



## Cancellation Policy - Context

This Cancellation Policy applies to *students in receipt of Disabled Student's Allowances (DSAs)* who have contracted their Non-Medical Help (NMH) support services from *Working Well With Autism*.

This Cancellation Policy lists the conditions that apply under the following circumstances:

The *student* does not attend a booked appointment without telling *Working Well With Autism*, i.e. they do not turn up without letting anyone at *Working Well With Autism* know; or

The *student* cancels a booked appointment at short notice *without good reason* (see below), i.e. they let *Working Well With Autism* know but not until after a cut-off point of 24 hours before the appointment is due to take place, i.e. a full day before the scheduled appointment

If they have not been notified by the *student* that they cannot keep the appointment, *Working Well With Autism* will turn up at a booked appointment (and reserve the right to charge the funding body for the missed session).

If they are themselves late or unable to attend at short notice, *Working Well With Autism* will notify the *student* as soon as they are able. They will also give the *student* at least 24 hours' notice if they know in advance that they will be unable to attend a booked appointment. These cancellations will, naturally, not incur any charges to the funding body.

These conditions should be regarded as forming part of the contract made between the *student* and *Working Well With Autism*, where both parties have mutual obligations to each other to develop and maintain a good working partnership.

## Cancellation Policy

*Working Well With Autism* intends to always provide timely and flexible NMH support to fit in with our students' individual needs and availability

*Working Well With Autism* will confirm the booked appointment by email and a text reminder will be sent to the *student* latest 24 hours before the scheduled appointment

*Working Well With Autism* will provide the *student* with a written copy of this cancellation policy during the initial session and will ask them to sign to confirm that they have seen the policy

If the *student* does not appear at the agreed appointment time and place, *Working Well With Autism* will:

1. Text the student's mobile telephone number

2. If no reply received within 5 minutes, call the student on their mobile telephone number and if no reply, leave a voicemail
3. If no reply received within 5 minutes, call the student on any agreed alternative number
4. If no reply received at this stage, send the student an email confirming that the session has been cancelled due to non-attendance ('no show') and inviting the student to rebook the session
5. Leave the appointed place

*Working Well With Autism* recognise that there may well be good and valid reasons why a *student* has been unable to attend a booked appointment and/or without prior notice. Such reasons may include illness, anxiety, transport problems or other challenges.

*Working Well With Autism* will treat such occurrences on a case by case basis and may apply their discretion to allow for an individual appointment to be rebooked. If, however, the *student* misses more than 2 booked appointments per term (in a 3-term academic year) without giving at least 24 hours' notice, *Working Well With Autism* will work with the student and the student's partners, such as the student's Higher Education Institution and their funding body, to improve the situation, but may ultimately have to suspend support.

This Cancellation Policy reflects current Student Finance England (SFE) guidance on missed and cancelled NMH sessions and the DSA charging mechanism.

*Working Well With Autism* are also required to provide information on missed or cancelled sessions to SFE in line with *Standard 1.5 The NMH provider will notify SFE of missed or terminated sessions* of the NMH Quality Assurance Framework V1.5 of 01 May 2017 (which forms the 'contract' between *Working Well With Autism* and SFE).