

PL6 Learning Hub Cancellation Policy

Approved by: Western Education Solutions Ltd

Applies to: All learners, parents/carers, staff, and referring agencies

Designated Safeguarding Lead (DSL): Greg Western

Date of Approval: 8 October 2025

Next Review Due: 8 October 2026

1. Purpose

This policy ensures fairness, consistency, and safeguarding in the event of cancelled or missed sessions at PL6 Learning Hub. It sets out clear expectations for both parents/carers and the hub regarding notice periods, charges, and exceptional circumstances.

PL6 Learning Hub operates small, personalised learning groups. Each session requires dedicated staff and preparation, so late cancellations directly impact the quality of provision and the availability of places for other learners.

2. Aims

- To provide a clear and transparent approach to session cancellations.
- To maintain fairness for all families and staff by enforcing reasonable notice periods.
- To ensure attendance and safeguarding records remain accurate.
- To minimise disruption to the learning experience of other children.

3. Standard Notice Period

- PL6 Learning Hub operates a 24-hour cancellation rule for all sessions.
- If a parent/carer needs to cancel a session, at least 24 hours' notice must be provided by phone, text, or email.
- This allows time to adjust staffing, planning, and safeguarding logs.

4. Charges for Late or Missed Cancellations

- Cancellations made with less than 24 hours' notice will be charged in full unless there are exceptional circumstances agreed by the DSL.
- If a learner fails to attend a booked session without notice, this will be recorded as an unauthorised absence and still charged.
- If cancellations become persistent, the DSL will review the placement with the parent/carer and, if applicable, the funding body (e.g., EOTAS or school).
- Prepaid sessions cannot be refunded but may be rescheduled only at the DSL's discretion.

5. Exceptional Circumstances

- PL6 recognises that unexpected illness or emergencies can occur.
- The DSL may waive or adjust the cancellation charge where valid evidence or compassionate grounds are provided (e.g., medical note, bereavement).
- Decisions will be recorded on CPOMS for transparency and safeguarding oversight.

6. Cancellation by PL6 Learning Hub

On rare occasions, PL6 Learning Hub may need to cancel or reschedule a session due to:

- Staff illness or emergency,
- Building or safety issues,
- Adverse weather, or
- Local safeguarding alerts.

In these cases:

- Parents/carers will be notified as soon as possible (usually by text or email).
- An alternative date or equivalent replacement session will be offered.
- Where rescheduling is not possible, a credit or refund will be arranged.

7. Communication and Recording

- All cancellations (by either party) will be recorded on the PL6 daily register and, where appropriate, on CPOMS for safeguarding reference.
- Ongoing communication will be maintained between the parent/carer and the DSL to support consistent attendance and wellbeing.

8. Persistent Cancellations or Non-Attendance

- Repeated cancellations may affect a learner's place at the hub, particularly where this disrupts group learning or impacts staff planning.
- The DSL may request a review meeting with the parent/carer to discuss attendance barriers.
- In funded placements, PL6 may be required to inform the commissioning authority if attendance falls below the agreed threshold.

9. Contact Information

For all cancellations or absences, please contact:

■ greg@pl6learninghub.co.uk

■ 07954 653919

10. Review

This policy will be reviewed annually or sooner if there are changes to operational practice, funding arrangements, or safeguarding requirements.

Signed:

Greg Western

Designated Safeguarding Lead

PL6 Learning Hub

Western Education Solutions Ltd

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