



Certificate in Local Council Administration (CiLCA)

Cancellations Policy

This policy provides information on cancellations, withdrawals, deferrals, extensions and re-registrations.

Cancellation: This is where a candidate who has applied to register for CiLCA changes their mind **BEFORE** they are registered with Ascentis and given access to EMMA. They do this by contacting the CiLCA Administrator at cilca@slcc.co.uk without giving a reason and the full qualification fee is refunded. A cancelled application does not count as a registration.

Withdrawal: This is where a candidate leaves CiLCA **AFTER** they have been registered with Ascentis and given access to EMMA but **BEFORE** submitting any work. They must give a reason in writing to cilca@slcc.co.uk. Provided the withdrawal occurs within three months of registration, they are refunded 75% of the qualification fee to cover the costs of registering with Ascentis and on EMMA (these costs are not refundable). If the candidate has submitted any work, there is no refund. The candidate's existing registration is closed; this counts as one registration.

Deferral: This is where a candidate decides to defer work on their portfolio for up to 12 months because of extenuating circumstances. Examples of such circumstances include:

- Parental leave
- Treatment for cancer
- Unexpectedly becoming a carer for an immediate family member

The candidate makes the request in writing to cilca@slcc.co.uk giving the reason and proposing a term for the deferral (6, 9 or 12 months only). The candidate can be offered these options using the appropriate definition:

1. A normal three-month extension
2. A deferral for no more than 12 months
3. A withdrawal with the option to re-register as appropriate.

If a deferral is accepted, access to EMMA is withdrawn for the agreed term. There is no refund but there is additional payment for re-opening EMMA after the deferral. If the candidate returns after the period of deferral this does not count as a new registration. EMMA is reopened for another 12 months but an additional three-month extension is NOT permitted. If the candidate cannot return after the period of the agreed deferral, the existing registration is closed.

Extension: This is where a candidate asks to extend the deadline for submitting all units by three months. The candidate makes the request in writing to cilca@slcc.co.uk giving the reason and paying an extension fee. A second extension will not be allowed. If a candidate fails to meet the second deadline, their existing registration is closed.

Registrations: Candidates are permitted to be registered for CiLCA up to a maximum of three times. If they seek a fourth registration, they must put their case in writing to the CiLCA Ops Group. Reasons must be exceptional.

Current candidates can ask for a new registration as an alternative to a three-month extension. The application for a new registration must be received BEFORE the candidate's current end date. Re-registration under these circumstances is at a reduced cost (70% of the current full fee). If a candidate asks for a new registration AFTER their end date, they are required to pay the full current fee.

For a flow chart representing the different options, see the following page.

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Cancellation Policy Flow Chart

