Non-Medical Helper (NMH) Cancelation Policy

Policy overview

During the academic year studying at Newcastle College there may be times when a student does not attend a booked NMH support session (a booked session means that the student and NMH provider have agreed the date, time, location and support type in advance of the support session) and do not provide the college with more than 24 hours notice.

In this situation including cases such as unforeseen circumstances, for instance emergencies or illness, it is agreed and understood that the college has arranged for a NMH from the Higher Education Support Team to attend the booked support session and so has incurred a cost for arranging the support for the unattended session. Newcastle College cannot claim DSA funding for any more than two missed sessions per term.

There may be occasions where a student does not attend a session and could have cancelled the session with more than 24 hours' notice. The cost of such sessions may still be met through the student’s DSAs where the NMH provider has incurred a cost for arranging the support and paying the support worker for those sessions.

In all scenarios, DSAs funding will not be provided for NMH provision that is repeatedly not being used once booked, or cancelled with less than 24 hours' notice, when they could have cancelled the support session with sufficient notice.

Repeatedly is defined as more than two missed sessions per term. DSA funding will cease where students indicate that they no longer need or want NMH support.

What action will the college take when a session is missed?

At the first missed session

1. The service will make attempts to contact the student to find out the reason for the missed session (1 e-mail, 1 phone call-or voice mail) and confirm arrangements for the next booked support session.

2. Support staff will not attend the next session until the next booked NMH support session arrangements are confirmed with the student.

3. A record of the conversation will be saved as evidence.

At the second missed session

1. The service will make attempts to contact the student to find out the reason for the missed session (1 e-mail, 1 phone call-or voice mail) and confirm arrangements for the next booked NMH support session.
2. Support staff will not attend the next session until the arrangement is confirmed with the student. If two sessions per term are missed without the requisite notice period being adhered to and no reasonable explanation provided, sessions will be suspended and the student will be invited to attend a meeting. Support will not continue until the student has attended a meeting to review their absences.

3. A record of conversation will be saved as evidence.

Newcastle College can contact SFE to agree termination of support sessions if legitimate reasons for on-going missed sessions are not provided. Until an alternative provider is found the college will continue to offer the student their entitled sessions.

Newcastle College Higher Education Support Team, may where necessary, liaise with the needs assessor if it appears that the student is not managing their sessions effectively and sessions are regularly being cancelled or missed without cancellation. This may indicate other problems or may indicate that the student does not require, or is not satisfied with the support they have been recommended.

DfE/SLC will separately consider what action might be taken if the nature of a student’s disability means that they might regularly need to miss booked sessions without warning however, it is expected that this would be indicated on a needs assessment report.

If the student states they no longer require the support, support will be ended and SFE informed.

**What is deemed to be a term when considering missed sessions?**

Newcastle Colleges terms/semesters refer to the study periods that run either side of the standard holidays.

- Term 1/Semester 1 = September to December
- Term 2/Semester 2 = January to April
- Term 3/Semester 3 = May to August.

**How to book a session.**

Sessions will be booked on a student’s initial meeting with a NMH and a signed agreement will be made for the next booked session. This will continue throughout the use of your entitlement.

**How to cancel a session**

To cancel a NMH support session students can provide 24 hours notice by contacting the Higher Education Support Team on:

- Telephone: 01912004189
  (Voicemail between 8:00am and 10:00am and 3:00pm and 5:00pm)
- E-mail - headmin@ncgrp.co.uk

Replies not provided on a Saturday or Sunday or outside the core opening times of the service 10:00-3:00.