



Spencer Alliance for Leadership and Teaching: Cancellations and Withdrawals Policy 2023 - 2025

Date of Adoption: 12.07.2023

Date of Review: 12.07.2025

The Spencer Alliance of Leadership and Teaching wish to ensure that every person, from course participants to leaders and assessors, engaged with our programme and course delivery, is treated fairly and equitably at all times. This includes all arms of work:

- Spencer Teaching School Hub, including all CPD courses*
- Spencer Teaching School Hub School ECF Training*
- Spencer Teaching School Hub AB Services*
- Spencer Teaching School Hub NPQ Training*
- George Spencer Academy SCITT*
- The Derby Research School at Wyndham Primary Academy*
- Maths Hub East Midlands West*

This cancellations and withdrawals policy relates to the cancellation and withdrawal from paid for services such as CPD programmes and ELE/SLE deployments across the suite of work. There are specific policies which may be in action for some strands of funded work or where we work with partners – in those instances, you will be signposted to the those policies, e.g. the Maths Hub Withdrawal Policy or Education Development Trust Policy for withdrawing from the fully funded Early Career Framework Induction Training.





Courses and Commissions - Terms and Conditions

1. Once a booking has been made and confirmed, this is a commitment to pay for attendance on the course or commission of services. It is then subject to the cancellation conditions stated below.
2. Payment will be required within the specified terms on the booking invoice and access to the course or commissioned service may be denied unless full payment has been received before the course start date.
3. A substitute delegate may attend at no extra charge. Where a delegate transfers his/her booking to another member of staff, the school will not be entitled to a credit note where he/she cancels attendance with that new member of staff.

Cancellations

3. All cancellations should be in writing by email to the strand lead for the arm of work:
 - The Teaching School Hub CPD: Lisa Wilshere, AB and NPQ Coordinator - lwilshere@george-spencer.notts.sch.uk;
 - The Derby Research School: Helen Froome, Research School Administrator, hfroome1@satrust.com;
 - The East Midlands West Maths Hub: Katie Snow, Maths Hub Coordinator, ksnow@george-spencer.notts.sch.uk
 - Pre-ITT Events and ECF: Amy Langton, alangton@george-spencer.notts.sch.uk;
4. In the event of a cancellation of a booking, clients must do so at least 10 working days in advance in order to avoid paying a 50% cancellation fee.
5. If cancellation notice is received less than 5 working days prior to the course date, the cancellation charge will be 100% of the training fee.
6. Inability to attend due to illness, personal or professional commitments does not automatically waive this but in all such cases consideration will be given to the circumstances and we will take such action as we consider fair and reasonable.
7. The Spencer Alliance for Leadership and Teaching hopes never to cancel a course, if however this happens we will tell you why and offer to place you as





priority on the next available training, or if you prefer give you full refund of payments received.

Complaints

7. We will assist in providing solutions if you have any problems or queries. However if you wish to complain please email Tammy Elward, Director of the Spencer Teaching School Hub at tammyelward@satrust.com. If you feel your complaint has not been resolved, please email for our Complaints Policy.

