

# Withdrawal Policy

## 1. Introduction

This document outlines the candidate's right to cancel and the centre's right to withdraw the candidate from the training.

## 2. Cancelling your Course

Should you wish to withdraw from your course, you'll be required to contact the Customer Service Team. You can do this via one of the following methods:

During opening hours, you can contact us via Live chat which is accessible on your learning platform. Alternatively, you can call the Customer Service Team on 01202 006 464, Option 2.

Outside of our opening hours, you can email your request to [customersupport@i-to-i.com](mailto:customersupport@i-to-i.com).

Alternatively, you can complete the cancellation form below which will go directly to the Customer Service Team. Click [here](#) to complete the cancellation form.

## 3. Withdrawing Candidates

If you are withdrawn from your course, your tutor/Head of Faculty will state the reasons for your withdrawal. Refunds are not available if you do not meet the standard required to pass the course. This includes if, in our judgement, your level of English language proficiency is inadequate for a teacher of English, if you fail to complete the course, if your performance in a test or on assessment is inadequate, if you are reasonably suspected of plagiarism, or if the standard of your teaching is inadequate.

We reserve the right to amend your course from level 5 to level 3 where your attainment is below the requirements to pass at level 5.

## 4. Notifying Awarding Organisations

If you cancel or are withdrawn from your course, the relevant awarding organisations will be informed, and your registration will be removed.

## 5. Access to Resources

Once the withdrawal is complete, your access to training resources and tutor support will be removed.

## 6. Refunds

Within the Cancellation Period: Under this policy, for our courses bought online or over the telephone, you have a legal right to change your mind about the course purchased and receive a refund. The deadline for cancelling and receiving a refund is no later than 14 calendar days after the day we confirm we have accepted your order and enrolled you onto the course. This is called the "Cancellation Period". As part of the cancellation process, you may be required to confirm details needed to process your refund. Should you fail to provide these details within 30 days of your request, your account will be reactivated.

Once the Cancellation Period has expired, you no longer have an automatic right to cancel the course and receive a refund. However, in the event you wish to cancel outside the Cancellation Period, please contact our Customer Service Team.

Please note that we are under no obligation to accept your cancellation request and offer any refund outside the Cancellation Period.

## **7. Appealing a Withdrawal Decision**

You have a right to appeal a decision to withdraw you from your course. If you wish to appeal, you must submit written notice to the Head of Faculty using our registered address within five days of receiving notification of being withdrawn. Your notice must include your intention to appeal and the grounds for appeal. You must also then provide a full case, in writing, within a further fourteen days.

### **Policy Review**

This policy will be reviewed in February 2025.