



# Assisting Students Creatively ASC

In association with Altena Education Ltd

## Cancellation Policy

All support sessions should be booked in advance and arranged between the student and the support worker. Once a booking has been made, any changes or cancellations of bookings must be made under the following terms:

We have a 24 hour cancellation policy in line with guidance from DFE/DSA.

In instances where a session is cancelled or missed:

- You must give 24 hours notice in order to cancel/rearrange a session.
- SFE will only accept two official late cancellations per term. (which is usually deducted from your DSA hours)
- You must provide a reason (and the evidence) for a late cancellation.

SFE defines a term as the study periods surrounding standard holidays, specifically: September-December, January-April, and May-July/August. If you cancel a session with less than 24 hours' notice twice within the same term, we will typically be unable to reschedule your session until the start of the next term.

Wherever possible it is important to give more than 24 hours' notice (excluding bank holidays and weekends) if you wish to cancel your support session, this is the advice set out by the Student Loans Company (SLC) who pay for your DSAs.

There may be occasions where you may not be able to attend your support and are unable to cancel with more than 24 hours' notice. For example, because you

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### **Website**

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07789687984



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are ill, have a personal emergency, for unforeseen circumstances or as a result of difficulties relating to your specific learning difference, disability or condition. In such cases the cost of these booked support sessions are usually met from your DSAs.

In cases where your university is responsible for you needing to cancel a support session (for example a timetable change) you should contact your support provider to let them know as soon as possible. Costs of these cancellations do not usually affect your DSA but you will need to provide evidence.

It is important to understand that your support may be suspended by DSA if you repeatedly book support sessions but do not attend, or cancel with less than 24 hours' notice, which could have been cancelled with sufficient notice. This will be the case if more than two sessions have been missed per term, the SLC will inform you in writing in these circumstances.

## **BSL Interpreters and Specialist Note Takers, working with HI, VI and MSI students and notetakers**

Some BSL Interpreters and Specialist Note Takers, working with HI, VI and MSI students and notetakers, may have their own cancellation policies, please be mindful of this and give as much notice as possible if you wish to cancel a session so they can rearrange their working week.

Please contact us at any time if you require further guidance regarding our cancellation policy.

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