**Cancellations Policy**

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| **Revised:** | **April 2025** |
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| **Next Review:** | **April 2027**  |

This policy provides information on cancellations, withdrawals, deferrals, extensions and re-registrations for the Certificate in Local Council Administration (CiLCA) qualification.

**Cancellation**
This is where a student who has applied to register for CiLCA changes their mind **BEFORE** they are registered with Ascentis and given access to EMMA. They do this by contacting the CiLCA Administrator at Qualifications@slcc.co.uk without giving a reason and the full qualification fee is refunded. A cancelled application does not count as a registration.

**Withdrawal**
This is where a student leaves CiLCA **AFTER** they have been registered with Ascentis and given access to EMMA but **BEFORE** submitting any work. They must give a reason in writing to Qualifications@slcc.co.uk.
Provided the withdrawal occurs within three months of registration, they are refunded 75% of the qualification fee to cover the costs of registering with Ascentis and on EMMA (these costs are not refundable). If the student has submitted any work, there is no refund. The student’s existing registration is closed; this counts as one registration.

If a withdrawal occurs after five months, there is no refund irrespective if the student has or hasn’t started to submit work. The student’s existing registration is closed; this counts as one registration.

**Deferral**This is where a student decides to defer work on their portfolio for up to 12 months because of extenuating circumstances. Examples of such circumstances include:

* Parental leave
* Treatment for cancer
* Unexpectedly becoming a carer for an immediate family member

The student makes the request in writing to Qualifications@slcc.co.uk giving the reason and proposing a term for the deferral (6, 9 or 12 months only). The student can be offered these options using the appropriate definition:

1. A normal three-month extension
2. A deferral for no more than 12 months
3. A withdrawal with the option to re-register as appropriate.

If a deferral is accepted, access to EMMA is withdrawn for the agreed term. There is no refund but there is additional payment for re-opening EMMA after the deferral. If the student returns after the period of deferral this does not count as a new registration. EMMA is reopened for another 12 months but an additional three-month extension is NOT permitted. If the student cannot return after the period of the agreed deferral, the existing registration is closed.

**Extension**
This is where a student asks to extend the deadline for submitting all units by three months. The student makes the request in writing giving the reasons why they require an extension to Qualifications@slcc.co.uk at least 6 weeks prior to their end date and paying an extension fee. A second extension will not be allowed. If a student fails to meet the second deadline, their existing registration is closed.

Please note: Extensions are chargeable, and only one extension request can be made per student. The maximum extension that can be issued is 3 months.

**Registrations**
Students are permitted to be registered for CiLCA up to a maximum of three times. If they seek a fourth registration, they must put their case in writing to the CiLCA Ops Group. Reasons must be exceptional.

Current students can ask for a new registration as an alternative to a three-month extension. The application for a new registration must be received BEFORE the student’s current end date. Re-registration under these circumstances is at a reduced cost (70% of the current full fee). If a student asks for a new registration AFTER their end date, they are required to pay the full current fee.

For a flow chart representing the different options, see the following page.

**Review of policy**
This policy and its associated procedures is reviewed annually and will be revised when in the interim, as necessary.

For further information from SLCC, please contact the Qualifications Administrator:

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| Email: | Qualificaitons@slcc.co.uk  |
| Tel: | 01823 253646 option 2 |

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Cancellation Policy Flow Chart