

Cancellation of Course Policy



Ref: VOA002

Executive Sponsor & Function: Nicola Williams, Executive Director of Nursing, AHPs and Clinical Scientists

Document Author: Head of Velindre Oncology Academy, Business Support Manager, Lecturer Practitioner

Approved by:

Approval Date:

Date of Equality Impact Assessment:

Equality Impact Assessment Outcome:

Review Date: December 2027

Version: 1.0

PURPOSE

The objective of this policy is to:

- Provide clear guidelines on the process and timing for cancellations.
- Ensure participants understand the expectations regarding cancellation notice periods.
- Minimise the impact of cancellations on the Academy's resources and other participants.

SCOPE

This policy applies to all individuals who have made bookings for courses and events hosted by the Velindre Oncology Academy.

This policy does not apply to any external courses or events hosted by other organisations.

AUTHORISED PERSONNEL

Head Of Velindre Oncology Academy
Lead Lecturer Practitioner

REFERENCES/RELATED DOCUMENTS

- Admissions Policy
- Policy and Procedures for Admissions Feedback, Appeals and Complaints Document
- Attendance, Engagement and Progression Policy

PROCEDURE

Introduction

The purpose of this policy is to outline the terms and conditions under which course bookings can be cancelled at the Velindre Oncology Academy. This policy aims to ensure a fair and consistent approach for both the participants and the Academy when dealing with cancellations. It is necessary to maintain a balance between accommodating attendees and ensuring resources are used efficiently.

This policy applies to all courses and events organised by the Velindre Oncology Academy and applies to all participants who have made a booking to attend.

Definitions / Abbreviations

Velindre Oncology Academy – VOA

“Student” - any person enrolled or registered to follow a Programme of Study or module(s) offered by the VOA and persons who have been students of the VOA for up to 3 months after they have left the VOA.

Responsibilities

Roles and Responsibilities

- Velindre Oncology Academy Staff: Responsible for managing course bookings, cancellations, and ensuring that this policy is communicated to participants at the time of booking.
- Participants: Responsible for notifying the Academy of their cancellation in accordance with the terms set out in this policy.
- Course Organisers: Responsible for ensuring that cancellations are handled appropriately and any fees or refunds are processed according to the policy.

Cancellation Period

- Participants must provide at least **14 days' notice** if they wish to cancel their course booking.
- Cancellations made with less than 14 days' notice may incur a charge, as outlined in the course terms and conditions.

Notification of Cancellation

- Cancellations must be made in writing (email or letter) to the Velindre Oncology Academy at Velindre.OncologyAcademy@wales.nhs.uk
- The cancellation notice must clearly state the participant's name, course title, and the date of the course.

Refunds

- If a participant cancels their booking at least 14 days in advance, they will be entitled to a full refund of the course fee (if applicable).
- Cancellations made within 14 days of the course start date will result in a partial refund or no refund, depending on the specific course policy, unless there are exceptional circumstances (e.g., medical emergencies).

Exceptional Circumstances

- In cases of illness, personal emergencies, or other extenuating circumstances, participants may request a review of the cancellation policy.
- Such requests will be considered on a case-by-case basis, and participants must provide appropriate documentation (e.g., a doctor's note) to support their claim.

Substitution of Attendees

- For short courses, if a participant is unable to attend a course and wishes to transfer their booking to another individual, they may do so without penalty, provided that the transfer is arranged at least 7 days before the course date.
- The substitute attendee must meet any relevant prerequisites or course requirements.

Resources

- **Financial:** Any refunds due will be processed through the Academy's finance department.
- **Time:** Course organisers must ensure there is enough time to review cancellations and process any necessary refunds or substitutions.

Training

No formal training is required for staff to implement this policy. However, all relevant staff members involved in course bookings and cancellations should be made aware of the terms and process outlined in this document.

Implementation and Policy Compliance

This policy will be implemented through the Academy's booking and cancellation system. All participants will be informed of the cancellation terms at the time of booking.

Compliance will be monitored by the Academy's administration team. Non-compliance with the cancellation terms may result in exclusion from future bookings or other penalties as deemed appropriate.

Audit

The Academy will review course cancellation patterns annually to ensure compliance with this policy and identify areas for improvement.

Review

This policy will be reviewed every 3 years or sooner if there are significant changes in relevant regulations or the needs of the Academy.

Getting Help

For any questions or clarifications regarding this policy, please contact the Velindre Oncology Academy at voa@wales.nhs.uk

Main Relevant Legislation

This policy is in line with relevant consumer protection and contract law.