



Booking, withdrawal/cancellation and refund Policy

School of Play and Creative Therapies Ltd
Contact Details contact@schoolofpact.com
Website <http://schoolofpact.com>

Course bookings, cancellation/withdrawal and refund policy

Booking courses will be processed within 7 days of receipt of application. Payment for courses must be made as follows:

- CPD Courses at the time of booking
- Post Qualifying L6 Certificate and L7 Diploma Courses within 14 days of receipt of invoice.

Where courses are paid by a payment plan, the deposit must be paid within 14 days, GoCardless payments are to be set-up before the agreed first payment is due.

CPD and Post Qualifying L6 Certificate Course cancellation/withdrawal

- Within 2 months of the course start date will receive 100% of course fee refund.
- Within 1 month of the course commencement date 50% of course fee refund.
- Less than 1-month full fees are non-refundable.

L7 Diploma course cancellation/withdrawal

Tuition fees owed will be calculated **according to the published fee schedule**, based on the student's withdrawal date:

Tuition Fee Liability – Two-Year Part-Time Course

- The total tuition fee for the course is **£6,960** (correct at time of publishing)
- Fee liability depends on the withdrawal date and proportion of the course completed, calculated as follows:

Timing of withdrawal	Fee Liability
One calendar month before the course commences	£0 (no fees payable)
Within the first term (6 weeks) of Year 1	Total fee (£1740.00)
After first term (6 weeks +) of Year 1	Total fee (£2615.00) + any additional term fees if applicable
After Year 1 midpoint (6 months)	Full Year 1 fee (£3480.00) + any additional term fees if applicable
After Year 2 start (12 months)	Full remaining fee (£6960.00)

- Any overpayments will be refunded once the withdrawal is processed.
- If fees are funded via a sponsor, the relevant body will be notified of the withdrawal.
- Students remain responsible for any outstanding balance at the time of withdrawal

Cancellation/Withdrawal

Withdrawal from a course must be made in writing to contact@schoolofpact.com using the Withdrawal form Appendix A.

Transfers

- It is possible to transfer to another course of the same title and duration.
- If you cannot attend the booked course, it may be possible to offer your place to someone else, this request should be made in writing to contact@schoolofpact.com to ensure our records are updated.
- Transfers will be subject to a 25% administration charge.

Cancelled courses.

In the unlikely event the School of Play and Creative Therapies postpones a course you have booked and paid for; you will be automatically transferred to the next available course or receive a full refund.

If you are unable to attend the new date you will be reimbursed the full amount within 10 working days.

Student Course Cancellation/Withdrawal Procedure

1. Initial Consideration

- A student who is thinking about withdrawing should first discuss their options with their Course Lecturer.
- Alternatives such as leave of absence, transfer to another programme, or additional support should be considered before a final decision is made.

2. Formal Notification

- To formally withdraw, the student must complete a **Withdrawal Form** Appendix A
- The completed form must be submitted to contact@schoolofpact.com The date the form is received will be taken as the official date of withdrawal.

3. Confirmation of Withdrawal

- School of Play and Creative Therapies will send written confirmation of the withdrawal, including the official withdrawal date, financial implications, and any outstanding obligations.
- The student's enrolment status with the qualification accrediting body will be updated.

4. Financial Assessment

- L7 Diploma Tuition fee liability will be calculated according to the published fee schedule (page 2).

- If fees were paid by a sponsor, the School of Play and Creative Therapies will notify the relevant body.
- Any overpayment will be refunded, and any outstanding balance will remain payable by the student.

5. Exit Interview (Optional but Recommended)

- Students may be invited to attend an exit interview to provide feedback and to ensure they are aware of all academic and financial consequences of withdrawal.

6. Post-Withdrawal

- The student will no longer have access to timetabled classes, assessments, or student systems (e.g., email, portal).

Published: 22/02/2024

Version	Date written	Author	Verifier	Date verified	Date of review
V1.0	23/11/2023	Eileen Braham	Alun John	22/02/2024	22/02/2025 ✓
V1.1	20/02/2025	Eileen Braham	Alun John	26/02/2025	26/02/2026

Review: This policy will be reviewed annually

Date for next review: 26/02/2026

Student Withdrawal Form

School of Play and Creative Therapies / Logo Course Withdrawal Form

Section A – Personal Details

- Full Name: _____
- Student ID Number: _____
- Date of Birth: _____
- Contact Email: _____
- Contact Phone: _____

Section B – Course Details

- Programme Title: _____
- Year of Study: _____
- Mode of Study: ☐ Full-Time ☐ Part-Time

Section C – Withdrawal Information

- Intended Date of Withdrawal: ____ / ____ / ____
- Reason for Withdrawal (please tick):
 - ☐ Personal Circumstances
 - ☐ Financial Reasons
 - ☐ Health/Wellbeing
 - ☐ Transfer to another institution/course
 - ☐ Employment/Other Commitments
 - ☐ Other (please specify): _____

Section D – Advice Received

- Have you discussed your decision with:
 - ☐ Course Lecturer

☐ Director of School of Play and Creative Therapies

Section E – Student Declaration

I confirm that I wish to withdraw from my course. I understand the academic and financial implications, including liability for any outstanding fees.

Signature: _____ Date: ____ / ____ / ____

Section F – Office Use Only

- Date form received: ____ / ____ / ____
- Official withdrawal date: ____ / ____ / ____
- Registry staff name/signature: _____
- Finance notified: ☐ Yes ☐ No