



# Adams Educational Services Limited

www.adamseducationalservices.co.uk

info@adamseducationalservices.co.uk

T 0203 291 3931

Company No.: 09849313

Victory Way, Admirals Park, Crossways, Dartford, Kent, United Kingdom, DA2 6QD

## Non-medical help at Adams Educational Services:

### Attendance and Cancellation Procedures

There are 8 sections in this procedure which you are required to read carefully

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If you require this document in an alternative format, such as large print or coloured background, please contact Adams Educational Services Limited either via telephone: 020 3291 3931 or via email [info@adamseducationalservices.co.uk](mailto:info@adamseducationalservices.co.uk)

This document only applies to the NMH support provided by Adams Educational Services Limited.

## **1. 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 Adams Educational Services Limited Student Support Team.

## **2. Cancellation notification period**

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

## **3. 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.

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

Unless Adams Educational Services Limited is responsible for the late cancellation of your support, the session will be deducted from your support entitlement. Missed sessions will be recorded on the DSA standard timesheet form.

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

To cancel or reschedule a booked session, please email [info@adamseducatorialservices.co.uk](mailto:info@adamseducatorialservices.co.uk) with the following information:

- Your full name and student CRN 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 either call us on: 020 3291 3931 or text us on 07482605308 and provide the information outlined above.

## **6. Communication between Adams Educational Services Limited and the student**

Please note: Adams Educational Services Limited will aim to use any mean of communication which suits our students' needs. This can either be by email, texting, phone call or skype video. However, if you would prefer a specific form of communication, please state your preference here:

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## **7. Your Feedback is appreciated**

We always value your feedback and it is always appreciated. This will help us to improve your learning. You can provide us with your feedback using one or more of the following options:

1. During the session: on going
2. Complete the online student's support feedback anonymously:  
<https://www.adamseducationalservices.co.uk/student-support-feedback-form>
3. Give us feedback on yell.com:  
<https://www.yell.com/biz/adams-educational-services-ltd-london-8487548/#reviews>
4. Via email: [info@adamseducationalservices.co.uk](mailto:info@adamseducationalservices.co.uk)
5. Text SMS or skype texting

## **8. Student statement (Signed)**

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

Student Name:

Signed:

Student CRN Number:

Date:

Reviewed: July 2020