



**Ambition  
Institute**

# **NPQ Payment and Refund Policy**



## NPQ Payment and Refund Policy

<b>Policy Owner</b>	Associate Director, NPQ Programme Operations
<b>Version:</b>	1.0
<b>Last reviewed:</b>	July 2024
<b>Approved by:</b>	Director, NPQ Programmes
<b>Next review due:</b>	July 2025
<b>Applies to:</b>	Non-DfE scholarship-funded NPQ participants
<b>Exceptions:</b>	This policy does not apply to any programmes outside of the NPQ programmes suite, or to individuals whose place is funded by the Department for Education.
<b>Audience:</b>	Available on SharePoint

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## Section 1: Overview

### 1.1. Purpose

- 1.1.1. The purpose of this policy is to provide clarity on when payments must be made by those paying for an NPQ programme i.e. when it is not funded by the DfE (Department for Education) and to outline Ambition's position on requests for refunds where a participant does not complete the programme and/or withdraws or is withdrawn from the programme.
- 1.1.2. 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 withdraws from a programme before its completion and without having gained the relevant qualification.
- 1.1.3. We aim to adopt a fair and consistent basis for determining when and how any payments and refunds may need to be made and to remain transparent about this.

### 1.2. Scope

- 1.2.1. This policy applies to all participants whose NPQ programme place is not funded directly by the DfE. We will collectively refer to 'participants' in this policy.

## Section 2: Policy and Procedure

### 2.1. Payment

- 2.1.1. All programme fees must be paid in full and within the timeline stipulated in the invoice. Requests for payment plans will not be considered.
- 2.1.2. All payments made to Ambition Institute to undertake our programmes are considered final and non-negotiable. Ambition Institute is under no obligation to discuss or agree to a full or partial refund under any circumstances once payment has been made.

### 2.2. Refunds

- 2.2.1. Payments for NPQ programmes are made to Ambition Institute, even when the participant is on a programme delivered and managed by one of our delivery partners. Therefore, Ambition is the final decision maker on any requests relating to the programme fee payment. Ambition will however consult with the delivery partner - where deemed appropriate by Ambition - when making any decision regarding the programme fee to be paid or refunded.
- 2.2.2. Should a participant withdraw or be withdrawn from a programme prior to the programme start date, a full or partial refund may be considered. This is at Ambition's sole discretion and Ambition has no obligation to agree to such a request.
- 2.2.3. After the programme start date, should a participant withdraw or be withdrawn from the programme, no refund - either in full or partial - will be payable.

#### 2.2.4. Programme Provider transfers: continuing with Ambition as the Lead Provider

2.2.5. If a participant requests to transfer from a programme delivered by one of Ambition's delivery partners to another (including Ambition where the programme is part of the national cohort) but remains with Ambition as the Lead Provider, Ambition will not offer a full or partial refund.

2.2.6. In these circumstances, reasonable effort should be made in the first instance by the relevant parties to enable programme completion with the original delivery partner.

### **2.3. Lead Provider transfers: moving to another Lead Provider**

2.3.1. Should a participant request to transfer from Ambition Institute as Lead Provider to a programme delivered by another Lead Provider, neither a full nor partial refund will be considered. Reasonable effort will be made by Ambition to enable programme completion with Ambition as the Lead Provider and with the original programme provider, including through – where possible and appropriate – the option to defer cohorts (where Ambition remains as the Lead Provider).

2.3.2. Ambition will only accept a transfer request from a participant part-way through a programme with another Lead Provider if they are able to pay the full fee for their place to Ambition, and the transfer occurs before the end of Course 1 (approximately 6 weeks from the programme start date).

### **2.4. Appeals**

2.4.1. Where the requesting party wishes to appeal any decision, this should be put in writing to Ambition within 5 days of receiving the decision, outlining the reasons for the appeal.

2.4.2. The final decision will be decided by Ambition as the sole decision maker and communicated to the requesting party within 30 days of the appeal being received by Ambition.

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

### Section 3: Version Control

3.1. All Ambition policies are regularly reviewed by the Policy Owner. Feedback from employees and relevant stakeholders will be considered during the review process, and revisions will be made as necessary to reflect changes in laws, regulations, or company practices.

Version	Issue/release date	Summary of changes	Approver
1	September 2024	New Policy	NPQ Programme Board