INSTITUTE OF HIGHWAY ENGINEERS

IHE One-to-One Guidance Session No Show Policy

[Version 1 June 2026]

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IHE One to One Guidance Session
No Show Policy

1. Policy Statement

The Institute of Highway Engineers (IHE) is dedicated to supporting its members when it comes to professional and personal development.

One-to-one guidance sessions are a member benefit that provides 30 minutes of complementary access to an experienced Professional Reviewer. These sessions are designed to support IHE members applying for Professional Registration by offering tailored and practical advice on their submission. Each session has an allotted slot that cannot easily be reallocated at short notice or non-attendance, and late cancellations have a direct impact on the availability of the service to other IHE members.

2. Purpose

The purpose of this policy is to ensure that on-to-one guidance sessions continue to remain accessible and available to all IHE members. Sessions that are missed without sufficient notice cannot be reassigned to members on the waiting list, in turn reducing the benefit of this service. By the IHE setting clear expectations around cancellations and attendance, we aim to keep availability of sessions for all members that require support with their Professional Registration application.

3. Scope

This policy applies to all IHE members who book a guidance session with a Professional Reviewer, no matter what type of registration they are completing.

4. What sessions cover

Guidance sessions provide the following:

- Practical advice on areas of the submission you may be stuck on
- A session to come with specific aspects of the application or submission you are struggling with
- Support with selecting suitable evidence from your experience to demonstrate the learning outcomes and/or competency statements

Sessions do not provide:

- Mentoring or coaching
- Your application being written for you
- To tell exactly what you should write
- A replacement for the guidance documents that the IHE provide
- Address process or administrative aspects of the submission – IHE staff are better placed to answer these questions

5. Reminders of appointments

Once a session has been booked a confirmation will be sent by email. It is your responsibility to ensure that all details provided are correct, such as contact details and the day and time agreed to attend.

We ask that you check your booking confirmation carefully, such as dial in details.

6. Notice of cancellation

If for any reason you are unable to attend your session you will need to provide a minimum of at least 24 hours' notice. This then allows the slot to be offered to other members on the waiting list. Cancellations that do not provide at least 24 hours' notice will be treated the same as a no show as explained below.

7. No show

No show is defined as not attending a booked guidance session without providing prior notice of cancellation or cancelling with less than 24 hours' notice.

The following will apply to members that are a no show:

- An administration fee of £35 will be charged to rebook a guidance session with a Professional Reviewer
- Repeated no shows may lead to not being able to access guidance sessions temporarily

8. Priority Access

In order to ensure fairness across IHE membership, priority booking to guidance sessions is offered to members who have not already had a one-to-one session in the previous 3 months.

9. Extenuating circumstances

We understand that unexpected events may arise that prevent members from attending a scheduled guidance session. In such cases, we ask that members notify us as soon as possible to discuss potential options.

10. Note to members

Cancellations should be made at least 24 hours in advance to allow the session to be offered to those on the waiting list. Additionally, advice given in a guidance session does not guarantee an outcome for your application.

11. Agreement to follow Policy

This policy is acknowledged by the Chief Executive and binding on all members that book a one-to-one guidance session with a Professional Reviewer.

12. Policy Review

The IHE will monitor the effectiveness of this policy through reviews and feedback.

This policy will be reviewed regularly and updated where necessary to reflect any changes in guidance or organisational activities.

Responsibility for reviewing this policy rests with the Chief Executive.

Version control	Date	Summary of changes	Changes approved by:	Date
V1	6/2026	First issue	Executive Board	