

# Fees, Cancellation and Resit-Retake Policy

## Introduction and scope

1. progress minded is an Assessment Organisation (AO) recognised by Ofqual.
2. As a recognised AO, progress minded is subject to external quality assurance by Ofqual on behalf of the Department for Education.
3. Assessments are also delivered in accordance with UK Equalities Law.
4. progress minded aims to ensure that equality of opportunity is promoted in access to apprenticeship assessments and that unlawful or unfair discrimination, whether direct or indirect, is eliminated.
5. The purpose of this policy is to outline the fee structure for assessment standards, the cancellation policy and timescales and the process for conducting resits and retakes.

## Fees

### Definition of fees

6. Each apprenticeship standard is assigned a funding band. The assessment methods for an apprenticeship standard are detailed in the relevant assessment plan. This information is used to determine the assessment fee.
7. In certain standards, the assessment plan specifies exactly what percentage of the assessment fee should be based on the standard's total banding.
8. The fee is payable once the gateway requirements have been accepted.

### Our approach

9. The assessment should not normally exceed 20% of the maximum funding band. Where the total costs are higher than the funding band maximum, this difference is outside of the costs stated in the apprenticeship agreement.
10. The fees progress minded charge for assessment are transparent and compliant with the pricing structures within each standard's assessment plan.
  - a. The fees including component breakdown are provided in the SLA for each standard.
  - b. An SLA must be signed for each academic year.
11. Our fees are developed with the consideration of the following:
  - a. Costs associated with the administration and examination of assessment as set out in the assessment plan
  - b. Costs associated with providing guidance and support materials (non-capital items) used in the delivery of assessment
  - c. Costs associated with the development and maintenance of assessment instruments and tools
  - d. Costs to support any special arrangements you may need to put in place to ensure any apprentices with special educational needs, disabilities or with another temporary or permanent debilitating condition can fairly access assessment

- e. Costs associated with ensuring consistent and robust internal quality assurance (for instance, moderation and standardisation of assessment)
12. Our fees do not include costs associated with:
- a. Centre fees for other awarding organisations (where mandatory qualifications are required)
  - b. Training and mentoring of training provider staff
  - c. Promotional activity and/or materials
  - d. Any on-programme activity

## Withdrawal and transfers

13. Should a training provider, employer or apprentice wish to remove themselves from the assessment process after they have gone through Gateway, progress minded will provide a refund proportional to the assessment methods remaining.
- a. Individual elements that have been completed cannot be certificated in isolation.
14. Where an apprentice transfers to progress minded from another AO, they must complete the assessment in full.
- a. We cannot accept any assessment method, grades, or material from another AO.

## Cancellations

### Definition of cancellation

15. Each standard has multiple assessment methods. These are arranged once the gateway requirements have been accepted.
16. The assessment methods are booked with the apprentice to ensure that the assessment can take place in a timely, secure and productive manner.
17. Once an assessment has been booked and agreed upon, any changes to the date, time, and/or location are deemed a cancellation of the original booking.
18. Should an apprentice not participate in an assessment without prior notice of cancellation, this will be deemed a 'no show'.

### Our approach

19. Where an assessment is cancelled with insufficient notice or deemed a no-show, refunds will not be issued, and the Training Organisation may be subject to a fee to reschedule.
20. The fee for rescheduling will be the full component cost as outlined in the SLA.
21. The notice period and the rescheduling charge are as per the table below.

Rescheduling charge	
Cancellation period	Rescheduling charge
Four working days+ notice	No charge
Three working days' notice	50% of the component cost
Two working days' notice or less	100% of the component cost

22. The Training Organisation is responsible for the payment of the rescheduling charge and will be invoiced directly by progress minded.

23. Rescheduling charges are payable before any further assessment can take place.

## Resits and retakes

### Definitions

24. In accordance with the ESFA funding rules, resits and retakes are defined as follows:

25. Resit – the resit of an assessment where additional training does not take place

26. Retake – the retake of an assessment activity where additional training does take place

### Our approach

27. The apprentice will only resit or retake the assessment method(s) failed.

28. A resit cannot be used to increase the original grade if an apprentice has already passed their assessment.

29. For some assessments, there are restrictions on resits/retakes. For example, specific limits on:

- a. The number of resits permitted
- b. The number of retakes permitted
- c. The time period that must elapse between resit and/or retakes
- d. The time period allowed for completing any resit/retakes (after which the entire assessment must be taken again)

30. When an apprentice fails an assessment method, the feedback form is uploaded to the Shared Documents section of ACE360 and the training provider is notified via email. The email will include the Resit-Retake Request Form as an attachment.

31. The form must be submitted to the assessment Team within two weeks of the grade being published, following the instructions in the form.

### Resit and retake fees

32. Resit and retake fees are updated annually and are detailed in the SLA for the relevant academic year.

33. These are estimated costs and can be negotiated depending on the individual apprentice's requirements and which components are needed.

34. Additional costs may be added for (but not limited to) travel, accommodation, subsistence, mileage, and materials.

35. The assessment methods in the above table align with the relevant assessment plan.

36. Any applicable resit/retake fees will be invoiced to and payable by the responsible party before the resit/retake is undertaken.

## Version control

Version	Date	Change	By whom
V2.1	07.07.2025	Add a version control table. Updated document formatting. Updated terminology.	Cherie Heaven Owen Twidale