

QA Level 3 Certificate in Assessing Vocational Achievement (RQF) and QA Level 4 Award in the Internal Quality Assurance of assessment Processes and Practice (RQF) Qualifications

Cancellation Policy

Quallsafe Academy is committed to providing high quality delivery of qualifications to all its Learners. We recognise that on occasions delegates will book onto events and subsequently find that they are unable to attend. In these situations, we ask that delegates notify us as soon as possible, by calling 0845 644 3305 or emailing info@quallsafeacademy.org

Similarly, Quallsafe Academy may on occasion find it necessary to cancel an event. When this need arises, we will take positive steps to inform you of the cancellation as soon as possible.

Cancellation by delegates

If you notify Quallsafe Academy of your cancellation **up to 5 working days prior** to the event, we will provide a full refund or the option to transfer to an alternative date/venue*.

If you notify Quallsafe Academy of your cancellation **less than 5 working days prior** to the event the full cost will be payable.

If you fail to attend an event and have not given Quallsafe Academy prior notice, then the full cost will be payable.

Cancellation by Quallsafe Academy

Quallsafe Academy will always aim to run events once delegates have booked onto them, however occasionally circumstances will arise, which will result in the need to cancel/postpone an event. If this is the case Quallsafe Academy will take positive steps to inform delegates as soon as possible by phone and/or email. Delegates will be offered a full refund or the option to transfer to an alternative date/venue*.

Quallsafe Academy reserves the right to modify or cancel any event if unforeseen circumstances arise but we will do our utmost to avoid doing so.

**Please note: Delegate rates may vary for different dates and venues, as they are dependent on the venue costs at the time that Quallsafe Academy confirmed the booking.*