student Mentoring Company
- If the student later contacts The Student Mentoring Company to reinstate their support, we will discuss this request with them and make the necessary arrangements. This may involve re-allocation to a different NMH support worker, if appropriate or required.