Management in Action Programme
Terms and Conditions

1. Cancellation 30 days or more before programme start: course fees refunded (less 10% administrative charge).

Cancellation 14 – 30 days before programme start: 50% refund.
Cancellation less than 14 days before programme start: 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).

2. Substitutions may be made up anytime up 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 360 degree assessments for the new delegate. A charge of £20.00 will be made for replacement delegates. No substitutions are permissible after the start of the programme due to the tailored nature of the course material.

3. Full payment must be received before the programme begins.

4. If a delegate is unable to attend one day of the course, 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 day, or a replacement coaching session for a missed module is unable to be arranged, the delegate may continue with the programme but will not complete the full programme or receive the full certificate. In extenuating circumstances, by application in writing to cpd@york.ac.uk a delegate may be able to attend a future iteration of a missed module with a different cohort or learners, in order to complete the full programme.

6. If a delegate chooses to leave the programme or the company which has sponsored their place on the programme before the end of the program me, 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. In the event of a delegate/company applying for 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.

8. If a delegate wishes to achieve ILM accreditation for the programme they must successfully complete the assessments within the specified timeframe.
9. Delegates who register less than 4 weeks prior to the start of the programme may not be able to have their 360 degree feedback process completed prior to the commencement of the course. The University of York will make every effort to ensure the process is complete prior to module 2.

10. We cannot guarantee that delegates who do not submit their 360 feedback or whose colleagues fail to do so within two weeks of the commencement of the programme will receive their report or 1:1 coaching prior to the start of the programme. The University of York will make every effort to ensure the process is complete prior to module 2.

11. Delegates completing their 360 feedback will be offered 2 alternative dates for their 1:1 coaching session. If they cannot attend or cancel their 1:1 session then we cannot guarantee the 1:1 coaching session will be held prior to the commencement of the programme.

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