



Param Qualifications

Fees & Refunds Policy

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Introduction

We manage fees and refunds transparently and fairly so that learners and centres can make informed decisions. Learners and centres must be able to make informed decisions about enrolment, payments, and potential refunds. This policy provides a clear framework for charging fees, issuing invoices, processing payments, and managing refund requests.

Purpose of the Policy

The purpose of this policy is to:

- Ensure learners and centres have clear information about fees and charges before enrolment.
- Establish fair and consistent procedures for refunds.
- Prevent disputes by setting out transparent payment terms.
- Protect both learners and Param Qualifications by ensuring financial integrity and accountability.

Scope

This policy applies to:

- All learners enrolled on Param Qualifications qualifications.
- All approved centres offering Param Qualifications courses.
- All staff responsible for finance, enrolment, and learner support.

Principles

- **Transparency:** All fees and charges will be published in advance of enrolment.
- **Fairness:** Refund decisions will be based on clear and consistent rules.
- **Accountability:** All transactions will be documented and securely recorded.
- **Compliance:** Financial processes will meet legal, tax, and regulatory requirements.
- **Confidentiality:** Learners' financial information will be protected in accordance with data protection legislation.

Roles and Responsibilities

- **Learners:** Ensure fees are paid on time and provide accurate payment details.
- **Centres:** Communicate fees clearly, manage enrolment records, and process payments promptly.
- **Param Qualifications Finance Team:** Issue invoices, process refunds, and maintain financial records.
- **Param Qualifications Management:** Monitor compliance with this policy and review financial procedures.

Information on Fees

- A schedule of fees will be published annually and made available to learners and centres.
- Fees may include enrolment, tuition, assessment, certification, replacement certificates, and resit charges.
- Any changes to fees will be communicated clearly and in advance.

Payment Terms

- Invoices must be settled within the stated timeframe (normally 30 days from the date of issue).
- Instalment arrangements may be available subject to approval.
- Late payments may result in suspension of learner registration or withholding of certification.
- Centres are responsible for ensuring learner fees are collected and submitted to Param Qualifications where applicable.

Refund Eligibility and Conditions

Refunds will be given in specific cases, such as:

- Course cancellation by Param Qualifications

- Withdrawal before the start date (subject to an administrative fee) or within the statutory 14-day cooling-off period.
- Withdrawal after course commencement: will not normally qualify for a refund, except in exceptional cases such as:
 - Serious illness or medical condition.
 - Bereavement of a close family member.
 - Other significant circumstances supported by appropriate evidence.

Refunds will not be given where:

- Learners withdraw voluntarily without exceptional circumstances.
- Learners are removed due to malpractice or disciplinary action.
- Learners fail to attend or complete the course once it has begun.

Refund Application Process

- Learners or centres must submit refund requests in writing supported by payment evidence and relevant documentation, within 30 days of withdrawal or cancellation.
- Requests must include full details, payment evidence, and supporting documentation where applicable.
- Param Qualifications will confirm receipt within 5 working days
- And communicate a decision within 15 working days
- Approved refunds will be processed using the original payment method where feasible.

Appeals and Complaints

- If a learner disagrees with a refund decision, they may appeal through the Param Qualifications Appeals Policy.
- Complaints relating to fees or refunds may also be raised via the Complaints Policy.
- Appeals or complaints must be submitted within 10 working days of receiving the decision.

- This policy supports Ofqual's expectations under Condition I1 (Appeals) and Condition I3 (Complaints) by linking all fee and refund disputes directly to these processes.

Monitoring and Review

- All fee and refund transactions will be subject to regular financial audits.
- Param Qualifications will also review patterns in refund applications to identify service improvements.
- This policy will undergo an annual review, or earlier if legal, financial, or regulator requirements change.

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