



# 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  - Learner will qualify for a refund of the Course Fee if they are withdrawn prior to the course commencement date as detail below in Table A.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

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

**Table A**

<b>% of Course Fees to be refunded</b>	<b>Circumstances / Reasons</b>
<b>100 %</b>	Medical Reason but subject to medical report from approved General Practitioner
<b>0 %</b>	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