

<b>Code</b>	<b>CRNAP.001</b>
<b>Title</b>	<b>Cancellations Refunds Non-Attendance Policy</b>
<b>Status</b>	<b>Active</b>
<b>Prepared by</b>	<b>Dawn Stainer</b>
<b>Approved by</b>	<b>Stuart Matthew Hanson</b>
<b>Date Approved</b>	<b>05.01.2026</b>
<b>Revision Number</b>	<b>Version 1.0</b>
<b>Date last amended</b>	<b>02.01.2026</b>
<b>Date of last review</b>	<b>02.01.2026</b>
<b>Date of next review</b>	<b>02.01.2027</b>
<b>Contact Officer</b>	<b>Stuart Hanson</b>
<b>Distribution Status</b>	<b>Controlled</b>

Cancellations Refunds Non-Attendance Policy	CRNAP.001	Version 1.0
Prepared by: Dawn Stainer	Approved by: Stuart Hanson	Page 1 of 5

## **Civil and Commercial Professional Mediation Foundation Training Course Cancellations, Refunds and Non-Attendance Policy**

**Course:** IMI CMTF – Civil & Commercial Mediation

### **Scope**

This policy applies to:

- all learners enrolled on VMA courses and programmes
- all staff, trainers, coaches, assessors, and administrators involved in course delivery and management

It covers:

- academy-initiated course cancellations or postponements
- learner-initiated cancellations and withdrawals
- refunds and credit arrangements
- attendance, lateness, and non-attendance
- eligibility for assessment and certification

### **Purpose of the Policy**

This policy sets out Veritas Mediation Academy's (VMA) arrangements for course certification, cancellations, learner withdrawals, refunds, and attendance management. It is designed to ensure clarity, fairness, and transparency for learners, while preserving the integrity of professional mediation training delivered in line with International Mediation Institute (IMI) requirements.

The policy applies to all programmes delivered by VMA, including the IMI Civil and Commercial Mediation Professional Foundation Course (CMTF). It ensures that only participants who have completed the full course and met required competency standards are eligible for assessment and certification.

This policy operates alongside VMA's Online Safety Policy, Complaints Policy, Appeals Policy, Online Learning Policy, and Quality Assurance Framework.

## **Principles**

VMA is committed to ensuring that:

- cancellation and refund arrangements are communicated clearly in advance of enrolment
- attendance and certification requirements are applied consistently and fairly
- decisions are proportionate and evidence-based
- professional competence standards required by IMI are protected

## **Certification and Course Completion Requirements**

Certification on VMA professional mediation courses is awarded only where learners have:

- attended 100% of scheduled course hours
- completed all required theoretical and practical assessment activities
- demonstrated mediation competence at the required standard throughout the course

Assessment activities may include:

- written assignments and case study analysis
- theoretical knowledge evaluation
- observed mediation role-plays and practical skills demonstrations

Learners who do not meet attendance or assessment requirements are not eligible for certification until all requirements have been fully satisfied.

## **Course Cancellation by VMA**

VMA reserves the right to cancel or postpone a course where necessary, including in cases of:

- insufficient enrolment
- unavailability of suitably qualified trainers or assessors
- unforeseen operational or technical challenges
- force majeure events

In the event of an academy-initiated cancellation:

- participants will be notified as soon as reasonably practicable
- a full refund of course fees will be issued, or
- an alternative course date or programme may be offered

No compensation beyond the refund of course fees is payable.

### **Learner-Initiated Cancellations and Withdrawals**

Learners may withdraw from a course by submitting written notice to VMA.

Refunds are applied as follows:

- more than **14 days** before course start: **full refund**
- **7–14 days** before course start: **50% refund**
- less than **7 days** before course start: **no refund**
- after course commencement: **no refund** (a pro-rated credit may be considered at VMA's discretion)

The cancellation date is determined by the date written notification is received.

Refunds are processed within **10 working days** using the original payment method.

### **Attendance, Lateness and Non-Attendance**

Full attendance at all course sessions is mandatory. Partial attendance does not meet professional training requirements.

Missed sessions

- learners who miss any session must re-attend the entire missed session
- re-attendance must take place on a subsequent scheduled course run
- certification and assessment are deferred until attendance is complete

Lateness

- learners arriving more than one hour after the start of a session will be marked absent for that session
- the full session must be re-attended in full

## Administrative charges

- re-attendance or rescheduling due to absence or lateness incurs a £75 administrative fee
- fees must be paid prior to re-attendance
- administrative fees are non-refundable

## Mitigating Circumstances

VMA may consider exceptional mitigating circumstances affecting attendance, including:

- medical emergencies
- significant personal or professional disruption
- other serious, documented events

Learners must:

- notify VMA as soon as reasonably practicable
- provide appropriate supporting documentation
- engage with VMA to agree alternative arrangements where possible

All decisions are made on a case-by-case basis, taking account of the reason for absence, the learning outcomes associated with the missed sessions, and the need to preserve fairness, competence standards, and full compliance with IMI requirements.

## Financial Arrangements

Course fees relate to specific course dates and cohorts.

Transfers to alternative courses or dates may incur additional administrative charges.

Credit notes may be issued at VMA's discretion in place of cash refunds.

## Appeals

Learners may appeal decisions relating to cancellation, non-attendance, or certification in accordance with VMA's Appeals Policy.

## Policy Review and Monitoring

This policy is reviewed annually, or earlier if required by changes in IMI requirements, legislation, or VMA delivery models.