



## **Learner Fees and Cancellation Policy**

Learners will be expected to accept responsibility for paying their fees, or provide clear evidence that their fees will be paid by a sponsor - for example, an employer, a parent or some other body who has accepted responsibility for paying these fees. Payment must be made at the time of booking for short courses and workshops.

For longer courses (national qualifications) booking fees and deposits will be required at least 7 days prior to course start following formal offer and acceptance of course place.

If it is unclear who is to pay the fees then PATA will assume that it is the learner and will proceed to invoice the named learner at the address given on the booking form.

Payment options may be offered/requested for course fees in excess of £150.00 and will be dependent upon the timescale of the required training. No Certificates of Attendance or accreditation (national qualifications) will be processed or issued until full payment has been received.

Payments can be in cash, by cheque with card, standing order or BACs to **PATA (UK)** (cheques to include name of learner, course and card details on reverse), payments by standing order/BACs must quote a learner reference number eg, invoice number.

### **Cancellation and non attendance**

#### **Notification of cancellation**

- PATA reserves the right to cancel any course with insufficient numbers and will give 5 working days notice. A full refund will apply.
- If PATA have to cancel due to circumstances beyond our control and is unable to give 5 days notice then an alternative date/course will be offered prior to any refund.

#### **Learner Cancellation – short courses and workshops**

- 15 working days before the start date = 100% refund
- 10 working days before the start date = 50% refund
- 5 working days of the start date = no refund
- Non attendance = no refund
- Non attendance or cancellation of FREE (funded) courses will incur a 'no show' charge of £50 to cover administration costs

#### **Learner Cancellation – longer courses (national qualifications)**

Terms and conditions will be advised during the recruitment process and will be variable in accordance with the requirements of the funding stakeholder. Reconciliation of fees paid, services delivered will take place to ensure there is no cost to PATA as a result of the cancellation.

In all situations, the booking fee and the registration/certificate fees are non refundable.



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Cancellation of planned Assessor visits for observation of practice with less than 24 hours notice may incur an hourly charge of £30 plus travel costs.

Non attendance at scheduled workshops that subsequently require additional support time for the learner will be charged at the hourly rate of £30 plus travel costs.

### **Training Credits:**

In some instances a training credit may be issued for cancelled/postponed learning – this will have an expiry date.

**Reviewed by:** Olwyn Barnes

**Date:** 1 October, 2010

**Review:** September 2011