

# Cancellation Policy

## Version 2.0

## INTRODUCTION

Where assessment components are cancelled or not attended, cost will be incurred as set out within this policy and will be payable to the party affected.

## WHAT'S COVERED BY THIS POLICY

SIAS aims to provide a clear and consistent approach for apprentices, employers and providers when an end point assessment is cancelled or not attended. This policy outlines cancellation fees for End Point Assessment services.

This policy covers all booked end point assessment components for all standards within the SIAS portfolio.

### Cancellation process

SIAS charges a fixed fee for end point assessment. Payment one is due at enrolment of the apprentice. The subsequent payments are due at the start of the final year (for standards with a three-part payment) and at gateway of the EPA.

#### 1. **First Payment – at registration**

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

#### 2. **Second Payment - at the start of the final year** (Where applicable)

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.

#### 3. **Final Payment – at gateway**

Once gateway has been approved, SIAS will invoice for the final payment.

The SIAS Cost schedule can be found on our website: [Cost Schedule](#)

### Cancellation of End point Assessment

If an employer or their nominated training provider/ATA cancels a booked end-point assessment the SIAS cancellation rates will apply.

If either party wishes to make any changes to the End-Point Assessment date after it is approved by SIAS they must contact SIAS, charges may be incurred.

In circumstances where reasonable adjustments are requested and evidence is still outstanding, SIAS may choose to allow the assessment to be booked and will set a cut off date. If the provider is unable to supply the required evidence by the agreed date and they request the assessment to not go ahead, SIAS reserves the right to treat this as a cancellation of end-point assessment. 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 4 weeks	0
Between 2 and 4 weeks	25%
Between 1 and 2 weeks	50%
1 week or less	100%

### 4. Exceptional Circumstances

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

### Cancellation Payments

If the cancellation is post gateway and the final payment has been made the relevant refund will be credited back in line with the cancellation rates.

SIAS will only confirm booking a new assessment once the retake fee has been approved by the employer/training provider.

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