

2025/26 Policy:	Candidate Withdrawal
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ACE Courses policy of a candidate's withdrawal from a course is in accordance with guidance by CPCAB policy and is split into two parts:

- CPCAB – Registrations Fee
- ACE Courses Fee

CPCAB Policy – Registration Fees

CPCAB policy of withdrawal of a course states that after 6 weeks of the course starting there is a nil-refund on registration fees.

If notification of withdrawal is received by email by ACE Courses within 6 weeks of the course starting, CPCAB via ACE Courses will refund the registration fee minus an administration charge of £15.

Where a candidate leaves a course due to medical grounds, a medical certificate should be emailed to ACE Courses. We will then forward this onto CPCAB for consideration of a refund covering half the registration fee minus an administration charge of £15

ACE Courses Fee - Refund Policy

The initial booking fee and registration fee as advised by ACE Courses is **non-refundable**. These payments may be slightly different depending on the chosen course. A breakdown of part-payments will be advised on acceptance of registration, for example:

Level 2/3:

£175.00 Initial Booking Fee

Level 2: £325.00 Registration Fee **Level 3:** £425 Registration Fee

Level 4 and above

£275.00 Initial Booking Fee

£2000.00 Registration Fee

If a candidate withdraws part way through a course and has not paid the full course fee due to an agreement for instalments, the full payment of the course will become payable with a requirement any outstanding fees will be paid by the candidate within 28 days of the invoice. Failure to settle the course fees within this period may result in legal action.

A refund of the remaining payment applies as follows:

- 75% of the remaining course fee is refundable within the first two weeks of starting the course and deciding not to continue, thereafter...
- 50% of the remaining course fee will be refundable if you leave the course within a further 2 weeks
- Nil thereafter

Request to Defer

A written request to defer onto a similar course in the same academic year (September to July) may be considered due to medical reasons that were not known to ACE Courses before the course started; subject to receipt of a Medical Certificate. Availability of a similar course will be dependent on sufficient registrations and therefore there is no guarantee the course will run. Payment of a further full CPCAB Registration Fee payable will apply a month before the course is due to start.

The same policy applies for courses starting other than the academic year i.e. courses starting between January through until May to November of the same year.

In an event of any concern / grievance and or complaint this refund policy applies and is final