**Queen’s Register of Support Providers**

**Guidance for Responding to Missed or Cancelled-at-short-Notice**

**One-to-One Support Sessions**

Queen’s Register of Support Providers support students to access one-to-one support from a qualified Support following the agreement of funding by a student finance body e.g. EA (Education Authority), SFE (Student Finance England), ESF (European Social Fund), SAAS (Student Awards Agency for Scotland) etc.

As per the **Student Contract** [(see www.qub.ac.uk/directorates/sgc/disability/StudentsReceivingNon-MedicalSupport/](http://www.qub.ac.uk/directorates/sgc/disability/StudentsReceivingNon-MedicalSupport/)), it is the student’s responsibility to:

* Give their Support Provider(s) at least **24 hours notice** where possible if they are no longer able to attend and must cancel a support session or class. Failing to provide at least **24 hours notice** may result in the payment of their support being stopped by their funder meaning their one-to-one support may be put on hold.

Queen’s Register of Support Providers proactively encourages Support Providers to review all missed/cancelled sessions with students to ensure that justification is given for the missed/cancelled session(s) concerned. This justification is documented on Queen’s Register of Support Providers’ **Missed/Cancelled Sessions Proforma** which is submitted (one per session being claimed for) with the relevant Work Record(s) to provide an explanation to the student’s funder for the payment of a session in the absence of support.

Student funding bodies may stop the payment of student support when **two or more** missed or cancelled-at-short-notice sessions (i.e. with **less than 24 hours notice)** occur in **one semester**. When a funder refuses to pay for further support because of the number of accrued missed or cancelled-at-short-notice sessions, Disability Services will support the student in getting their funding re-instated by meeting with the student to agree strategies for future support and to complete the necessary paperwork required by their funding body.

Students will be given **5 working days** to complete this process. If a student fails to respond / complete the necessary review meeting / paperwork within this timeframe, Queen’s Register of Support Providers will be **unable** to assign Support Providers to the student until this process is completed. This means that all one-to-one support will be put on hold in the interim. If one-to-one support is put on hold, the student will, however, still be entitled to internal support such as flexibility with deadlines, extra time in the exams etc.

The process below outlines how the non-payment of missed sessions and/or cancelled with **less than 24hrs notice** one-to-one support sessions are responded to:

* 1. The funding body notifies Disability Services by email that the payment of a student’s support has been stopped because of two or missed/cancelled-at-short-notice sessions in a semester;
	2. The student is notified by Queen’s Register of Support Providers by email (telephone notification will also be attempted) that their funding body has suspended the payment of one-to-one support until the student meets with Disability Services **(within 5 working days)** to agree future strategies for the use of support and to complete the paperwork required by the student’s funder;
	3. If the student responds and completes all necessary requirements, one-to-one support will continue uninterrupted.
	4. If, however, the student fails to respond **within 5 working days,** he/she will be informed by Queen’s Register of Support Providers that all one-to-one support will be put on hold until they meet with Disability Services to agree future strategies for the use of support and complete the paperwork required by their respective funding body.