



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

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

Students who need to cancel a confirmed face-to-face support session (e.g. Mentoring or Study Skills Tutor appointment) need to email their support worker 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.

Students who need to cancel other confirmed support (e.g. note taking) need to email the Support Worker Co-ordinators at: supportwork@sheffield.ac.uk

Where possible, we ask that at least 24 hours' notice is given when a support session needs to be cancelled. Where less than 24 hours' notice is given, the support worker will record details of the cancelled session on their timesheet. If the support is externally funded, the funding body will be invoiced for this session (up to 2 sessions in a term). For DSA funding purposes, there are 3 terms in an academic year: Sept-Dec, Jan-April and May-August.

Where a student fails to attend for a confirmed support session, the support worker will record the session on their timesheet. The student will be asked to confirm the booked session and their reason for non-attendance, either by email or at their next attended session.

If a student cancels with less than 24 hours' notice or fails to attend for 2 confirmed support sessions in one term, if appropriate, the support may be temporarily suspended until the student has met with one of the Support Worker Co-ordinators or a member of the Specialist Study Skills Support Tutor (SpLD) Team. This meeting is to establish the cause of the cancellation/non-attendance and to see if there is anything that can be done to support attendance. Support can be restarted as soon as this meeting has taken place.

All support workers starting with the DDSS Support Worker Service are provided with access to a copy of this policy either online or in paper format. Alternative formats are available on request. This policy is reviewed annually and updated as required.

19th November 2019