



## **Disability and Dyslexia Support Worker Service** **Cancellation Policy**

This policy outlines the cancellation procedures for specialist mentoring support provided by the DDSS Support Worker Service.

Students who need to cancel a mentoring appointment must email their mentor directly to let them know that they cannot attend and provide a reason. Students need to be aware that this email may be forwarded to their funding body as evidence of cancellation.

We ask that at least 24 hours' notice is given when mentoring needs to be cancelled.

### **Missed appointment procedure**

When a mentoring appointment is cancelled with less than 24 hours' notice or if a student does not attend, it will be classed as a missed appointment.

If a student misses two mentoring appointments in a semester, the Support Worker Co-ordinator will contact them to check whether they wish to continue with the support and to remind them of the cancellation policy. The Support Worker Co-ordinator will establish the cause of the late cancellation/non-attendance and see if there is anything that can be done to support attendance.

If a student, then misses a third appointment in a semester, support will be put on hold until they have spoken with the Support Worker Co-ordinator. If they wish to continue accessing mentoring support, they will be notified that if they miss another appointment in the semester the support will be withdrawn.

If a student, then misses a fourth appointment they will be notified that their mentoring support has been withdrawn for the remainder of the semester.

If a student wishes to re-access mentoring support in the next semester, they will need to meet with the Support Work Co-ordinator to discuss and agree arrangements before support can be re-started.

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Alternative formats are available on request. This policy is reviewed annually and updated as required.

23<sup>rd</sup> September 2022