



STAT Northern Cancellation Policy

For PGR students directly funded by Universities, Colleges, Research Councils or NHS

Missed Sessions

We understand that life happens and you might need to miss a scheduled session. However, consistent absence can impact the quality of support we are able to provide. If you miss two or more sessions in one academic term, your access to support may be suspended until the start of the next term.

Cancellation Notice

- If you cancel a session with more than 24 hours' notice, it will not be considered a missed session.
- Cancellations made with less than 24 hours' notice will be counted as missed, and the session will be deducted from your allocated hours.

What to Do If You Miss a Session?

- **First Missed Session:** If you miss a session, your support worker will contact you to understand why and confirm your future appointments.
- **Second Missed Session:** If you miss another session, the support worker will reach out to clarify the situation and ensure that your future bookings are confirmed.

If you miss two sessions within a term (with less than 24 hours' notice), your support may be suspended.

Cancellation Due to Disability

Any cancellations due to disability will be reviewed on an individual basis, and adjustments may be made where appropriate.

Communication

Good communication is essential. If you no longer require a specific type of support, please inform us as soon as possible so we can allocate resources efficiently and continue providing optimal support to you and other students.