



POSTPONEMENT, CANCELLATION AND SPECIAL CONSIDERATIONS POLICY

Users

This policy is relevant to candidates, Registered Providers and Registration Centres in respect of People Dancing's Professional Qualifications.

Aim

The aim of this policy is to explain candidates' rights in the event that a candidate is unable to submit material for assessment following the payment of an assessment fee or needs to apply for special consideration to be given to an assessment they have taken in light of changing circumstances beyond their control.

Introduction

People Dancing want candidates to have the best experience of assessment possible. We are aware that from time-to-time circumstances may arise when a candidate is unable to take part or complete an assessment or under-perform in an assessment for no fault of their own within the timescale expected of them. In these circumstances candidates can make a request for a postponement (if they have not been able to take the assessment) or special considerations to be made (if they have completed all or part of the assessment).

Examples of circumstances in which a postponement or special considerations may be relevant include (but are not limited to):

- Recent bereavement of a member of the candidate's immediate family
- Recent diagnosis of a serious health condition
- Debilitating episode of chronic medical condition (eg asthma, epilepsy) immediately prior to or during the assessment
- A personal trauma or family crisis immediately prior to the assessment

Time-limited right to cancel

By paying a fee to cover your assessment you are entering into a contract with the People Dancing for the assessment services we provide. You are entitled to cancel this contract within a period of 14 days from the date at which the contract was made (ie on the date that the payment was made). If you submit your material for assessment before this 14 day period has expired then you have expressly requested that we begin to process your assessment and supply you with our services. You therefore lose the right to cancel.

If you cancel your entry within this 14 day period, we will reimburse payments received from you, subject to our statutory right to retain a portion of the entry fee to cover our reasonable costs. If you

submit a request to cancel your assessment after this period we have the right to retain the full assessment fee.

Refund circumstances

If you are unable to submit work for assessment you may, in certain circumstances, be entitled to a refund. These circumstances include:

- Illness or injury: a supporting letter from a qualified medical professional will be required to support this claim.
- Exceptional personal circumstances: if a candidate needs to withdraw owing to exceptional personal circumstances such as a bereavement they should write to People Dancing as soon as possible with details of their situation. Each request will be considered on a case-by-case basis.

It is the candidate's responsibility to ensure that information provided at the time of booking an assessment is correct. Errors made during the booking process are not grounds for a refund.

Request for postponement of an assessment

Whenever possible if a candidate feels that their assessment performance may be impaired owing to a recent change in personal circumstances they should postpone their assessment, rather than take the assessment and apply for special considerations to be taken into account retrospectively. An email should be sent as far in advance of the assessment date as possible to admin@communitydance.org.uk with 'Postponement' marked in the subject line followed by their unique candidate number. Candidates applying for a postponement in their assessment prior to the assessment date will be contacted by the Administrator and asked to provide supporting information relating to their request.

Post-assessment request

If a candidate undertakes all or part of an assessment and subsequently thinks that their performance has been adversely affected owing to a change in their personal circumstances they can apply for special considerations to be taking in to account after the event providing that their application is received by People Dancing within 10 days of the assessment date. In these circumstances the candidate should send an email to admin@communitydance.org.uk with 'Special Considerations' marked in the subject line followed by their unique candidate number. Requests may also be sent by post to People Dancing, LCB Depot, 31 Rutland Street, Leicester, LE1 1RE.

Possible outcomes

If the request for special consideration is successful then the candidate's assessment will be reconsidered in the light of the information provided. It may EITHER be re-marked OR the candidate may be invited to resit the assessment within a three-month period from the date of the decision at no cost. If a resit is awarded then the candidate will be issued with a Credit Transfer Note (CTN) which must be used within three months of issue and should be submitted with the new request form. If the special considerations request is unsuccessful the candidate with EITHER be informed that the mark they were awarded for the assessed submission stands OR they will be informed that they can reapply to take the assessment through the usual request procedures, in which case the full fee will be required.

Under no circumstances will a candidate be awarded a grade for an assessment which has not been taken. The minimum assessment requirements for each unit or qualification must be completed for a unit or qualification to be awarded.

People Dancing's decision-making process

The candidate's request for a postponement or special considerations will be reviewed by the Administrator with assistance from an assessor where necessary. Their decision will be based on a number of factors which include the information contained within the request and the relationship between the marked assessment (where the assessment has been taken) and the potential effect on the awarding of the overall qualification

How to inform us

If you wish to cancel or postpone your assessment or apply for special consideration you should write as soon as possible to admin@communitydance.org putting the word 'Cancellation', 'Postponement' or 'Special consideration' in the subject line followed by your unique candidate number. You may also send your application by post to People Dancing, LCB Depot, 31 Rutland Street, Leicester, LE1 1RE. You should explain in the body of the email or letter why you are making your request and provide the following information:

- Full name of candidate
- Unique candidate number (UCN)
- Qualification for which the candidate is being assessed
- Confirmed assessment date (if applicable)
- Reason for request

Supporting material (such as a doctor's certificate or supporting letter) may be attached where appropriate.

Email confirmation of receipt of the request will be sent to the candidate within five working days of receipt of the request. People Dancing will review the information submitted by the candidate and advise the candidate of the outcome of their request by email within 14 working days following acknowledgement of the receipt of the request.

Refund process

People Dancing will process refunds as soon as possible and no later than 28 days after receipt of the cancellation. Refunds made from the UK will usually be refunded through the initial payment method and can only be refunded to the person or organisation that made the original payment.