



# Policy and Procedure

## Refunds

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# Policy and Procedure

## Refunds

### 1. Policy

NEBOSH supports the right of candidates and/or NEBOSH accredited course providers 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.

### 2. Scope

This policy applies to all refund requests for NEBOSH qualifications made by candidates and accredited course providers for all assessments undertaken. This policy does not apply to 'on the day' registrations.

**NB:** For definitions of terms used in this document please see Appendix 1.

### 3. Registration refunds prior to the examination closing date

A student will qualify for a 100% refund of the examination registration fee if they are withdrawn prior to the examination closing date.

### 4. Registration refunds after the examination closing date

#### a) Registration refund submission

##### i) Timescale

If a student is unable to attend an examination sitting for one of the reasons stated in section b) below then either the student or the accredited course provider 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.

##### ii) 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.

#### b) Qualifying reasons for registration refunds

A student 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:



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- if the student is ill 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 student'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;
- 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.

### **c) De-registration Certificate and Diploma Standard date exams**

If a student has been incorrectly registered to a Standard date sitting, or wishes to withdraw, the student can be de-registered and a 100% refund may be claimed prior to the registration closing date.

Refunds are not applicable for Multiple Choice sitting registrations.

### **d) Cancellation of On Demand Certificate exams**

Course providers can receive a 70% refund of the original booking fee providing requests are received 20 working days prior to the date of the examination. In order to receive a 100% refund; the cancellation request must be received more than 30 working days before the originally booked examination date. Please be aware that re booked examinations will require the 30 working day notification period, this applies to all On Demand Certificate examination bookings.

### **e) Cancellation of On Demand Multiple Choice exams**

The examination fee is not transferable or refundable in the event of cancellation of the examination where notification of cancellation is received less than 20 working days before the originally booked examination date. Cancellation requests received before this timeframe will receive a 100% refund. Please be aware that re-booked examinations will require the 20 working day notification period, this applies to all On Demand Multiple Choice examination bookings.



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### f) 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.

### g) 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 student or the student's accredited course provider will need to contact NEBOSH to arrange for a refund of the registration fee/s.

However, it must be noted that if a student 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 student 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. Submitting a refund request

### a) From the student

If a student has been absent from an examination/s for one of the reasons stated in Section 3) or 4b) 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 student and will not be processed. In the event that evidence is not received NEBOSH will contact the student to request this; if it is found that supporting evidence is not available then the request will not be processed and the student 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.



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### **b) From the accredited course provider**

If a student has been absent from an examination/s for one of the reasons stated in Section 3) or 4b) then the accredited course provider may submit a refund request on behalf of the student. 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 accredited course provider and will not be processed. In the event that evidence is not received NEBOSH will contact the accredited course provider to request this; if it is found that supporting evidence is not available then the request will not be processed and the accredited course provider 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 student has been registered in error to a Standard date sitting or wishes to withdraw, see Section 4c) then the student or accredited course provider may submit a de-registration request during the late registration period. The refund request will be processed automatically upon receipt of the de-registration request form.

If an accredited course provider wishes to request a refund due to adverse weather conditions or other unexpected events see Section 4d) ,4e) and 5) then the accredited course provider should in the first instance contact the Assessment department. The accredited course provider 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 candidates registered.

### **c) Submission email**

All completed refund request forms and evidence (where applicable) should be emailed to:

[info@nebosh.org.uk](mailto:info@nebosh.org.uk).

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.

## **6. 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 4). If the request does not meet the rules or is received late, as per section 4a (ii) the originator will be notified by email and the paperwork returned.

### **a) Receipt and acknowledgement of request**



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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 student or accredited course provider should assume that the request has not been received and should resubmit all paperwork.

### **b) 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.

### **c) What happens if I do not receive my refund?**

If you have not received your refund as specified in section 6b) above, please contact our Customer Service Department on +44 116 263 4700 or email [info@nebosh.org.uk](mailto:info@nebosh.org.uk).

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

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

- if the application is made by the student and they paid the original registration fee, the refund will be sent to the student;
- if the application is made by the student and the accredited course provider paid the original registration fee, the refund will be sent to the accredited course provider;
- if the application is made by the accredited course provider and they paid the original registration fee, the refund will be sent to the accredited course provider;
- if the application is made by the accredited course provider and the student paid the original registration fee, the refund will be sent to the student;
- If a third party (eg employer) paid the original fee the refund will be payable to the third party and sent care of the student.

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



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### 8. What payment method will be used for the refund?

#### a) Students/third parties

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

#### b) Accredited course providers

Accredited course providers using the Course Provider Interface 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.

#### c) Bank transfers

Original transactions made by bank/money transfer will be refunded directly to the individual's bank account, where full bank details have been provided. If bank details are unavailable a cheque will be issued.

### 9. Applications from outside the UK

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

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