



Advanced Coaching and Mentoring Programme

Terms and Conditions

1. Cancellation 30 days or more before the event: **course fees refunded (less 10% administrative charge).**

Cancellation 14 – 30 days before event is: **50% refund.**

Cancellation less than 14 days before event is: **no refund.**

In the event of the Corporate Training Unit cancelling the programme a full refund will be given, but the University of York will not accept responsibility for any additional costs incurred by the delegate (for example travel arrangements or accommodation).

2. Substitutions may be made up to 21 days prior to the start date of the programme, provided you inform us in writing (to cpd@york.ac.uk) and complete the registration form and relevant assessments for the new delegate. **No substitutions are permissible after the start of the programme** due to the tailored nature of the course material.
3. Where a delegate has opted to pay the fee in one instalment, the full payment must be received before the programme begins.
4. If a delegate is unable to attend one of the sessions, the tutor will attempt to support the gap in their learning via a one-to-one conversation and the provision of any relevant presentations and learning aids. It is the responsibility of the delegate to revise the missed material.
5. If a delegate misses more than one session, the delegate may continue with the programme but will not complete the full programme or receive the full certificate.
6. If a delegate chooses to leave the company which has sponsored their place on the programme before the end of the programme, full payment will still be payable and no refunds will be provided. An individual may take over the responsibility for payment from their previous employer if they leave employment with the sponsoring company but still wish to complete the programme.
7. If for any reason a delegate leaves before completion of the programme, the company or person identified as sponsoring the course in the registration form will be liable for full programme payment.

8. In the event of a delegate/company applying for external funding to support their place on the programme, all funding requirements are the responsibility of the delegate/company, not the University of York. However if the delegate/company informs the University of their funding and any relevant requirements in a timely fashion, we will attempt to meet any requirements and support said funding.
9. The CMI Accreditation element of the course will be managed in partnership with the University's CMI registered partner, Promethean Executive. All correspondence and submissions from delegates should be sent directly to the University. The University will work in partnership with Promethean Executive adhering to the [Privacy Notice](http://www.york.ac.uk/business/cpd/privacy-notice) (www.york.ac.uk/business/cpd/privacy-notice).
10. Upon completion of the course, delegates have 6 months to complete their qualification. The University accepts no liability for any delegates who fail to complete the qualification within the designated timeframe and no refunds will be given.
11. If delegates are to complete CMI accreditation, this is subject to the Corporate Training Unit's CMI accreditation Terms and Conditions <https://www.york.ac.uk/business/cpd/termsconditions-cmi/>).

Through registering for a course applicants are deemed to have accepted the above Terms and Conditions.