



# **Refunds policy and procedure**

Version 2 (October 2010)

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## 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.

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

## 3. Refunds

### a) Refund submission – registration fees

#### 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 30 working days of the examination date/s to which the absence refers.

#### ii) Late refund requests

Requests received after the 30 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 refunds

A student will qualify for a 70% refund of the examination registration fee if they are absent from the examination/s for one of the following reasons:

- if the student is ill or has medical grounds (supporting medical evidence **must** be supplied);
- if one of the student's family is ill or has medical grounds (supporting medical evidence **must** be supplied);
- 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.

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) Refunds – enquiry about result and registration fees**

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 candidate or the candidate'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 candidate 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 candidate has not taken the examination/s at the time the EAR outcome is released.

If the candidate 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.

## **4. Submitting a refund request**

### **a) From student**

If a student has been absent from an examination/s for one of the reasons stated in **Section 3b)** 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 3b)** 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.

**c) Submission address**

All completed refund request forms should be sent to:

Refunds Section  
NEBOSH  
Dominus Way  
Meridian Business Park  
Leicester  
LE19 1QW

NEBOSH recommends that forms and evidence are sent by first class mail and sufficient time for delivery should be allowed. Proof of postage cannot be accepted as proof of delivery and you may, therefore, wish to use a service that provides proof of guaranteed delivery – details available from the post office. Scanned copies of the form and evidence (where applicable) will also be accepted; these should be emailed to [info@nebosh.org.uk](mailto:info@nebosh.org.uk).

**5. 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 **3b)**. If the request does not meet the rules or is received late this will be returned to the originator. NEBOSH is not able to discuss refunds progress over the telephone other than in section **5c)**.

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



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**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** from the examination date or the date the application was acknowledged, whichever is the later.

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

If you have not received your refund as specified in section 5b, please wait for another 10 working days before contacting NEBOSH to allow for postage delays.

**6. Who will receive the refund?**

Please complete section E on either form RR1 or RR2 which details the recipient of the refund. If this section of the form is not completed then the refund will be sent as follows:

- 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 the student makes the application then the refund will be sent to the student irrespective of who paid the original registration fee.
- If a third party (eg employer) paid the original fee then the cheque will be payable to the third party and sent care of the student.

**7. Applications from outside the UK**

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

**8. Document Control**

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## 9. Appendix 1: Definition of terms

### **Accredited (or approved) course provider**

A college, teaching establishment, institution or other entity which is accredited or approved by NEBOSH to organise and offer *course programmes* to students and enter students for NEBOSH *assessment tasks*. The term used by the *regulatory authorities* is 'centre'.

### **Assessment**

The process of making judgements about the extent to which a *student's* work meets the *assessment criteria* for a *qualification* or *unit*, or part of a *unit*.

### **Awarding body**

An organisation or consortium that awards qualifications. An awarding body must be recognised by the *regulatory authorities* to be able to award *accredited qualifications*.

### **Student**

A person who is registered with an *awarding body* for an *examination* to undertake *assessment tasks* for a *qualification* or *unit*. A *student* becomes a *candidate* once they have registered with NEBOSH for an *examination*.

### **Student number**

Unique identifier for each *student* as assigned by NEBOSH.

### **Examination**

The *controlled conditions* specified by NEBOSH during which *students* respond to *assessment tasks*. Written responses produce a *script*. This includes written examinations, practical examinations and written assignments. For further information see the "NEBOSH Instructions for Conducting Examinations" policy.

### **Head of (accredited) course provider**

An individual specified in the *accredited course provider's application document* responsible for the overall quality assurance, management and administration of NEBOSH *course programmes* and *examinations* held by the *course provider*.

### **NEBOSH**

The National Examination Board in Occupational Safety and Health of Dominus Way, Meridian Business Park, Leicester, LE19 1QW.

### **Qualification**

An award made by an *awarding body* for demonstration of achievement or competence. Please use '*qualification*' rather than 'award'.