Project, Session or SP Cancellations by the Program

Due to unforeseen circumstances and schedule changes, there may be times when a SP will be canceled from a session or project. This may occur as a result of the client changing learner schedules, or iCELS adjusting schedules to meet client scheduling requirements.

If a SP is canceled by iCELS (and/or the client) within 24 business hours of a scheduled and confirmed session, the SP will be compensated in full as though they had worked the session. The SP should note “late cancel” next to these dates on their time sheets. No travel rates will be paid for a canceled session.

If a student is a no show, and the SP is either already onsite on en route to the site, the SP will be paid in full the confirmed salary for the session, and will be paid applicable travel rate (if a Worcester-based SP traveled to a Boston project or a Boston-based SP travelled to a Worcester project).

In the case of a cancelation, iCELS will aim to reschedule the canceled SPs, although due to scheduling constraints, this may not always be possible.

Cancellations with more than 24 business hour notice will not be compensated, though they may be rescheduled. iCELS staff will work with the client to reschedule canceled sessions as appropriate.

NOTE: This policy does not apply to weather-related cancellations. Please refer to the Severe Weather Cancellations policy.