



Accredited Training Agreement

Course Name	*Level 2 in Youth Work Principles / *Level 3 in Youth Work Practice
Learner Name	
Learner Organisation	
Tutor Name	Ternaya Cummings

Learner agreement:

By signing this agreement, I confirm:

- I will adhere to the agreed code of conduct and will show respect to all learners, tutors and assessors
- I will take responsibility for my own learning and will engage fully in all sessions and activities
- I will attend all required sessions and communicate to the tutor if I am unable to attend. I understand I must attend a minimum of 80% of taught lessons.
- I will complete and submit coursework by the deadlines set
- I will utilise resources and materials provided by Turtle CYP and I will not share this outside of the course setting
- I have read and agree to the Cancellation Policy (**below**)

Signed:.....

Date:.....

VERSION CONTROL			
Date:	Version:	Effect:	Due for Review
3/11/2025	1	3/11/2025	01/04/2026
01/04/2026	2	01/04/2026	031/03/2027



Employer agreement:

By signing this agreement, I confirm:

- We (organisation named below), will support the above-named learner during their time on the course
- We will liaise with Turtle CYP if any concerns are raised about or from the learner
- We have read and agree to the cancellation policy (**below**)

Signed:..... Print Name:.....

Role:..... Organisation:

Date:.....

Youth Work Course Cancellation Policy

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Aim of the Policy

The purpose of this policy is to ensure prospective / current learners (and their organisations) understand the cost implications of cancelling their booking / failing to attend or change the level of the qualification during the course or not completing the qualification.

For all youth work training courses offered through Turtle CYP, we use the following cancellation policy:

- If you cancel / request to cancel **more than 15 days before the course start date**, 100% of the cost will be refunded (if already paid). There will not be a charge if you have not yet paid or were allocated a bursary or a funded space.
- If you cancel / request to cancel **within 7-14 days of the course starting**, 50% of the cost will be refunded if you have already paid. If you have not already paid, you will be sent an invoice and are liable to pay 50% of the cost of the course. This includes if you are allocated a bursary or a funded space as it affects our budget.
- If you cancel / request to cancel **within 7 days of the course starting**, 0% of the cost will be refunded if you have already paid. You will NOT receive a refund. If you have not already paid, you will be sent an invoice and are liable to pay the full cost of the course. This includes if you are allocated a bursary or a funded space as it affects our budget.
- If you register and **do not start the course**, 0% of the cost will be refunded if you have already paid. You will NOT receive a refund. If you have not already paid, you will be sent an invoice and are liable to pay the full cost of the course. This includes if you are allocated a bursary or a funded space as it affects our budget.
- If you register for Level 3 and decide to only complete Level 2 **once the course has started**, 0% of the cost will be refunded if you have already paid. You will NOT receive a refund. If you have not already paid, you will be sent an invoice and are liable to pay the full cost of the Level 3 Diploma. If you receive a bursary or a funded space, you will be liable to pay the difference in cost between level 2 and level 3 Diploma as it affects our budget.

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- If you **start and do not complete the course**, 0% of the cost will be refunded if you have already paid. You will NOT receive a refund. If you have not already paid, you will be sent an invoice and are liable to pay the full cost of the course. This includes if you are allocated a bursary or a funded space as it affects our budget.

Exceptions and Special Circumstances

- **Extenuating circumstances:** We understand that things happen in life, so if you cannot attend the course due to extenuating circumstances, please contact us immediately: training@turtlecyp.co.uk or by calling Ternaya (Director & Tutor) on 07510 380595 to discuss the situation. We will assess if there will be charges involved on a case-by-case basis.
- **Change of person:** If you can't attend a booked training course, you *can* transfer the booking to another staff member in your organisation. If you do this, there will be no cancellation fees, and the booking will be moved to the other member of staff at no cost as long as the change is at least **5 working days** prior to the course starting.

Costs to cancel - Level 2 Award

Timescale	Cost of course	Amount to be refunded if already paid	Amount to be charged if not already paid
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15+ days prior to course starting	Level 2 Award - £695	Full Amount - £695	£0
7-14 days prior to course starting	Level 2 Award - £695	50% = £347.50	50% - £347.50
Within 7 days of the course starting	Level 2 Award - £695	0% = £0	100% = £695
Fail to start the course	Level 2 Award - £695	0% = £0	100% = £695

Costs to cancel - Level 3 Diploma

Timescale	Cost of course	Amount to be refunded if already paid	Amount to be charged if not already paid
15+ days prior to course starting	Level 3 Diploma - £1325	Full Amount - £1325	£0
7-14 days prior to course starting	Level 3 Diploma - £1325	50% = £662.50	50% - £662.50
Within 7 days of the course starting	Level 3 Diploma - £1325	0% = £0	100% = £1325
Fail to attend & fail to inform us of non-attendance	Level 3 Diploma - £1325	0% = £0	100% = £1325
Decide to drop to level 2 within 1 week	Level 3 Diploma - £695 Top up	0% = £0	100% = £695

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prior to course starting / during the course			
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If you have any questions regarding our policy, please contact either
training@turtlecyp.co.uk or ternaya@turtlecyp.co.uk

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