



FAILURE TO ATTEND & CANCELLATION POLICY

Context

AI Training (UK) Ltd are aware that Disabled Students Allowances (DSA) are funded via Student Loans Company and NHS Bursaries. Student Loans Company and NHS Bursaries approve DSA funding for support for each individual client. As an organisation providing this support and working with the Student Loans Company and NHS Bursaries we have a responsibility to ensure that the DSA is not misused.

Policy Statement

AI Training (UK) Ltd monitor attendance and cancellations of 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 client. Concerns are raised with the Needs Assessment Centre, Student Loans Company and NHS Bursaries as required.

Requirements for Implementation

At the outset clients 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and that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn.

AI Training (UK) Ltd reserve the right to place support on hold or withdraw support if customers repeatedly fail to attend or cancel sessions.

Failure to Attend

Failure to attend, 2 scenarios:

1. When the client is not at the agreed location, specified in the booking confirmation
2. When the client is not on-line at the agreed time, specified in the booking confirmation.

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 client to ascertain if they are on their way or contact the office team to do this on their behalf.

In the case of on-site sessions, the support worker will contact the client to confirm their attendance to the session before travelling and will not set off until confirmation has been received.

Should the session not go ahead due to confirmation not being received, the session will be forfeited.

AI Training (UK) Ltd

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Cancellations

AI Training (UK) Ltd make a charge for any sessions that are cancelled with less than 24 hours' notice.

If a client cannot attend a scheduled training session they must contact their AT Trainer/Support Worker at the earliest opportunity.

If cancellations are made with more than 24 hours' notice clients are not required to provide a reason for the cancellation

If cancellations are made with less than 24 hours' notice or a client fails to attend a scheduled session they are required to provide a reason (in writing) for the cancellation.

Failure to provide a reason will mean that the Funding Body will not pay for the session and the client will be liable to cover the costs of the session themselves. These costs will be detailed on the DSA2 letter (Letter of Entitlement).

Client Ceases to be a Student

If a client ceases to be enrolled on their designated Higher Education Course they must inform AI Training (UK) Ltd immediately. If they continue to access support without notifying the company of their change in circumstances, they will be liable for the cost of these sessions as DSA Funding will no longer be available to them.

Please note that 24 hour notice period is only applicable during normal office working hours which are Monday to Friday, 9:00 to 17:00. Therefore for sessions scheduled from 17:00 on a Saturday to 09:00 on a Tuesday, you must provide notice of cancellation before 17:00 on a Friday.