

Specialist Training Cancellation Policy

'Specialist Training' is band 4 Non-Medical Help Support Provision, funded by Disabled Students Allowance, recommended to support you to set up and develop your Brain in Hand licence.

Your Specialist Trainer will contact you to book and confirm your Specialist Training session(s):

- ✓ To 'Book' means they will agree the date, time and location of the session with you and outline the proposed content of the session by email
- ✓ To 'Confirm' means they will confirm with you the date, time and location of the session by phone, text or email between 24 hours and 7 days in advance.

By booking the session you confirm that you have not completed or withdrawn from your course and are eligible for DSA funding.

labelling your Specialist Training Session(s)

You can rearrange or cancel your Specialist AT Training session(s) direct with your Specialist Trainer, or you can email us at DSA@braininhand.co.uk.

Please give at least 24 hours' notice to cancel or rearrange a Specialist Training session.

If you do not provide 24 hours' notice of a cancellation, or you fail to attend a session, the cost of your Specialist Training will still be deducted from your DSA Allowance. This can happen even if the non-attendance were due to reasons outside of your control, for example because you were ill or had a personal emergency or unforeseen circumstances.

Brain in Hand will notify your funding body where sessions are not attended or are cancelled without providing a minimum of 24 hours' notice.

Where more than two sessions have been missed per term, to ensure that all parties understand their responsibilities and that the reasons for missed sessions are being investigated and documented, your funding body may decide to suspend your DSA funding.

If you decide that you no longer need or want Specialist Training support please let us know by emailing dsa@braininhand.co.uk or calling **01392 247909**, to avoid the late cancellation of any booked Specialist Training session(s).

labelling your Brain in Hand Licence or Facilitation Services

The above policy relates to Brain in Hand Specialist AT Training (band 4 NMH) support provision.

To cancel your Brain in Hand University Edition licence or National Autistic Society Facilitation Service you must do so in writing. Download a **BiH Cancellation Form** from <http://braininhand.co.uk/university-edition-student-support/> and post it to us at: Brain in Hand Ltd, The Innovation Centre, University of Exeter, Exeter, EX4 4RN; or email us at support@braininhand.co.uk from the email address specified on your account.