Refund Policy

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1. Purpose

This Refund Policy outlines the terms and conditions under which learners may request a refund for training programs, courses, or any associated services provided by Achieve UK Training Ltd. We aim to ensure that our refund process is fair, transparent, and in accordance with consumer rights.

2. Scope

This policy applies to all learners who have enrolled and paid for training courses or programs at Achieve UK Training Ltd. It covers the eligibility for refunds, procedures for requesting refunds, and conditions under which refunds are processed.

3. Refund Eligibility

Learners may be eligible for a refund under the following circumstances:

- **Course Cancellation**: If Achieve UK Training Ltd cancels or reschedules the course, learners will be entitled to a full refund or the option to transfer to another course.
- **Withdrawal by Learner**: Learners who wish to withdraw from a course may be eligible for a refund depending on the timing of the withdrawal.
- **Unforeseen Circumstances**: If a learner is unable to attend the course due to serious illness, personal injury, or other exceptional circumstances, they may request a partial or full refund, subject to approval and the submission of relevant documentation.

4. Non-Refundable Fees

The following fees are non-refundable:

- **Admin Fees**: Any administrative fees paid as part of the registration process are non-refundable.
- **Examination Fees**: Fees paid for examinations, certifications, or assessments are non-refundable once the exam has been scheduled or taken.
- **Late Fees**: Any late fees or additional charges incurred after the payment deadline are non-refundable.

5. Refund Procedure

To request a refund, learners must follow these steps:

1. **Contact**: Learners must notify Achieve UK Training Ltd by email (contact@achieveuktraining.com) or phone (0121 454 2525) to inform us of their request for a refund.
2. **Provide Documentation**: Learners should provide relevant documentation to support their refund request, such as medical certificates, evidence of cancellation, or any other proof of the situation requiring the refund.
3. **Refund Request Form**: A completed refund request form must be submitted. This form will ask for personal details, course information, and reasons for the refund request.
4. **Processing**: Once the refund request and supporting documents have been received, Achieve UK Training Ltd will assess the request. The refund process typically takes **10-15 working days** after approval.
5. **Refund Method**: Refunds will be issued to the original payment method (e.g., credit card, bank transfer). If this is not possible, an alternative method will be arranged.

6. Refund Deadlines

- **Before the Course Start Date**: If a learner requests a refund before the course start date, they will be eligible for a full refund (minus any non-refundable fees) if the request is made at least **14 days** before the course begins.
- **After the Course Start Date**: Learners who withdraw from the course after the start date may be eligible for a partial refund, depending on how much of the course has been completed. In general, learners will not be eligible for a refund once more than **50%** of the course has been completed.
- **No-Show**: Learners who do not attend the course without providing prior notice or valid reasons will not be eligible for a refund.

7. Refund Denial

A refund may be denied under the following circumstances:

- If the learner has already completed more than **50%** of the course and does not have valid reasons for withdrawal.
- If the learner has violated the terms and conditions of the course, including misconduct or non-compliance with the course requirements.
- If the learner fails to submit their refund request within the stipulated time frame.

8. Refund Processing Times

Once a refund request has been approved, the refund will be processed within **10-15 working days**. Refunds will be credited back to the original payment method used at the time of purchase. Please note that depending on the payment method, it may take an additional few days for the funds to reflect in the learner's account.

9. Exceptions

Any exceptions to this Refund Policy will be considered on a case-by-case basis, depending on the unique circumstances and at the discretion of Achieve UK Training Ltd.

10. Review and Amendments

Achieve UK Training Ltd reserves the right to review and amend this Refund Policy periodically to ensure compliance with relevant laws, regulatory requirements, and best practices. Any changes to the policy will be communicated to learners.

For any further queries, please contact us at contact@achieveuktraining.com or visit www.achieveuktraining.com.

Approved by:
Manav Arora
Director and Head
01 March 2025