



NPQ Withdrawal Policy



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Policy Owner	Associate Director, NPQ Programme Operations
Version	3.1
Last reviewed	January 2026
Approved by	Director, NPQ Programmes
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Applies to	Participants who are active on all NPQ programmes – both national Ambition cohorts and delivery partner cohorts.
Exceptions	This policy applies to NPQ programmes only.
Audience	Available on SharePoint and publicly on Ambition's website. Delivery partners, participants and staff.

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Section 1: Overview

1.1. Purpose

1.1.1. This policy outlines the circumstances which may lead Ambition Institute to unilaterally withdraw you from a programme.

1.2. Background

1.2.1. To sit your assessment, you must complete a minimum of 90% of your programme's content.

1.2.2. If you receive DfE scholarship funding, you must meet various requirements by specific milestone dates for funding to be released to Ambition Institute.

1.2.3. If you are not eligible for DfE funding and are paying privately or receiving funding from another organisation, you must make your payment at the start of your programme.

Section 2: Policy and Procedure

2.1. Why might I be withdrawn from my programme?

2.1.1. Alongside other circumstances and at our discretion, Ambition Institute may unilaterally withdraw you from a programme when there is a reputational or financial risk to your continued participation.

2.1.2. This is likely to be in one of five scenarios:

2.2. (A) A DfE scholarship-eligible participant has not met the requirements to access funding.

2.2.1. To have your place on our programmes confirmed, you must meet all registration requirements:

Accept your place

Register with the DfE

Provide proof of employment

Engage with the programme

2.2.2. If you are a participant who is eligible for a DfE-funded scholarship, and you have not met our registration requirements, Ambition Institute will make reasonable attempts to contact you to offer opportunities to meet these requirements. If, despite several attempts to reach you and - where relevant - your delivery partner, you are not contactable or you still do not fulfil the requirements, you will be withdrawn from the programme and you will be classified as 'did not start'.

2.2.3. If we withdraw you as 'did not start', you will not have accessed DfE scholarship funding for your chosen NPQ. Therefore, you may choose to apply for funding for this NPQ or any other NPQ in the future.

2.3. (B) A participant who is self-funding has not paid for their programme place.

- 2.3.1. If you are not eligible for DfE scholarship funding, you or the organisation funding your participation can expect an invoice from us no later than five working days after your programme's place accepted deadline.
- 2.3.2. Ambition Institute will make reasonable efforts to contact you and/or the entity who is responsible for paying for the programme if the invoice is unpaid, in line with our debt management process. If, on completion of this process, your invoice remains unpaid, Ambition Institute will withdraw you as 'did not start.' You may choose to apply for this NPQ or any other in the future.
- 2.3.3. If you are undertaking your programme with one of our delivery partners, Ambition Institute will inform the delivery partner, outlining the financial risk, with them having final sign off on the place withdrawal decision.

2.4. (C) A participant is not engaging with the programme.

- 2.4.1. Ambition Institute monitors individual engagement regularly. Each of our delivery partners operates their own engagement strategy, with support from their delivery partner lead at Ambition Institute.
- 2.4.2. Where Ambition Institute identifies low engagement resulting in a participant being at risk of not completing the programme, we will contact you over several weeks to try to support you to re-engage with the programme. If you do not respond to our communications or do not take steps to meet the relevant engagement requirements, you may have your place withdrawn.
- 2.4.3. Delivery partners lead their own engagement strategies; however, our delivery partner leads offer support, including sharing our key milestone dates and expected engagement at these points. Final sign off on removing a participant from a delivery partner programme sits with the partner.
- 2.4.4. Ambition Institute does not offer refunds in the event of withdrawal (for participants who are not eligible for DfE scholarship funding and are therefore required to self-fund). This includes where you have been withdrawn by Ambition Institute because you are not engaging with your programme. Please refer to our NPQ payment and refund policy for more details on refunds.

2.5. (D) A participant has not met the requirements to be entered for assessment.

- 2.5.1. You must complete 90% of your NPQ content by the communicated deadline, in advance of your NPQ assessment. If you are not sure when your deadline is, you should contact Ambition Institute or your delivery partner.
- 2.5.2. If you do not believe you can achieve 90% completion by your deadline, you should contact Ambition Institute or your delivery partner to discuss your options. Your options may include

remaining on your programme and committing to catch up on missed content; deferring to a future cohort, if available and if you meet the criteria for extenuating circumstances; or choosing to withdraw voluntarily.

2.5.3. If you do not reach 90% of your programme content by the deadline you will be withdrawn from the programme as 'Did Not Complete'.

2.5.4. Ambition Institute does not offer refunds (for participants who are not eligible for DfE scholarship funding and are therefore required to self-fund) in the event of withdrawal. This includes where you have been withdrawn by Ambition Institute because you have not met the completion requirements necessary to be entered for your assessment. Please refer to our NPQ payment and refund policy for more details on refunds.

2.6. (E) A participant's continuation on our programme represents a reputational risk.

2.6.1. At our discretion, Ambition Institute may unilaterally withdraw you from a programme when there is a reputational risk to your continued participation.

2.6.2. Where this applies, Ambition will contact the individual directly to inform them of our decision and the reason(s) for this.

2.6.3. Any such decisions will be at the discretion of Ambition, but we will consult with delivery partners, as appropriate.

2.7. What if I choose to withdraw from my programme?

2.7.1. You may choose to withdraw from your programme at any time. We recognise you may choose to do this for various reasons.

2.7.2. If you choose to withdraw from your NPQ programme for any reason, and you are a participant whose participation has been funded by DfE scholarship funding, you will not be able to secure scholarship funding for completion of the same NPQ in the future.

2.7.3. If you choose to withdraw from your programme for any reason, and you are a participant who is not eligible for DfE scholarship funding and have therefore self-funded, Ambition Institute will not offer a refund. Please refer to our NPQ payment and refund policy for more details.

Section 3: Version Control

3.1.1. All Ambition policies are regularly reviewed by the Policy Owner. Feedback from employees and relevant stakeholders will be considered during the review process, and revisions will be made as necessary to reflect changes in laws, regulations, or company practices.

Version	Issue/release date	Summary of changes	Approver
1	July 2023	N/A	Director, NPQ Programmes
2	August 2024	Addition of clauses 2.4.4 and 2.5.4 Addition of sections 2.6 and 2.7	Director, NPQ Programmes
3	July 2025	Annual review and minor changes	Director, NPQ Programmes
3.1	January 2026	Revision of 2.5.2 and 2.5.3.	Associate Director, NPQ Programmes.