

# Service Level Agreement

## Our commitment to you

We are committed to providing the number of sessions advertised where possible. A lesser number of weeks may be delivered, however, due to unforeseen circumstances, for example, inclement weather or staff sickness. Wherever possible we will reschedule cancelled sessions. Occasionally this will be on an alternative night. We undertake to deliver a minimum of 90% of lessons.

Classes that are scheduled to run on College Open Evenings will either be rearranged or will run remotely where appropriate.

Should a course have insufficient numbers to make it financially viable to run, we will inform students prior to the planned start date and issue a full refund.

Course delivery is reviewed in line with government guidance.

## The commitment that we ask of you

Absences must be notified as soon as possible by emailing [adulted@collyers.ac.uk](mailto:adulted@collyers.ac.uk).

The College minimum attendance level for qualification courses is 80%. If your attendance falls below this, or you miss two consecutive sessions, we will review your place on the course.

Should it fall below 70%, we will withdraw you and you will not be able to complete the qualification.

The College minimum attendance level for recreational courses is 70%. If your attendance drops below this, we will review your place on the course, taking into account your needs and the needs of the class as a whole.

