DSAS Support Booking/Cancellation Policy for students

Definition of booked session:

* One that you have contacted your support worker or the support worker team to request. The session is considered booked once you and your support worker have agreed a day, time and place of session(s).
* A regular session outlining the day, time and place of regular booking agreed between you and your support worker (these may or may not be confirmed each week).
* A session listed on your Note-Taking or Personal Assistant schedule, based on your request/requirements form information. You are expected to read you support schedules and contact the support worker team if you encounter any errors or sessions no longer required.

Definition of a missed session:

* One which you cancel with less notice than 24 hours’ notice (less than 2 weeks’ notice for BSL support)
* One which you do not cancel, and do not attend.
* One which is on your note-taking or PA schedule and you have not informed the support worker team office is incorrect or not required.
* One to which you are more than 10 minutes late for without notifying the support worker/support worker team that you are going to be late.

Where a session has been booked and missed, according to the above definitions, a support worker is able to submit a timesheet for the session and you are asked to sign for this session on the basis that it was booked and not attended or given sufficient notice to cancel.

Our guidance regarding missed sessions:

You are asked to give as much notice as is possible to cancel a session with a support worker or the support worker office team. If notice given is less than 24 hours (cancellation period), then a timesheet for the cancelled session will be generated and you will be asked to sign the timesheet to acknowledge the booking. You will be asked to discuss reasons for your absence or cancellation with your support worker, or the support worker team, in order to avoid future occurrences as far as is possible.

For support delivered by DSTs and mentors – you should communicate with the support worker in the first instance to discuss the cancellation, reasons for this and to rearrange the session if possible. For note-taking, PA and BSL support - you should contact the support worker office team to discuss the cancellation, reasons for this and to rearrange the session if possible.

The support worker team monitor how and when support is used and record any missed sessions or absences which occur. The support worker team may suspend support in cases where you regularly do not attend or where it is for reasons which are avoidable. However, we also want to ensure that the support worker team and support workers are doing everything possible to enable you to access support and we are committed to working with you to resolve difficulties which you may be encountering in attending support.

Where you cancel a session, or do not attend:

* For mentor and DST support the support worker will contact you to confirm the details of your next session and ask you to confirm if you intend to attend. You are asked to respond to confirm your attendance, the session may be offered to other students if confirmation is not received.
* If you have a regular standing booking, following one non-attended session, the support worker will assume that all future sessions are cancelled, until you have confirmed that you wish to continue the sessions.
* The support worker will also open a discussion with you, by email, text or at the next meeting regarding the reasons for not attending and discuss if it is possible to avoid this happening in future.
* For note-taking, PA and BSL support the support worker team office will discuss these issues with you directly.
* The support worker will contact the support worker office team to record that you are not able to attend and the reason for this if known, this will also be noted on any applicable record sheet where cancellation is with less than 24 hours’ notice.
* The support worker team office staff may contact you to discuss support cancellations. The support worker office team may also suspend your support where support is consistently not attended, or cancelled at short notice. If this is the case support can be reinstated following a discussion between you and the support worker office team regarding your attendance and ways of resolving access difficulties.