

Refunds & Cancellations Policy

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Learner-Friendly Summary

You may request a refund if you have not accessed the course, if an administrative error has occurred, or if a complaint or appeal is upheld. You may cancel before payment or before accessing the course. Refunds are processed within 14 working days and issued by bank transfer. Once a course has been accessed, refunds are not normally available unless there are exceptional circumstances.

1. Purpose

This policy explains when refunds and cancellations are permitted, how refund requests are assessed, and how refunds are processed. It ensures fairness, transparency, and consistency across all SBK Teaching Standards services.

2. Scope

This policy applies to:

- All online asynchronous courses
- Assessments
- Membership services
- Digital badges
- CPD logs
- Resit applications

It should be read alongside the Terms & Conditions, Complaints Policy, and Privacy Policy.

3. Refund Eligibility

Refunds may be granted in the following situations:

- **Course not accessed** (no login or material viewed)
- **Administrative errors** made by SBK Teaching Standards
- **Successful complaints or appeals** where a refund is part of the outcome
- **Course withdrawn** by SBK Teaching Standards
- **Technical issues** that prevent access and cannot be resolved (evidence required)

Refunds are assessed on a case-by-case basis.

4. Non-Refundable Situations

Refunds will **not** be issued in the following circumstances:

- The course has been **accessed**, even once
- An assessment has been **submitted**
- Failure to complete within the access period
- Change of personal circumstances
- Device or internet issues
- Incorrect enrolment by the learner
- Dissatisfaction with course content after access

These conditions apply to protect the integrity of digital learning materials.

5. Cancellations

5.1 Before Accessing the Course

Learners may cancel:

- **Before payment**, or
- **Before accessing the course**

A refund may be issued if payment has already been made.

5.2 After Accessing the Course

Cancellations are **not normally permitted** once the course has been accessed.

Exceptions may be made only in **exceptional circumstances**, assessed individually.

6. Time Limits for Refund Requests

Refund requests must be submitted:

- **Within 30 days of enrolment**

Requests made after 30 days will not normally be considered unless linked to a complaint, appeal, or safeguarding concern.

7. Evidence Requirements

Learners may be asked to provide evidence to support a refund request, including:

- Screenshots
- Error messages
- Email correspondence
- Proof of administrative error

This ensures fair and consistent decision-making.

8. Processing Refunds

8.1 Processing Time

Refunds are processed within:

- **14 working days** of approval

8.2 Payment Method

Refunds are issued by:

- **Bank transfer only**

Refunds cannot be issued via alternative methods.

9. Partial Refunds

Partial refunds may be issued **only** if:

- SBK Teaching Standards cancels a course, or
- An administrative error affects part of the service

Partial refunds are not available for learner-initiated cancellations.

10. Membership Refunds

Membership fees are:

- **Non-refundable**

Memberships do **not** auto-renew, as eligibility criteria must be checked manually.

11. How to Request a Refund

Refund requests must be submitted via:

- Email
- Moodle messaging
- Facebook message

Requests should include:

- Full name
- Course name
- Date of enrolment
- Reason for refund
- Any supporting evidence

12. Linked Policies

This policy should be read alongside:

- Terms & Conditions
- Complaints Policy
- Assessment Policy
- Service Level & Support Policy
- Privacy Policy

13. Review Cycle

This policy is reviewed:

- **Annually**, or
- When services or legal requirements change