

Refund and Compensation Policy

Policy Statement

Revo Training is committed to providing a fair and transparent refund and compensation process for students enrolled in our qualifications. This policy outlines the circumstances under which refunds or compensation may be provided and the procedures for claiming them.

Scope

This policy applies to all students enrolled in qualifications offered by Revo Training. It covers scenarios where a student decides to discontinue their studies, where the company decides to discontinue support for a student, or if the company becomes no longer viable.

1. Refunds

1.1 Student-Initiated Withdrawal

If a student decides to discontinue their studies, the following refund policy applies:

- **Notification Period:** Students must provide written notice of their intent to withdraw.
- **Refund Eligibility:**
 - **Before Course Commencement:** Full refund of any tuition fees paid, minus a non-refundable administrative fee.
 - **Within the First 4 Weeks:** 85% refund of tuition fees paid.
 - **After 4 Weeks:** 70% refund will be provided.
 - **After 6 months:** Course dependant refund to be agreed.
 - **SQA registration Fee** – non refundable.

1.2 Company-Initiated Discontinuation

If Revo Training decides to discontinue a student's studies due to academic or behavioural reasons:

- **Pro-rated Refund:** A pro-rated refund will be calculated based on the portion of the course completed, minus any non-refundable fees.

1.3 Company Viability Issues

In the unlikely event that Revo Training is no longer viable and cannot continue to offer the qualification:

- **Full Refund:** Students will receive a full refund of any tuition fees paid for undelivered portions of the course.
 - **Third-Party Compensation:** We will assist students in transferring to another institution and will cover any reasonable additional costs incurred due to the transfer.
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2. Compensation

2.1 Compensation for Disruption

In cases where the company cannot continue to offer a course or qualification, the following compensation measures will be applied:

- **Alternative Arrangements:** Students will be offered the option to transfer to a similar course at another institution at no additional cost.
- **Financial Compensation:** If alternative arrangements cannot be made, financial compensation may be offered. The amount will be determined based on the individual circumstances and the portion of the course completed.

2.2 Additional Costs

If a student incurs additional expenses due to the discontinuation of their course (e.g., travel costs, additional tuition fees at a new institution), Revo Training will evaluate and, where appropriate, reimburse reasonable costs.

3. Claims Process

3.1 How to Apply for a Refund or Compensation

- **Written Request:** Students must submit a written request for a refund or compensation, including relevant details and supporting documentation.
- **Review Period:** Requests will be reviewed within 14 working days of receipt.
- **Decision and Notification:** Students will be informed of the decision and any applicable refunds or compensation within 21 working days.

3.2 Appeals

Students who are dissatisfied with the outcome may appeal the decision. Appeals must be submitted in writing within 10 working days of receiving the decision. The appeal will be reviewed by a senior management team member, and a final decision will be communicated within 14 working days.

4. Policy Review

This policy will be reviewed annually to ensure it remains fair, transparent, and compliant with any regulatory requirements.

Approval and Review

Approved by: Victoria McMahon

Date: 08.01.2025

Next Review Date: 08.01.2026

A handwritten signature in black ink, consisting of a stylized 'V' followed by a long horizontal line with a small upward curve at the end.