



# Policy and Procedure

## Refunds

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<b>Business Unit</b>	<b>Support</b>
<b>Area</b>	<b>Finance</b>
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<b>Contact</b>	<b>Director of Finance</b>
<b>Owner</b>	<b>Director of Finance</b>

**This Policy applies to NEBOSH and all wholly owned subsidiaries.**

### 1. Policy

NEBOSH supports the right of learners and/or NEBOSH Learning Partners to request a refund of examination registration 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 and Learning Partners for all assessments undertaken. This policy does not apply to 'on the day' registrations.

### 2. Procedure

#### a. Objectives

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

#### b. Inputs

All information relating to the required refund, including:

- learner/Learning Partner the refund relates to;
- amount of refund required;
- timescale for refund to be actioned;
- authorisation of refund, if required.

#### c. Outputs

The refund is processed correctly and within detailed timescales.

**d. Responsibilities and authorities**

<b>Learner/Learning Partner</b>	Advises when a refund is required.
<b>NEBOSH Operations</b>	Actions the relevant paperwork and authorises the refund before sending to Finance department to process.
<b>NEBOSH Finance</b>	Processes the refund.

**e. Processes**

**i. Registration refunds prior to the examination closing date**

A learner will qualify for a 100% refund of the examination registration fee if they are withdrawn prior to the examination closing date.

**ii. Registration refunds after the examination closing date**

A learner will qualify for a 70% refund of the examination registration fee if they are withdrawn after the examination closing date.

**1. Registration refund submission**

*a. Timescale*

If a learner is unable to attend an examination sitting for one of the reasons stated in section e.ii.2, below, then either the learner or the Learning Partner can make an application for a refund which must be made within 20-working days of the examination date(s) to which the absence refers.

*b. Late refund requests*

Requests received after the 20-working day deadline will not be accepted unless there are extenuating circumstances for the late submission. The decision to accept the late request will be at the discretion of NEBOSH.

**2. Qualifying reasons for registration refunds**

A learner will qualify for a 100% refund of the examination registration fee if they are absent from an examination(s) for one of the following reasons:

- If there is an enforced lockdown related to Covid-19 in the area where the examination is to be held, or where the learner attends a place of learning related to the examination.
- If NEBOSH make the decision to cancel a paper based examination.

A learner will qualify for a 70% refund of the examination registration fee if they are absent from an examination(s) for one of the following reasons:

- if the learner is ill (including in relation to Covid-19) or has medical grounds, supporting medical evidence must be supplied (for example, a copy of a hospital admission or medical report);

- if a member of the learner's immediate family is ill or has medical grounds, again supporting medical evidence must be supplied (for example, a copy of a hospital admission or medical report);
- bereavement, funeral or inquest of a family member or close friend;
- jury service (supporting evidence must be supplied);
- service personnel who receive posting details after registration;
- if a paper-based examination is cancelled by the examination venue in relation to Covid-19 which is not due to an enforced lockdown in the area of the examination venue;
- other circumstances will be considered on a case-by-case basis.

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.

### **3. De-registration Certificate and Diploma Standard date exams**

If a learner has been incorrectly registered to an Award, Certificate or Diploma, or wishes to withdraw, the learner can be de-registered and a 100% refund may be claimed prior to the registration closing date.

### **4. Enquiry about results**

If the outcome of an enquiry about result (EAR) is successful (ie the outcome has resulted in a unit being upgraded to Pass from Refer, or if there is an overall upwards grade change from say Credit to Distinction) then either of the following will apply:

- the EAR fee only will be refunded;

OR

- the EAR fee plus the examination registration fee will be refunded.

In both of these cases the refund will be made automatically by NEBOSH and the enquirer does not need to submit a refund application. The exception to this is if a registration form is received by or processed by NEBOSH after issue of the EAR outcome; in this case the learner or the learner's Learning Partner will need to contact NEBOSH to arrange for a refund of the registration fee(s).

However, it must be noted that if a learner has submitted an EAR and in the meantime has registered to re-sit the examination(s), the registration fee(s)

will only be refunded if the student has not taken the examination(s) at the time the EAR outcome is released.

If the learner chooses to take the examination(s) before the EAR outcome has been issued then a refund of the examination registration fee(s) will not be made in these circumstances.

## **5. Adverse weather conditions/unexpected events**

NEBOSH will consider (on a case-by-case basis) examination sitting and registration refund requests for examinations cancelled due to adverse weather conditions or other unexpected events.

### **iii. Submitting a refund request**

#### **1. From the learner**

If a learner has been absent from an examination(s) for one of the reasons stated in section e.i. or e.ii.2. they may submit a refund request. The request must be made using form RR1 and supporting evidence (where applicable) must also be attached. Any request which is not submitted on form RR1 will be returned to the learner and will not be processed. In the event that evidence is not received NEBOSH will contact the learner to request this; if it is found that supporting evidence is not available then the request will not be processed and the learner will be notified of this. NEBOSH would recommend that a copy of the request form and evidence is retained in case these need to be resubmitted.

#### **2. From the Learning Partner**

If a learner has been absent from an examination(s) for one of the reasons stated in section e.i. or e.ii.2. then the Learning Partner may submit a refund request on behalf of the learner. The request must be made on form RR2 and supporting evidence (where applicable) must also be attached. Any request which is not submitted on form RR2 will be returned to the Learning Partner and will not be processed. In the event that evidence is not received NEBOSH will contact the Learning Partner to request this; if it is found that supporting evidence is not available then the request will not be processed and the Learning Partner will be notified of this. NEBOSH would recommend that a copy of the request form and evidence is retained in case these need to be resubmitted.

If a learner has been registered in error to a Standard date sitting or wishes to withdraw, see section e.ii.3. then the learner or Learning Partner may submit a de-registration request during the late registration period. The refund request will be looked at on a case-by-case basis upon receipt of the de-registration request form.

If a Learning Partner wishes to request a refund due to adverse weather conditions or other unexpected events see section e.ii.4, e.ii.5 and e.iii, then the Learning Partner should in the first instance contact the Operations department. The Learning Partner will be asked to submit a formal refund request on headed paper, outlining the conditions surrounding the

cancellation of the exam and providing information relating to the examination sitting, the venue and learners registered.

### **3. Submission email address**

All completed refund request forms and evidence (where applicable) should be sent via our [contact us form](#).

All applicants should supply a current email address to enable NEBOSH to resolve queries relating the refund and advise on the progress of the refund.

## **iv. Processing of the refund request**

Once a request has been received this will be checked to ensure that it complies with the rules set out in section e.i. If the request does not meet the rules or is received late, as per section e.ii.1.b. the originator will be notified by email and the paperwork returned.

### **1. Receipt and acknowledgement of request**

Once it has been established that the request meets the rules an email acknowledgment will be sent to the originator within five working days (this is assuming that an email address has been given on the request form). If a confirmation email is not received then the learner or Learning Partner should assume that the request has not been received and should resubmit all paperwork.

### **2. Timescale for issue of refund**

On receipt of the application, and once it has been confirmed that the refund request meets NEBOSH rules, NEBOSH will endeavour to process the refund by no later than thirty working days. For requests received prior to the examination closing date, this will be from the date the application was acknowledged. For requests received after the examination closing date, this will be from the examination date, as NEBOSH will seek to establish that the student was absent prior to processing the refund.

### **3. What happens if I do not receive my refund?**

If you have not received your refund as specified in section e.iv.2, above, please contact our Customer Enquiry Team via [webchat](#) or our [contact us form](#).

## **v. Who will receive the refund?**

The following payment criteria will be applied automatically to all refund requests:

- if the application is made by the learner and they paid the original registration fee, the refund will be sent to the learner;
- if the application is made by the learner and the Learning Partner paid the original registration fee, the refund will be sent to the Learning Partner;
- if the application is made by the Learning Partner and they paid the original registration fee, the refund will be sent to the Learning Partner;

- if the application is made by the Learning Partner and the learner paid the original registration fee, the refund will be sent to the learner;
- If a third party (eg employer) paid the original fee the refund will be payable to the third party and sent care of the learner.

The NEBOSH Finance department will send an email copy to the originator for credit note refunds and the Operations department will email a copy of the card receipt for card payment refunds once the refund has been successfully processed.

**vi. What payment method will be used for the refund?**

**1. Learners/third parties**

Registration refund payments to learners or third parties will be made by the same method used in the original transaction.

**2. Learning Partners**

Learning Partners will receive a credit note for registration and examination sitting refund payments. All other refund payments will be made by the same method used in the original transaction.

**vii. Applications from outside the UK**

The same rules apply to all learners regardless of the country in which the learner is taking the assessment.

**f. Related documents**

- Learner Refund Request Form RR1 (FIN034a)
- Learning Partner Refund Request Form RR2 (FIN034b)