



BCS, The Chartered Institute for IT

**Teaching Teachers Tech
Cancellation and Rescheduling Policy**

September 2022

CONTENTS

- 1. SCOPE..... 3
- 2. COURSE CANCELLATION POLICY 3
- 3. RESCHEDULING INDUCTION 3
- 5. CANDIDATE ‘NO SHOW’ POLICY 3
- 8. HOW WILL MY MONEY BE REFUNDED? 3
- 9. SPECIAL CONSIDERATIONS 4
- 10. REVIEW 4

1. Scope

The cancellation policy extends to candidates who are registered onto a course as part of the BCS Teaching Teachers Tech programme.

2. Course Cancellation Policy

After registering onto a course as part of the BCS Teaching Teachers Tech programme it may be necessary for you to request a change or to cancel your course.

If you cancel your course within 15 days from the date you registered without accessing the course content, you will be entitled to a full refund.

If you have already accessed any of the learning content of the course, then you are not entitled to a refund, but you will be given a six month period to complete the course.

All requests for rescheduling or refunds should be made to eprofessional@bcs.uk and will be responded to within two working days.

If you are a UK consumer you have additional rights under the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013.

3. Rescheduling Induction

If you need to reschedule just your induction, please contact a tutor at computingtutors@bcs.uk who can organise this for you.

4. Candidate 'No Show' Policy

If you do not cancel or reschedule your induction session and have access to the course content, a tutor will contact you and ask you to do this within 6 months. If you do not reschedule within the 6 months, you will need to re-register and pay the course fees again to access the course

5. How will my money be refunded?

If you have paid by card we will make the refund directly back on to the card used to make the original payment, please noted that it may take several days to reach your account.

If you paid by BACS or bank transfer we will refund you into your bank account.

6. Special Considerations

If you cannot complete the course due to sickness or bereavement you may cancel the course at any time and you will be able to start the course on an alternative date at no additional cost. This date has to be within 6 months from the date you originally registered.

If you are unable to attend due to an illness you must provide BCS with a valid sick note to cover the date of the course.

If you are unable to attend due to bereavement you should let us know and preferably provide us with evidence of the death such as a Death Certificate. Additional exceptions may be considered on a case by case basis.

7. Review

The TTT Cancellation and Re-Scheduling Policy will be reviewed on an annual basis by the Service Delivery Manager to ensure its on-going effectiveness and adherence with the relevant regulations.

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