

ADMISSIONS AND CANCELLATION POLICY

Current from March 2026; renewable March 2027

Diploma in Spiritual Coaching and Caregiving CFI Level 3

The Spiritual Companions Trust welcomes applications from all seeking to explore, develop and put into action spiritual companionship, coaching and caregiving, and its implications for individual and community health and wellbeing.

The Diploma in Spiritual Coaching and Caregiving is delivered by accredited Spiritual Companions Trust educators under the umbrella of the Spiritual Companions Trust.

A. Application process:

1. Applicants complete the Spiritual Companions Trust online application process.
2. The Spiritual Companions Trust will acknowledge all applications within 72 hours.
3. All communication relating to applications will be emailed by the Spiritual Companions Trust administration.
4. If an application is approved, the applicant will be contacted via email to confirm acceptance onto the course.
5. Upon receipt of confirmation deposits will be due. Payment will then be due prior to the course starting or in any staggered payments schedule agreed between the Student and the Spiritual Companions Trust.

B. Enrolment requirements:

1. In accordance with the Disability and Discrimination Act, the Spiritual Companions Trust will abide by the notion of reasonable adjustment for learners with learning difficulties and/or disabilities (see Reasonable Adjustments and Special Considerations Policy.) It is expected that once applicants are enrolled as students they will be able to take part in, and complete all practical and theoretical assessments.
2. Applicants are encouraged to disclose any medical or learning disabilities that may affect completion of the course at the time of application.
3. Applicants should be physically and emotionally well enough to take part in the course.
4. Applicants should be aged 18 or over.



5. Applicants require a good level of written and spoken English
6. The Spiritual Companions Trust supports the rehabilitation of offenders. If applicants are subject to Multi-Agency Public Protection Arrangements this must be disclosed at the time of application.

C. Course attendance conditions:

1. No new students will be admitted after the first two sessions of the course.
2. Students are required to attend 90% of the live sessions. In case of illness, or other mitigating circumstances, applicants need to speak to their tutor straight away. NB applicants may not meet the course criteria and graduate if meeting attendance is less than 90%.

D. Course provisions:

1. Students will receive regular support from their course tutor. Students who then require further support may need to seek personal counselling or spiritual support outside of the course structure. This is not provided as a part of the course.

E. Course fee structure:

1. The course fee is set by the Spiritual Companions Trust.
2. Payment is made according to the details laid out in the admissions process.

F. Applicant cancellation and refunds:

1. Cancellation within 14 days of registration and payment = Full refund
2. Cancellation up to four weeks before the course starts = Full refund less £150 to cover administration costs and infilling.
3. Cancellation within four weeks before the course starts = Full refund less £350 to cover administration costs and infilling.
4. Cancellation within the first two weeks of the course starting = Full refund less £550.
5. Cancellation once the course has started will be assessed on a case by case basis. An outline for your reason for leaving the course needs to be sent to the course administrator. Any refund will also take into account how much of the course has already been taken.

G. Charity cancellation and refunds:

1. If the Spiritual Companions Trust cancels the course, all applicants will be informed via email.
2. Full refunds will then be given within 10 working days.
3. Refunds will only be paid to the original payment method, be that employer or person. If your original payment method is a problem, please contact the course administrator.

H. Complaints

These are fully covered in our Complaints Policy and Complaints Form. In brief:

1. If you should have a complaint about the course, please first write to Diana Forrester-Brown, the course administrator at diana@spiritualcompanions.org
2. Complaints will be dealt with by the relevant trustee. Applicants will receive an initial response from the Spiritual Trust Companions within 10 days. All efforts will be made to resolve or close any complaints within 4 working week.

For any questions on the Admissions and Cancellation Policy please contact the Spiritual Companions Trust administrator at diana@spiritualcompanions.org

William Bloom
Director, Spiritual Companions Trust
spiritualcompanions.org

February 2026