

Course Cancellation Policy

1. All cancellations must be sent in writing by email to info@onboarding-group.co.uk.

2. ELC-funded applicants:

- i. Cancellations received 35 calendar days or more before the course start date will be entitled to a full refund of their personal contribution, minus the £100.00 deposit. If the CAN document has been received this will not be processed as per The Enhanced Learning Credit Scheme's Terms and Conditions.
- ii. Cancellations received between 26 and 34 calendar days (inclusive) before the course start date will receive a 50% refund of the personal contribution fee - this figure includes the £100.00 deposit. If the CAN document has been received this will not be processed as per The Enhanced Learning Credit Scheme's Terms and Conditions.
- iii. Cancellations received 25 calendar days or less (inclusive) before the course start date will not be entitled to a refund of the personal contribution fee. If the CAN document has been received this will not be processed as per The Enhanced Learning Credit Scheme's Terms and Conditions.
- iv. Failure to attend the course after the first Cohort date will not be entitled to a refund and will have to adhere to The Enhanced Learning Credit Scheme's Terms and Conditions.

3. Self-funded applicants:

- i. Cancellations received 35 calendar days or more before the course start date will be entitled to a full refund of the course cost, minus the £100.00 deposit.
- ii. Cancellations received between 26 and 34 calendar days (inclusive) before the course start date will be charged a £250.00 administration fee – this figure includes the £100.00 deposit.
- iii. Cancellations received 25 calendar days or less (inclusive) before the course start date will be charged a £500.00 administration fee – this figure includes the £100.00 deposit.
- iv. Failure to attend the course on the first cohort day will be treated as late cancellation and no refund will be given for the total cost of the course (£2,500.00).

Please note: every effort will be made to avoid unnecessary changes to course arrangements. In the unlikely event that a course has to be cancelled or its date altered please refer to our Terms and Conditions.

Your feedback is very important to us. Should you have any questions please do not hesitate to contact us at info@onboarding-group.co.uk.

This policy will be reviewed annually by the Management Team.

Last reviewed 07/04/2025 – next review date 07/04/2026