		
ISSUED BY: AO Director Caroline Walton	Awarding Organisation Policies and Procedures	**ISSUE DATE:** October 2026 **REVIEW DATE:** October 2027
	Cancellation/ Non-Attendance Policy	**ISSUE:** V7

Scope and Purpose

The purpose of this policy is to outline the Explosive Learning Solutions (ELS) rules and regulations relating to the cancellation and non-attendance of an Apprenticeship Assessment. This policy outlines the procedure for making a cancellation and details potential charges for late cancellations and non-attendances.

Cancellation: Cancellations can be made up to 10 working days prior to the assessment date at no additional charge.
Late Cancellation: Cancellations made less than 10 working days prior to the assessment date will be subject to a late cancellation fee.
Non-Attendance: A non-attendance is defined as an apprentice being absent from an assessment without any prior notification. A non-attendance fee will be charged.

Cancellation Procedure

Cancellations can be made up to 10 working days prior to the assessment date at no additional charge. To make a cancellation, the apprentice, Training Provider or employer must contact ELS via email, phone, or post, detailing the following:

- Who the apprentice is
- The planned date for assessment
- What assessment component/booking they are cancelling
- The reason(s) for the cancellation

An Apprenticeship Assessment Coordinator will receive the cancellation notification and send an acknowledgement response within **two working days**. The ELS Apprenticeship Assessment Coordinator will then work to rearrange the assessment date to suit both Apprentice and Assessor availability.

Cancellation Fees

If a cancellation is made less than 10 working days before the assessment date, there will be a cancellation fee to pay. Similarly, a non-attendance will result in a charge. The fee is dependent on the standard and assessment component being missed, and will be stated in the contract.
Please contact a member of our Awarding Organisation to find out more about the

cancellation fees.
If fees need to be charged, ELS will contact the Training Provider directly via email, detailing the charges amounts and outlining the payment process. All fees must be paid within 30 working days of the notification being received.

Cancellations from Assessor

In the case of an Assessor cancelling or failing to attend an assessment, the Training Provider/Employer will not be charged.
The ELS Scheduling Team will work to reschedule the assessment as soon as possible, whether with the same Assessor or a different one depending on the reason for the cancellation/non-attendance. The apprentice will be notified via email of the new assessment date as soon as confirmed.

Review and Version Control

ELS is committed to ensuring all policy documentation is subject to document control and reviewed annually.

RELATED DOCUMENTS: -	**APPROVED BY: -** Caroline Walton, AO Director