



## **Candidate and Qualification Withdrawal Process**

### **Candidate:**

This policy describes rules for withdrawal from enrolments and rules for refunds of enrolment fees for Candidates who need to withdraw their enrolment from Skills Empowerment Training Solutions Limited programmes.

The specific aims of this policy are to define:

- The procedure for withdrawal from Centre programmes.
- The time frame in which Candidates can apply for withdrawal and corresponding refunds available.

### **Stage 1:**

Candidates going through difficulties in completing their qualification with Skills Empowerment Training Solutions Limited are advised to discuss this with their Tutor/Assessor.

### **Stage 2:**

If the Tutor /Assessor are unable to help, the student may wish to discuss the issue with the internal quality assurer or permit the Assessor to discuss the matter on his/her behalf.

### **Stage 3:**

If after the intervention of the IQA the issue is still unresolved, the Centre Manager should be notified – this could be verbal and details may be documented. The manager may make referrals outside the centre if need be and with the consent of the student in question.

### **Stage 4**

In the event that the candidate still decides to withdraw, the following procedure should be followed

### **Stage 5**

Candidates must write a formal letter to the Centre Manager, stating their intention and reason for withdrawal. This must be dated, signed and sent to the centre manager either through e-mail, post or in person. The centre manager is expected to acknowledge the letter upon receipt and the effective date of withdrawal is the date the candidate signs the Centre's withdrawal form.

## **REFUNDS**

Candidates who withdraw before the completion of their portfolio and within the 1st quarter of the agreed end date will get part refund of fees paid. The refund will be calculated by prorating fees and deducting the part already spent. In addition, registration and administrative costs will be deducted.



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Candidates who withdraw half way through the agreed time or later are not considered for a refund.

### **Special Consideration**

A Candidate may be given special consideration in the event that special circumstances beyond the control of the Candidate, such as illness, disability, misadventure or other serious cause, may have an effect on performance or attendance. Where this has led to the decision to withdraw. Further detailed documentary evidence will be requested and if satisfactory, fees paid may be refunded on a pro rata basis irrespective of stage of the programme.

Once the withdrawal process is concluded, the centre will notify the awarding body as well as the funders where applicable.

### **QUALIFICATIONS:**

Skills Empowerment Training Solutions Limited will notify learners of its intention to withdraw from qualifications as soon as such decision has been made.

Learners already registered and who are unable to achieve the qualification before the withdrawal date will subsequently be removed from Awarding Body system.

