



Cancellations policy

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

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

Registration of a candidate onto an NVQ 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 NVQ **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 as already assessed a candidates 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 NVQ cost.
- No candidate is entitled to a refund if the NVQ is deemed to be nearly completed.
- Candidates may however be able to change the NVQ registered to another qualification delivered by Lucelly Consultancy Ltd or one of our other NVQ centre partners provided the registration cost and the administrative expenses already incurred by Lucelly Consultancy Ltd are covered.

NVQ extensions of time

NVQ 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 NVQ completions. This is usually within 12 months.

In the same vein, assessment evidences 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 NVQ.

If a candidate takes longer than the Awarding Body deems acceptable, we maybe charged an extension fee for the candidate to continue their NVQ. This fee will be payable by the candidate or candidates 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 and industry best practices. Changes will be made as necessary.