

Cancellation Policy for NVQ Workplace Visits

We understand that circumstances may arise where a learner needs to cancel or reschedule their NVQ workplace visit. However, to ensure the smooth operation of our services and to minimise disruption, we have implemented the following cancellation policy to support our learners across the board:

Notification Period:

If a learner needs to cancel or reschedule their NVQ workplace visit, they must notify us at least 48 hours prior to the scheduled visit.

Cancellation Charges:

If a learner cancels the NVQ visit within the 48-hour period preceding the scheduled visit, a cancellation charge of £150 will be applied.

Payment Procedure:

The cancellation charge will be invoiced to the learner or their sponsoring organisation and must be settled within 7 days of the cancellation date.

Exceptions:

Exceptions to the cancellation charge may be considered in cases of extenuating circumstances, such as medical emergencies or unforeseen emergencies. Learners must provide appropriate documentation to support their request for exemption.

Rescheduling:

Learners are encouraged to reschedule their NVQ visits whenever possible to avoid cancellation charges. We will make every effort to accommodate rescheduling requests, subject to availability.

Communication:

All cancellation or rescheduling requests must be communicated directly to your Assessor and/or to the college administrator, preferably via phone (020 3784 6005) and email (info@presidencylondoncollege.ac.uk).

Review:

We reserve the right to review and update this cancellation policy as necessary to ensure its effectiveness and fairness to all parties involved.

By scheduling an NVQ workplace visit with us, learners agree to abide by the terms of this cancellation policy. We appreciate your cooperation in adhering to these guidelines, as they help us maintain the quality and efficiency of our services.