



**Ambition
Institute**

Refund Policy



Refund Policy

Policy Owner	Programme Manager, Targeted Programmes
Version	2.0
Last reviewed	June 2024
Approved by	Director, Targeted Programmes
Next review due	June 2026
Applies to	All Targeted Programmes
Exceptions	Where contracts differ from this policy, the contractual terms will apply. This policy does not apply to any programmes outside of the Targeted programmes suite.
Audience	Available on the Policy Hub or externally on Ambition’s website.

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Section 1: Overview

1.1. Purpose

- 1.1.1. The objective of this policy is to provide clarity on the circumstances which would result in refunds being made to the customer (school/participant/MAT) 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.
- 1.1.2. 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.
- 1.1.3. 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.

1.2. Scope

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

Section 2: Policy and Procedure

2.1. Guiding principles

- 2.1.1. 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 on a refund under any circumstances.
- 2.1.2. Any refund of a programme fee would only be agreed upon once other options have been considered, for example, deferral to a later cohort. A refund will only be considered under exceptional circumstances.
- 2.1.3. 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.
- 2.1.4. The repayment of fees is at the sole discretion of Ambition Institute.
- 2.1.5. Our aim is to adopt a consistent and transparent approach as far as possible. However, we also recognise that issues do arise which require a more individualised approach and discretion may be exercised in such circumstances.

2.1.6. If an invoicing error is made by Ambition Institute, and this is paid by the school or trust, for example invoicing more than is owed, this would be corrected by refunding the amount overpaid.

2.2. Refunds arising from exceptional circumstances

2.2.1. If a participant has withdrawn from the programme because of exceptional circumstances beyond the participant's control, Ambition may, and at their discretion, agree to a partial or full refund of the applicable programme fee. This may include, for example, where a participant has deferred but is unable to resume their place on the programme due to that programme no longer being available or if the programme is in its pilot phase.

2.2.2. 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.

2.2.3. 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.

2.3. Scale of refunds

2.3.1. Given the variance in intensity of delivery on programmes at different times (for example, the use of full-day delivery carries a higher cost than twilight), 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.

2.3.2. For programmes whose fees are paid in instalments, including the Master's 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.

2.4. Process and timing of refunds

2.4.1. Refunds will be considered following a formal request from the participant, which should be made through their usual communication channels. The decision will be communicated to the requesting party within 15 working days of the request.

2.4.2. Where a refund has been agreed, this will be processed within 30 working days.

2.4.3. In cases where funding has been received for the participant in question, Ambition will follow the guidelines of the funding body in question.

2.5. Appeals

- 2.5.1. Where the requesting party wishes to appeal this decision, this should be put in writing within 5 days of receiving the decision, outlining the reasons for the appeal.
- 2.5.2. Appeals will be escalated internally, and the final decision will be communicated to the requesting party within 30 days of the appeal being received by Ambition.
- 2.5.3. The decision made by those considering the appeal will be final.

2.6. Refund Process

- 2.6.1. When requests are made Ambition will follow its Refund Process document which outlines the process through which we make decisions for refund requests, schemes of delegation, actions taken following the decision and how we manage any appeals to such decisions.

Section 3: Version Control

3.1.1. 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	August 2021	N/A	Director, Programmes Operations
2	June 2024	The policy has been adjusted to apply to Targeted Programmes only. References to internal processes for refunds have been removed and added to a separate internal-facing Refund Processes document.	Director, Targeted Programmes