

This policy outlines SIAS rules regarding refunds and cancellation fees for End Point Assessment services. SIAS charges a fixed fee for end point assessment with a 3 part payment schedule. Payment one is due at enrolment of the apprentice. The subsequent payments are due at the start of the final year and on agreement of the end point assessment schedule at the end of final year.

First Payment

The first payment charged when an apprentice is enrolled with SIAS is non-refundable once the enrolment pack has been issued.

Second Payment

If an apprentice withdraws from their apprenticeship before the start of the final year the second payment may be cancelled. You must notify SIAS as soon as you know the apprentice will not be continuing. Once the second payment has been made it is non- refundable.

Final Payment

You must give SIAS at least three months' notice of the preferred date for End Point Assessment.

SIAS will inform you of the cut-off date for receipt of evidence for Gateway 2. This will be at least two weeks prior to the planned End Point Assessment date.

The booking will be confirmed when the final fee payment has been made and the End Assessment Schedule has been approved by SIAS.

Cancellation of End point Assessment

1. If an employer or their nominated agent cancels a booked EPA the SIAS cancellation refund rates will apply.
2. If the employer or their nominated agent wishes to make any changes to the End Assessment Schedule after it is has been approved by SIAS they must contact SIAS. If the required changes necessitate a change of assessment date by SIAS this will trigger cancellation of the booking. SIAS cancellation refund rates will apply.
3. If SIAS does not receive all of the evidence for Gateway 2 by the specified cut-off date SIAS reserves the right to treat this as a cancellation of EPA by the employer or their nominated agent. SIAS cancellation refund rates will apply.
4. If the lead provider is unable to provide the required specific learning needs support on the agreed date SIAS reserves the right to treat this as a cancellation of EPA. SIAS cancellation refund rates will apply.

Cancellation refund rates

The final payment refund rate will vary depending on the amount of notice given:

Notice period from confirmed date of EPA	Final Payment Refund Rate
Over 8 weeks	100%
Between 4 and 8 weeks	75%
Between 2 and 4 weeks	50%
Less than 2 weeks	0%

Appeals

If you believe there are exceptional circumstances leading to your cancellation you should contact SIAS for advice. **All** refunds are at the discretion of the SIAS management team and will be decided on an individual basis.

This Cancellation Policy should be read in conjunction with the *End Point Assessment Service Specification* and the *Working Together Guide*.