



Cancellations policy

A Candidates registration onto a qualification starts with the completion of a registration form, then a pre-assessment call with an Assessor to determine if the candidate is suitable for the qualification in question.

Once the Assessor has confirmed suitability, they complete the last section of the registration form and send onto Lucelly Consultancy Ltd to process the invoice for the qualification payment in full.

The registration process also involves setting up the candidate's E-portfolio, allocation of an Assessor, candidates pre-assessment call, assessment planning, qualification guidance documents and requires the use of organisational resources, most of which incurs a cost, and cannot be undone.

Registration of a candidate onto a qualification with the Awarding Body is only completed once the invoice has been paid in full.

For these reasons:

- All candidates/candidates company are entitled to a full refund if they inform Lucelly Consultancy Ltd via email that they do not wish to proceed with the qualification ***before*** the commencement of the registration process.
- For registered candidates where full payment has been made, a refund may be possible, however abortive costs for the Awarding Body registration fee and any administrative or assessment works undertaken to date to either set up the candidate or where the Assessor has already assessed a candidate's evidence will likely be incurred. We will calculate these costs on an individual basis and will discuss this with you. We then will refund for the remainder of the qualification cost.
- No candidate is entitled to a refund if the qualification is deemed to be nearly completed.
- Candidates may however be able to change the qualification registered optional units for a qualification.

Qualification extensions of time

Qualification portfolios have a limited time for the learner to complete them. The Awarding Body advises us of what is classed as a reasonable expectation for qualification completions. This is usually within 12 months.

In the same vein, assessment evidence has time elements as all evidence submitted should be within the last 2 years to be classed as relevant and up to date. Therefore, candidates wishing to take breaks during their qualification assessment should be mindful of the time limits for their qualification. Please see the “Access to fair assessment and Equality, Diversity, Reasonable Adjustments and Special Considerations Policies” for further information on this.

If a candidate takes longer than the Awarding Body deems acceptable, we may be charged an extension fee for the candidate to continue their qualification. This fee will be payable by the candidate or candidate’s company. We will of course inform you of this cost and before we send an invoice.

Review and Amendment

This policy will be reviewed regularly to ensure its ongoing compliance with Awarding Bodies, legislation and industry best practices. Changes will be made as necessary.

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