

## Short notice cancellations and missed sessions

### Students in receipt of weekly support such as Specialist 1:1 Study Skills Support, Specialist Mentoring or Specialist Support Professional

Student Finance England (DSA) funds two missed sessions per term. This is a session the student doesn't attend, or cancels with less than 24 hours' notice.

#### Short-notice cancellations by the student

**DSA funded students:** The relationship is between the student, the provider and DSA. The UAL Disability Service expects the provider to absorb the cost of missed sessions, above those funded by DSA. If there are concerns about consistent non-attendance please contact the referring Disability Adviser, with consent.

**UAL funded students:** The relationship is between the student, the provider and the UAL Disability Service. Providers should inform the referring Disability Adviser about all missed sessions within a week of them occurring. The University will then fund the DSA equivalent of two missed sessions per term. The UAL Disability Service may fund further missed sessions when the referring Disability Adviser has been informed at the point they occurred and pre-agreement to fund further missed sessions has been obtained in writing. The provider should request this at the point the student has missed two sessions in a term.

#### Short-notice cancellations for HEI related reasons

The UAL Disability Service will fund sessions cancelled at short-notice for HEI related reasons – whether funded by UAL or DSA. To enable payment, the provider must inform the referring Disability Adviser about the HEI related cancellations and provide evidence, e.g. email from a tutor confirming they cancelled a lecture at short notice, alongside confirmation of the original booking. It can take up to 90 days for payments to be processed if the provider is not an existing UAL supplier.



## Students in receipt of regular daily support, such as BSL Interpreters, Note Takers and Study Assistants.

### Short-notice cancellations by the student:

**DSA funded students:** The relationship is between the student, the provider and DSA. However, the UAL Disability Service recognises there may be a greater impact on the provider, should the student regularly cancel support at short-notice. To minimize the associated risk of students being unable to access support, the UAL Disability Service will seek to reach an agreement, on a case-by-case basis, about the number of missed sessions it will fund per term (above those funded by DSA). The agreement should be made at the point the student accesses support. In all cases, the UAL Disability Service expects to be informed of all missed sessions within a week of them occurring.

**UAL funded students:** The relationship is between the student, the provider and the UAL Disability Service. Providers should inform the referring Disability Adviser about all missed sessions within a week of them occurring. When these terms are met, the University will fund the DSA equivalent of two missed sessions per term. The UAL Disability Service may fund further missed sessions when the referring Disability Adviser has been informed at the point they occurred and pre-agreement to fund further missed sessions has been obtained in writing. The provider should request this at the point the student has missed two sessions in a term.

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