

Cancellation Policy Level 3/5/6 Standards

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 one month before the expected EPA date.

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.

Cancellation of End point Assessment

1. If an employer or their nominated agent cancels a booked EPA the SIAS cancellation rates will apply.
2. If the employer or their nominated agent wishes to make any changes to the End Assessment date after it has been approved by SIAS they must contact SIAS, charges may be incurred.
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 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 rates will apply.

Cancellation rates

The cancellation rate will vary depending on the amount of notice given:

Notice period from confirmed date of EPA	Cancellation Fee (% of final payment)
Over 8 weeks	0
Between 4 and 8 weeks	25%
Between 2 and 4 weeks	50%
Less than 2 weeks	100%

Extenuating Circumstances

If you believe there are exceptional circumstances leading to your cancellation you should contact SIAS for advice.

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