

Audit Cancellation Policy

Our audits are an important part of our ongoing quality assurance of approved providers and trainers – as well as your approved and endorsed training programmes.

We will always give you at least fifteen working days' notice – usually more; we know that you value advance notification as it gives you as much time as possible to gather information and prepare for the audit - for example information we have requested for sampling, evidence of assessment standardisation, records of attainment, staff CVs and CPD Logs, etc.

If you need to change the date of an audit, you must tell us as soon as possible. You must give us at least five working days' notice of cancellation or you will incur a cancellation fee.

The cancellation fee will be the full rate for each day of the audit – see our Price List. We will confirm this by email and issue an invoice – which is subject to our usual payment terms. Failure to pay a cancellation fee will result in a Sanction – [see our Sanction Policy](#).

If we cancel an audit, we will always give you a minimum of five working days' notice. In such cases, we will work with you to arrange an alternative date with at least ten working days' notice.

Want to know more?

If you have any questions relating to cancellation or re-arranging an audit, please contact the EUSR Quality team on; Email: quality@eusr.co.uk or phone 0121 745 1310