

Development *for* Chairs, Clerks & Boards

Cancellation, Withdrawal and Deferral policy

Cancellation refers to circumstances where a participant has submitted the registration form and is awaiting or has received confirmation from NGA that their registration on the programme has been accepted, and the Programme start date (as advertised) is at least 14 days before the date at which the participant contacts NGA to cancel their registration.

Withdrawal refers to circumstances where a participant is within 14 days of the Programme start date, or has started the programme, and subsequently chooses to leave the programme or is withdrawn from the programme by NGA.

Deferral refers to circumstances where a participant requests to leave the programme and return at a later date. This request may take place at any time following confirmation from NGA that the participant's registration has been accepted.

Transfer refers to circumstances where a participant requests to move directly from one cohort to another cohort with no time period where they are not engaged on the programme.

"Registration" and "registered" means a confirmed acceptance of your application to join a programme

Cancellation

If you want to withdraw your application before you are registered you should not proceed with your registration. Until you have received confirmation from NGA that you are registered then please contact us to tell us and we will cancel your application.

Once you have received confirmation from NGA that you have been registered then you have

- a statutory right to cancel your registration to study a programme without giving any reason, within 14 days of the date of the email or letter confirming NGA's acceptance of your application to register

and

- the right to cancel at any time up to 14 days before the Programme start date.

In either case you will receive a full refund of any fees you have paid or a waiver of any fees you are liable to pay for that programme.

To exercise your right to cancel, you must inform NGA of your decision to cancel by making a clear statement by letter or email to the address or email address in the **Contact Us** document.

Please note that letters and emails must be received at least 14 days before the programme start date for the cancellation policy to apply. NGA bears no liability for lost, stolen or delayed post.

Withdrawal

NGA understands that there are circumstances in which a participant may wish to withdraw from the programme, for example due to a change in personal circumstances, change in role, or for other reasons. In these cases NGA allows a participant to withdraw; the participant should contact NGA as soon as possible. The participant may be subject to claw-back if they withdraw, please refer to the Fee Rules for more information.

Where a participant does not inform NGA of their wish to withdraw, and yet ceases to continue their engagement on the programme for a period of 6 weeks (for example by missing sessions, mentoring calls or deadlines and by not being contactable by their facilitator, mentor or NGA); NGA reserves the right to issue 28 days' notice of the participant's withdrawal from the programme. NGA will make reasonable efforts to contact the participant during the initial 6 weeks. If the participant contacts NGA once notice of the participant's withdrawal has been given and wishes to remain on the programme, then NGA will discuss with the participant whether continuation, deferral or withdrawal is the best option based on the participant's circumstances.

Where NGA does not receive payment for the participant's place on the programme, NGA reserves the right to issue 7 days' notice of the participant's withdrawal from the programme. If you contact NGA within 7 days of the date of such withdrawal having secured an agreed payment method or if you provide payment by a different method then NGA will cancel the notice of withdrawal.

Once a participant has withdrawn from the programme they will no longer have access to the learning materials and programme resources and they will not be able to participate in any learning or assessment activities.

Please refer to the **Fee Rules** for more information about whether refunds or claw-back may apply if you withdraw.

Deferral

NGA understands that sometimes, due to personal circumstances, a participant will be unable to continue on the programme and would wish to return to complete the programme at a later date. NGA therefore allows participants to defer for up to 12 months in specific circumstances, including:

- Maternity, paternity, adoption or parental leave

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- Long term sickness
- Family sickness or bereavement
- Any other reason deemed to constitute exceptional circumstances by the Training Services Manager

A participant may only defer where they reasonably believe they will be able to return to the programme within 12 months of the date of deferral; outside of these circumstances participants should consider withdrawal. Deferrals of more than 12 months will not be permitted.

In order to defer the participant must complete the NGA Deferral Request Form, including confirming the cohort or date they intend to return to the programme. NGA will respond to the request within 10 working days of receipt; where the request is granted the participant will be considered deferred and will no longer have access to the learning materials and programme resources and they will not be able to participate in any learning or assessment activities until their return. Where a participant's request is denied, then NGA will discuss with the participant whether continuation or withdrawal is the best option based on the participant's circumstances.

NGA will support participants to return to the programme as far as it is able. However it cannot guarantee a later cohort in the same location within the 12 month period. NGA will contact the participant at least 28 days ahead of the agreed return date to discuss possible cohorts for the participant to join.

If a participant does defer and returns to join a later cohort then provided that the participant's previous engagement with the programme is satisfactory this participation can be credited and the participant will only be required to complete the remaining elements of the programme. However if a change in the participant's circumstances mean that that work in progress on any element is no longer relevant (e.g. the participant may no longer govern or work at the same school and so may need to develop a new action plan or school based project) then the participant will be required to recommence any such element.

If a participant defers and subsequently does not return within the 12 month period; NGA will consider the participant withdrawn.

No refund or clawback will apply in the case of a deferral where the participant does return to complete the programme. Please refer to the **Fee Rules** for more information about whether refunds or claw-back may apply if the participant later withdraws.

If you would like to request a deferral, please complete the Deferral Request Form and supply any necessary evidence to support your request and send it to leading.governance@nga.org.uk. NGA will respond to the request within 10 working days of receipt.

Transfer

NGA understands that sometimes there are circumstances where a participant may wish to transfer to another existing cohort, for example if they move and are now closer to another location.

Where this is the case, NGA will facilitate a transfer where availability allows, subject to an administration fee of £25. If there is not availability in any existing cohorts NGA may recommend a deferral to a later cohort closer to the participant, or in exceptional circumstances a withdrawal.

Should a participant transfer from one existing cohort to another, NGA and the participant will agree how the participant will have the opportunity to complete all programme elements.

If you would like to request a transfer, please complete the Transfer Request Form and send it to leading.governance@nga.org.uk. NGA will respond to the request within 10 working days of receipt.