

Non-Medical Helper Cancellation Process

There may be times when a Non-Medical Helper (NMH) session needs to be cancelled. This document details the process for cancelling sessions and what happens if a session is missed.

This process relates to NMH sessions that are booked. A booked session is a session that the student and NMH have agreed a date, time, location and type of support for. Booked sessions are confirmed by the NMH at least 24 hours' beforehand (except in exceptional circumstances), via the student's preferred method of contact and then documented by email.

This process will cover cancelled sessions and missed sessions. For the purposes of this process a cancelled session is a booked session that the student cancels by contacting their NMH. A missed session is a booked session that a student does not attend.

How to cancel a session:

If a student needs to cancel a session they must contact their NMH by their agreed method of contact. This must be done with more than 24 hours' notice. The NMH will respond to the student's notification within 1 working day. The student and NMH will rearrange the session if applicable.

Less than 24 hours' notice and missed sessions:

There may be unforeseen circumstances that mean a student cannot cancel a session more than 24 hours in advance or situations that cause the student to miss the session without notice. In this document we refer to these as missed sessions. In these cases the NMH will try contacting the student via their preferred method of contact. The student should respond to this contact as soon as possible.

The NMH will ask the student why they missed the session. This is done to ensure the student is okay and assess if there are any strategies or alternative support that needs to be put in place. The NMH and student will rearrange the session if applicable. Please see appendix A for a detailed procedure for missed sessions.

Impact on DSA/Funding:

Sessions that are missed, for unforeseen circumstances or due to a student's condition, will be deducted from the student's DSA/funding. This is due to the costs incurred by the NMH and loss of that session's pay. For example if a student has 30 hours of support available and misses an hour's session they will have 29 remaining.

Number of sessions:

Funding bodies will only fund 2 missed sessions per term, per NMH role. For example if a student has Specialist Mentoring and Specialist Study Skills, 2 missed

sessions per term will be funded for the Specialist Mentoring and 2 missed sessions per term will be funded for the Specialist Study Skills. If a student misses more than 2 sessions in a term then they may need to be reallocated to a different NMH or supplier, and in some cases referred back to their funding body. Please see appendix A for a detailed procedure.

University causes:

If a session is missed, and it was caused by the University (such as a last minute timetable change) then the session will not be deducted from the student's DSA/funding. In these cases the NMH will notify the Accessibility team who will investigate the situation to determine if any strategies could be put in place to prevent reoccurrence.

NMH Payment:

The NMH will not require the student to sign a timesheet for any sessions that have been missed. On the timesheet the NMH will indicate the reasons for this.

If the reason is due to the student's condition or unforeseen circumstances, then the NMH will be paid through the student's DSA funding as long as they haven't already met the 2 sessions per term, per role limit. The NMH will be paid for the total length of the booked session. If the NMH had more than one session booked with the student in the same day, and the student missed them all or gave less than 24 hours' notice of cancellation, then the NMH can claim for them all as 1 session. However, if the NMH was able to secure other work for this period they cannot claim.

If the student misses a third session then the NMH will not be paid for this. Therefore, the NMH may decide that they can no longer support the student. In these instances the NMH will refer the student back to Accessibility and Inclusive Learning for reallocation. The Accessibility and Inclusive Learning team will discuss session cancellations and missed sessions with the student before reallocation can occur. Please see appendix A for the detailed procedure.

Appendix A

Missed session number 1

NMH contacts student to check they are okay and rearrange the session

NMH logs 'missed session' on Compass case and updates diary to reflect this. (e.g. 02.05.18 - 3/30, Study Skills - Missed Session 1)
Timesheet can be complete without student signature for SFE

During the next support session the NMH and student discuss the reasons for the missed session.
NMH informs student of the implications of the missed session

If the missed session was due to unforeseen circumstance or disability, the session will be paid for from the student's DSA allowance unless other work was secured in its place. If the session was missed for other reasons, the session will not be paid unless there are exceptional circumstances.

If applicable NMH and student put strategies in place to prevent reoccurrence

Missed session number 2

NMH contacts student to check they are okay and rearrange the session if applicable

NMH logs 'missed session' on Compass case and updates diary to reflect this. (e.g. 02.05.18 – 3/30, Study Skills - Missed Session 2)
Timesheet can be complete without student signature for SFE

NMH informs Accessibility and Inclusive Learning via accessibilityadmin@fxplus.ac.uk with the subject heading 'Missed Session' and notifies if they are going to continue supporting the student

During the next support session the NMH and student discuss the reasons for the missed session. If the NMH is not continuing with the student then this meeting will involve a member of the Accessibility and Inclusive Learning Team instead.

NMH or A&IL team member informs student of the implications of the missed session. This includes reallocation to a new NMH if relevant

If the absence was due to unforeseen circumstances or disability, the session will be paid-for from the student's DSA allowance unless other work was secured in its place. If the session was missed for other reasons the session will not be paid unless there are exceptional circumstances.

If applicable A&IL team member, NMH and student put strategies in place to prevent reoccurrence

Missed session number 3

NMH contacts student to check they are okay.

NMH informs Accessibility and Inclusive Learning via accessibilityadmin@fxplus.ac.uk with the subject heading 'Missed Session'.

Accessibility and Inclusive Learning write a letter to the student informing them they have missed 3 sessions. A member of the A&IL team will contact the student to discuss the reasons for the missed session.

If the student replies to the contact, strategies will be discussed to prevent reoccurrence.

In most cases the student will be reallocated to a NMH.

If the student does not reply, the student will be contacted at least three times by a variety of methods during a 3 week period. No further NMH support will be arranged until the student contacts the accessibility team.

If the student later contacts an Accessibility Adviser asking to reinstate their support Accessibility will discuss this request and make the necessary arrangements.