



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.

Support Professionals, working with HI, VI and MSI students and notetakers.

Once the support professional has been confirmed, the following charges will be made if the client cancels the booking:

100% of the originally quoted fee if cancellation is made between 0-5 working days and 50% of the agreed fees between 6-10 working days.

A Speech-to-Text service cannot take place in the absence of a service user and will therefore be deemed a cancellation if the service user does not attend, for whatever reason.

Please note that the support professional is not responsible should they be delayed or unable to attend the assignment due to unforeseen circumstances (e.g. sudden illness/ accident/ transport cancellation or delays).

Support professional's may also have their own cancellation policies.

Study Skills Tutors and Mentors / SSP's.

We have a 24 hour cancellation policy to protect staff and in line with guidance from DFE/DSA. If you cannot give 24 hours notice that you will not be attending your session then your tutor/mentor will still claim for their session that you missed and you will need to confirm this.

Address

Office 2, Parkside Business Centre
Holyhead Road
Wolverhampton
WV7 3DA

Website

www.assistingstudentscreatively.co.uk

Contact

info@asc-support.com
07789687984



Assisting Students Creatively ASC

In association with Altena Education Ltd

Cancellation Policy

We're aware that emergencies do happen. 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 stipulates a term refers to the study periods that run either side of the standard holidays, i.e Sept – Dec, Jan – April, and May – Jul/Aug. Unfortunately, if you cancel late (under 24 hours notice) twice in the same term we will usually be unable to reschedule your session until the new term begins.

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.

The SLC understands that 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 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.

Address

Office 2, Parkside Business Centre
Holyhead Road
Wolverhampton
WV7 3DA

Website

www.assistingstudentscreatively.co.uk

Contact

info@asc-support.com
07789687984



Assisting Students Creatively ASC

In association with Altena Education Ltd

Cancellation Policy

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.

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

Address

Office 2, Parkside Business Centre
Holyhead Road
Wolverhampton
WV7 3DA

Website

www.assistingstudentscreatively.co.uk

Contact

info@asc-support.com
07789687984