

## **NPQ Course Terms and Conditions**

### **Payment Terms**

Delegates will be invoiced by The Association of Central Teaching Schools (ACTS) for the full course fees after the first face to face session has taken place

Full payment by cheque or BACS is required within 30 days of the date of the invoice

Invoices will be emailed to the named finance contact stated by the applicant on the NPQ application form

If a delegate ceases employment with the academy/school they were employed at for the commencement of the NPQ programme and full payment has been made, ACTS will not issue a refund.

If payment for this delegate has not been received by ACTS, the school making the initial booking will still be liable for full payment.

### **Bursaries**

Some bursaries are available for priority areas of the country as outlined by the DfE.

If you qualify for a bursary, ACTS will submit delegate information to the DfE who will authorise or reject \*

### **If you withdraw from an NPQ Course before the course commences**

All withdrawals must be made no later than 15 working days before the start of relevant NPQ Training Course. We will only accept withdrawals that are made in writing.

### **Refund Policy**

Refunds are issued in exceptional mitigating circumstances not in the case of a delegate leaving the employing school at the commencement of the course

If the refund is approved by the Licensor, Ambition Institute, it will be refunded to the original payee

### **If we cancel a Training Course**

We reserve the right to cancel a Training Course at any time, without incurring any additional liability to the Licensor or any delegate. In such circumstances, we will offer an alternative date and venue.

In inclement weather such as snow, we are bound by the snow closure procedure as instructed by Birmingham City Council. Email cancellation notification will be given to all delegates with as much notice as we are able.

\*due to the backlog at the DfE, the bursary information may take some time to process

### **Complaints**

Participant complaints should be raised for resolution in the first instance with us as their provider, with the option to escalate to Ambition as the license holder if the outcome is unsatisfactory. All complaints to be emailed to [enquiry@cptsa.co.uk](mailto:enquiry@cptsa.co.uk) in the first instance