

# School Standards Service

## Training Cancellation Policy

### **Course non-attendance\*:**

Where a place has been booked for a delegate and they do not attend the training course a charge of 100% of the training costs will be incurred.

### **Cancellation between 1 and 7 days before the course delivery date\*:**

Cancellations must be made via the SLA website. No telephone or email cancellations will be accepted. A charge of 100% of the training course costs will be incurred.

### **Cancellation between 8 and 14 days before the course delivery date:**

Cancellation must be made via the SLA, no telephone or email cancellations will be accepted. A charge of 50% of the training course costs will be incurred.

### **Cancellation 15+ days before the course date:**

Cancellation must be made via the SLA, no telephone or email cancellations will be accepted. No charge will be made.

### **Substitution:**

Substitutions are welcome provided you notify us 24 hours in advance of the course date. Substitutions must be made via the SLA, no telephone or email substitutions will be accepted.

### **\*Course bookings made as part of the NQT Primary Training Course Package, NQT Induction Appropriate Body Package and RQT Training Course Package**

Where a place has been booked for a delegate and they do not attend the training course or cancellation is requested less than 7 days before the course a 25% administration charge of the full price of the course will be incurred. Cancellation requested 7+days before the course will not be charged. Cancellation must be made via the SLA, no telephone or email cancellations will be accepted.