

1 Refund Policy

SSTC REFUND POLICY ARE AS FOLLOWS;

SSTC supports the right of learners to request a refund of Course Fees in certain circumstances. This document details the policy and procedures put in place to ensure that they are dealt with in a thorough and equitable manner. This policy applies to all refund requests for NEBOSH qualifications made by learners for all assessments undertaken. This policy does not apply to 'on the day' registrations.

OBJECTIVES

Ensure all learner refunds are processed correctly and within detailed timescales.

PROCESSES

- Course Fees refunds prior to the examination closing date
 - Learner will qualify for a refund of the Course Fee if they are withdrawn prior to the course commencement date as detail below in Table A.
- Registration refunds after the course commencement date
 - Learner will be not receive any refund with the exception of the following only as per detail below in Table B

% of Course Fees to be refunded	If Learner's written notice of withdrawal is received
100 %	More than 14 days prior to commencement of the course - full refund of deposit less 15% of administrative fees
50 %	Less than 14 days prior to commencement of the course.
0 %	Less than 7 days prior to commencement of the course.

Table A

% of Course Fees to be refunded	Circumstances / Reasons
100 %	Medical Reason but subject to medical report from approved General Practitioner
0 %	Decide not to continue with training.

Table B

Please note refunds will not be considered for any of the following reasons;

- WORK COMMITMENTS;
- BOOKING OF HOLIDAYS/VACATIONS OR REARRANGEMENT OF;
- FAMILY COMMITMENTS, EG WEDDINGS, EDUCATIONAL REASONS, ETC;
- OTHER COMMITMENTS, EG DIARY CHANGES, VISIT OF VIPS TO TOWN OR WORKPLACE.

However all request pertaining to fees refund matter are subject to the final approval of our Head of Learning Partner

2 Deferment Policy

SSTC DEFERMENT POLICY ARE AS FOLLOWS;

SSTC supports the right of learners to request a deferment of Course in certain circumstances. This document details the policy and procedures put in place to ensure that they are dealt with in a thorough and equitable manner. This policy applies to all deferment requests for NEBOSH qualifications made by learners for all assessments undertaken. This policy does not apply to 'on the day' registrations.

ELIGIBILITY

- Learners who have registered for a safety training course at Singapore Safety Training Centre may request deferment if they are unable to attend the scheduled training due to valid reasons.
- Valid reasons for deferment may include medical emergencies, personal circumstances, work-related obligations, or other unforeseen events.

PROCESSES

- Learners seeking deferment should submit a written deferment request to the administration office of Singapore Safety Training.
- The deferment request should include the learner's full name, course details, reason for deferment, and any supporting documentation, if applicable.
- Deferment requests should be submitted at least 7 days prior to the scheduled training start date.

DURATION AND RESCHEDULING

- The maximum allowable duration for deferment is **12 months**. Learners may request to defer their training for a period within this maximum limit.
- Upon approval of the deferment request, the administration office will work with the learner to reschedule their training to the next available course date, subject to availability and course scheduling.

FEES

- Deferment requests approved within the specified time frame may not incur additional fees.

CONFIDENTIALITY

- All information and documents shared by candidates during the refund deferment process will be treated with strict confidentiality and used solely for assessment purposes.

DISCLAIMER

- While the Singapore Safety Training Centre strives to accommodate candidates facing unforeseen circumstances, the approval of refund deferment requests is subject to evaluation and available resources. The Centre reserves the right to deny refund deferment requests if they do not meet the specified criteria or if resources are constrained.

POLICY REVIEW

- The Singapore Safety Training Centre's Refund Deferment Policy will undergo periodic review and updates to ensure its alignment with NEBOSH's standards, regulatory requirements, and industry best practices.



ABDUL MUTALIB BIN ITHNIN
GENERAL MANAGER

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