



Student Support Session Cancellation Procedure.

We hope you find your support is super helpful and makes a positive difference to your studies, however:

If you need to cancel a booked support session please give at least **24hrs** notice wherever possible. To cancel your session please:

1/ Contact your Amano Support Consultant directly or

2/ If your consultant can't be contacted, call the Amano office on 01822 600060.

- If you cancel your session with more than 24hrs notice then your Support Consultant will rearrange your session with you and your hours awarded will not be affected.
- If you cancel your Booked Support Session **within 24 hrs or Did Not Attend**, then we will charge your funding body for the missed session and include a reason. We will request that you sign a timesheet to confirm the missed session.
- If an Assistive Technology Training session is missed/cancelled then Student Finance England (SFE) have agreed to allow the session to be re-booked and taken without notification or loss of those support hours from your awarded hours*.
- If you miss a Booked Support Session we will make all reasonable efforts to contact you to find out the reason for you missing the session and to confirm arrangements for the next session booking.
- It is Department for Education policy that DSAs-funding is not available for Non-Medical Help (NMH) sessions that are repeatedly not being used. Repeatedly will normally mean 2 or more booked sessions per NMH support role per term. SFE will not make payment for any missed sessions occurring beyond the first two.

The Student Loans Council guidance on missed sessions is here:

<http://www.practitioners.sl.c.co.uk/products/disabled-students-allowances/dsas-updates-for-practitioners.aspx>

Definitions:

Booked Support Session – is an agreed and confirmed non-medical help support session, or training session arranged in advance and confirmed in person, by email, text or letter. This Booked Appointment may be undertaken by Amano or by a representative or agent of Amano and is at an agreed time, date, and location. The session will be deemed to be up to an entire day.

Did Not Attend – is when a customer fails to attend a Booked Support Session with no notice.

Short Notice Cancellation - is where a customer fails to cancel a Booked Support Session in a timely manner (with less than **24hrs** of a Booked Support Session time and date, providing that 24hrs is available in advance).

*Applies to SFE only NOT Student Finance Wales, Scotland or Ireland.