

Capita Training Cancellation Policy

If you are unable to attend a scheduled training session you must contact us at the earliest opportunity.

You can do this by calling 0191 737 0880 or by emailing cancellation@dsa-training.co.uk

If cancellations are made with less than 24 hours' notice or you do not turn up for a scheduled training session, you will be liable to cover the costs of the training session yourself unless your funding body agrees to cover the costs on your behalf.

Costs for training sessions are detailed in your DSA funding confirmation letter provided to you by your funding body.

Certain funding bodies such as Student Finance England (SFE) will cover the cost of missed training sessions where certain conditions are met. SFE will fund a maximum of 2 missed training sessions per academic year as long as a reason for the missed session has been given to your training provider.

Missed session funding policies from other funding bodies may vary and it is your responsibility to check with your funding body to see whether they will cover the cost of a missed training session should this occur.

Please note that the 24 hour notice period is only applicable during normal office working hours which are Monday to Friday, 9:00 to 17:00. Therefore for sessions scheduled from 17:00 on a Saturday to 09:00 on a Tuesday, you must provide notice of cancellation before 17:00 on a Friday.

For examples of the latest time you are able to cancel a session, please refer to the table below.

Scheduled Session Time**Latest Able to Cancel
Without Reason**

13:00 on Monday

17:00 on Friday

13:00 on Tuesday

13:00 on Monday

13:00 on Wednesday

13:00 on Tuesday

13:00 on Thursday

13:00 on Wednesday

13:00 on Friday

13:00 on Thursday

13:00 on Saturday

13:00 on Friday

13:00 on Sunday

17:00 on Friday