

## Refund Policy

<b>Last reviewed</b>	August 2021
<b>Next review due</b>	August 2023
<b>Responsible division</b>	Programmes Division
<b>Responsible director</b>	Director, Programme Operations
<b>Applies to</b>	All fee-bearing programmes, including fees associated with optional qualifications. This policy also applies to participants who access Ambition programmes through delivery partners.
<b>Exceptions</b>	Where contracts differ from this policy, the contractual terms will apply. This policy does not apply to DfE-funded programmes, including the Early Career Teachers programme and DfE-funded National Professional Qualifications (NPQs). This policy does not apply to Alliance NPQ programmes.
<b>Audience</b>	Participants, schools and delivery partners
<b>Applicable laws</b>	N/A
<b>Other relevant regulations</b>	N/A

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## 1. Objectives

The objectives of this policy are to provide clarity on the circumstances which would result in refunds being made to the customer (school/participant/MAT/delivery partner) in the event of participants not being able to complete an Ambition programme, and to outline the process through which we would manage any appeals to such decisions.

This policy applies to all Ambition programmes which charge a fee to the participant/school/MAT, including programme fees and fees for any optional qualifications.

## 2. Background and Legal/Regulatory Framework

As with any programme provided by Ambition Institute, our aim is for participants to complete programmes in their entirety, including gaining intended qualifications where applicable. However, there may be exceptional circumstances where a participant leaves a programme before its completion.

In publishing a policy, we aim to adopt a fair and consistent basis for determining when and how any refunds may need to be made, and to ensure that our policy is consistent with the criteria laid down by the Department for Education (see link below) in respect of repayment of scholarships.

## 3. Policy and Procedures

### Guiding principles

- > All payments made to Ambition Institute for the purpose of undertaking our programmes are considered final and non-negotiable. Ambition Institute is under no obligation to agree a refund under any circumstances. It is entirely at Ambition's discretion whether a refund will be granted.
- > Any refund of a programme fee would only be agreed once other options have been considered, for example, deferral to a later cohort. A refund will only be considered under exceptional circumstances.
- > Any refund agreed will take into account the costs that we as a provider have incurred (including costs for the design, promotion and delivery of the programme, and operating overheads) as well as any amounts that will be repaid to the Department for Education where a scholarship has been awarded.
- > The repayment of fees is at the sole discretion of Ambition Institute both where we are the direct provider and where the programme is delivered by a delivery partner.

Our aim is to adopt a consistent and transparent approach as far as possible. However, we also recognise that issues do arise which requires a more individualised approach and discretion may be exercised in such circumstances.

### Refund requests arising from loss of accreditation (in case of National Professional Qualifications (NPQs))

- > Ambition Institute has good connections with a range of other NPQ providers. In the unlikely event of loss of accreditation, we aim to secure suitable alternative provision for participants which would allow them to complete their programme.
- > In such circumstances the suitability of provider will be determined by Ambition Institute.
- > If Ambition is unable to secure suitable alternative provision, then a partial or full refund would be made to the participant or partner organisation in respect of all programmes which are current at the

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date that our accreditation ceases. Refunds will only be made for those school-funded participants who have been registered and whose payment has been received.

### **Refunds arising from other reasons**

- > If a participant has withdrawn from the programme as a result of exceptional circumstances beyond the participant's control, Ambition may, and at their discretion, agree a partial or full refund of the applicable programme fee.
- > Where a participant withdraws from the programme for reasons within their control (for example, lack of engagement with the programme and its elements), no refund will be payable.
- > Where a participant completes the programme but does not complete the qualification (for example, does not submit assessments or does not pass the assessment) no refund will be payable.
- > If a participant withdraws from a programme before the programme start date (as defined in the contract) and no significant costs have been incurred by Ambition, a refund will be considered.

### **Scale of refunds**

- > Given the variance in intensity of delivery on programmes at different times (for example, the use of residential which carry a higher cost than twilight or full day delivery), the suggested refund amounts will take into account content already delivered, and the cost of any element relating to the promotion and design of the programme. This will be at the sole discretion of Ambition Institute.
- > For programmes whose fees are paid in instalments, including the Masters in Expert Teaching and Teacher Education Fellows, should a Participant withdraw from the programme after the due date for any of the invoice milestones established in the contract, then Ambition Institute will not reimburse any fees already paid for that milestone.

### **Process and timing of refunds**

- > Refunds will be considered following a formal request from the participant, which should be made through their usual communication channels.
- > Requests will be escalated to the relevant Programme Leader who will make a refund decision with reference to this policy, and communicate it to the requesting party within 15 working days of the request.
- > Where a refund has been agreed, this will be processed by Ambition's Finance team within 30 days of the agreement being communicated to the school/participant.
- > In cases where scholarships or other funding has been received for the participant in question, Ambition will follow the guidelines of the funding body in question; in the case of legacy NPQs (beginning in Autumn 2020 or earlier), this will be the NPQ Scholarship – Repayments and Refunds Guidance (see Section 4. Links to Other Policies).

### **Appeals**

- > The initial decision on whether to award a refund will be made by the Programme Leader for the programme in question. Where this is outside of the usual policy and contractual terms of the programme in question, this will require approval from the Finance Director.
- > Where the customer wishes to appeal this decision, this should be put in writing within 5 days of receiving the decision, outlining the reasons for the appeal.
- > Appeals will be considered by the relevant programme Director and the final decision communicated to the participant or organisation within 30 days of the appeal being received by Ambition. Again,

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where this is outside of the usual policy and contractual terms of the programme in question, this will require approval from the Chief Financial Officer.

- > The decision made by those considering the appeal will be final.

#### **4. Links to Other Policies**

Other policies referenced here include:

- > NPQ Scholarship – Repayments and Refunds Guidance, [here](#)
- > [Withdrawal Policy](#)