



Student Cancellation Procedure

At Onyx Student Support Ltd, we are committed to providing high-quality support throughout your studies. We hope you find your support sessions valuable and that they make a positive contribution to your academic journey.

We also understand that balancing studies alongside other commitments can sometimes be challenging. If you need to cancel a session, please follow the procedure outlined below:

1. Contact your Support Worker directly
2. If your Support Worker cannot be contacted, call, or email the office:
 - Telephone: 01604 713103
 - Email: admin@onyxstudents.com

Notice

If you cancel with more than 24 hours' notice your support worker will rearrange your session, and your awarded hours will not be affected.

Within 24 hours or no attendance, we will charge your funding body for the missed session and include a reason.

Assistive Technology Training Sessions

If missed or cancelled, Student Finance allows the session to be re-booked without notification or loss of awarded hours. Applies to SFE only, not Student Finance Wales, Scotland, or Ireland.

Missed Sessions

Your support worker will make all reasonable efforts to contact you to confirm arrangements for the next session booking.

Department for Education Policy

DSA funding is unavailable for Non-Medical Help (NMH) sessions that are repeatedly not used. "Repeatedly" means two or more booked sessions, per NMH support role, per term.

Terms

- 1st September – 31st December
- 1st January – 30th April
- 1st May – 31st August

SFE will not make payment for any missed sessions occurring beyond the first two.

If your support worker makes changes to your bookings or cancels regularly, or you have any concerns that make you reluctant to have your support sessions, please notify admin@onyxstudents.com so we can discuss and/or reallocate you a support worker.

Definitions

‘Booked Support Session’

An agreed and confirmed non-medical help support session or training session arranged in advance and confirmed in person, by email, text, or letter. This session is at an agreed time, date, and location.

‘Did Not Attend’

When a student fails to attend a booked support session without notice.

‘Short Notice Cancellation’

When a service user fails to cancel a booked support session with less than 24 hours' notice.