

## **Non-medical help at the University of Southampton: Attendance and Cancellation Procedures 2016/17**

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**If you require this document in an alternative format, such as large print or coloured background, please contact Enabling Services via telephone: 023 8059 7726 or email [enable@soton.ac.uk](mailto:enable@soton.ac.uk)**

This document only applies to the support provided by the University of Southampton

### **Attendance**

It is expected that you attend all booked support sessions. A booked support session is defined as any session which has been confirmed in advance to you by a member of the Enabling Services team.

**We have asked you when you are available. We will only offer you sessions during those days and times. Therefore we expect you to attend.**

### **Cancellation notification period**

If you need to cancel or reschedule a booked support session it is important that you provide at least 24 hours' notice.

### **Non-attendance for reasons beyond your control**

We understand that there may be times when it is not possible to provide 24 hours' notice, for example, if you are unexpectedly ill. Where this is the case, please let us know as soon as possible, providing us with a reason for your non-attendance.

### **Impact of not attending your session or cancelling with short notice.**

Unless the University of Southampton is responsible for the late cancellation of your support, the session will be deducted from your support entitlement. This can only be done a maximum of 2 occasions per term and only where a reason for the late cancellation has been provided and is deemed acceptable. After this, aside from exceptional circumstances (which would only be considered on a case by case basis by the University) the cost of further missed sessions will be your responsibility. This would be discussed with a specialist practitioner.

### **How to cancel or reschedule a support session**

To cancel or reschedule a booked session, please email [enable@soton.ac.uk](mailto:enable@soton.ac.uk) with the following information:

- Your full name and student number
- The date and time your session is scheduled to take place
- The reason you need to cancel your session

You must provide us with all the above information.

Unless you tell us otherwise, we shall assume that you will be attending any future booked sessions.

Alternatively, you can call Enabling services on: 023 8059 7726 and provide the information outline above.

### **Communication between Enabling Services and the student**

*Please note: Enabling Services will use email as the primary form of communication with students. If you would prefer an alternative form of communication (i.e. telephone), please state your preference here:*

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### **I confirm that I have read and understood the above information:**

Student Name:

Signed:

Student number:

Date: