

REFUND POLICY

Level 2 Award in Independent Advocacy (3610) **Level 4 Independent Advocacy Practice (3614)**

1. Introduction

This policy allows organisations who fund candidates to apply to transfer the costs of assessment to another learner if a candidate withdraws from the qualification.

It also sets out when assessment fees may be refunded.

2. Background

The course fee set by KMT includes costs for registration, assessment and certification. It is the responsibility of the candidate – or funding organisation – to ensure all course fees are paid prior to enrollment.

This policy recognises that unforeseen circumstances can impact on a person's ability to complete qualifications and outlines the fees applicable when cancellations are made.

3. Refund for people who self fund

Once a person submits their registration form and KMT has completed the registration process with City & Guilds the student is formally enrolled and will not be eligible to receive a refund of course fees.

If however, the candidate notifies KMT of their intention to withdraw within 12 weeks from submitting their enrollment form AND the assessment process has not yet started, a refund of the following amounts can be paid to reflect the unused assessment fees:

- Qualification (3 mandatory units plus 1 specialist unit) £300
- Additional specialist units £100
- Level 2 Award £100

3. Criteria to transfer assessment costs to another learner



Following enrollment, Kate Mercer Training registers individual candidates with City & Guilds. This registration follows the individual candidate – not the funding organisation.

Candidates who subsequently leave their funding organisation may take the decision to not complete the advocacy qualification – especially in circumstances when they no longer work in the advocacy sector and are therefore unable to gather work based evidence for their portfolio. In these cases KMT will remove them from enrollment.

Organisations who meet the costs for candidates, may in certain circumstances apply to transfer the assessment costs between people in the organization.

KMT will consider transferring the assessment costs if the following conditions have been met:

- KMT has not registered the original candidate
- The candidate does not object
- Less than 12 weeks have passed between the enrollment and KMT being informed of the application to transfer costs.

In these cases a figure of £100 per unit can be offered as a deduction on future bookings.