



BBE
TRAINING



A CITRUS GROUP
COMPANY

Refunds & Cancellations Policy

1. Purpose

BBE Training Ltd is committed to providing clear and fair arrangements for learners who wish to cancel, withdraw from or reschedule a course.

This policy explains the circumstances in which a cancellation, refund, course transfer or payment-plan termination may be considered.

This policy does not affect a learner's statutory rights under applicable UK consumer legislation.

2. Cancellation During the Cooling-Off Period

Where a learner purchases and enrolls on a course at a distance, they may have a statutory right to cancel their enrolment within **14 days**, beginning from the date the contract is entered into, in accordance with applicable consumer legislation.

A request to cancel must be submitted to BBE Training Ltd **in writing**, including by email or post, and must clearly identify the learner and the course being cancelled.

Where a valid cancellation request is received within the applicable 14-day cooling-off period, BBE Training will process any refund due in accordance with the learner's statutory rights.

Where the learner has expressly requested that BBE Training begin providing the course or associated services during the cooling-off period, BBE Training reserves the right, where permitted by law, to deduct an appropriate amount for services already supplied before the cancellation request was received.

This may include, where applicable, services such as:

- course registration and administration;
- awarding organisation registration;
- learning materials already supplied;
- tutor support already provided;
- classroom or remote teaching already attended; and
- access to online learning platforms or digital resources.

Any permitted deductions will be explained to the learner when the cancellation is processed.

3. Cancellation After the Cooling-Off Period

Once the applicable 14-day cooling-off period has expired, course fees will normally be **non-refundable**.

Learners who decide to withdraw from a course after this period remain responsible for any fees due under their enrolment agreement or agreed payment plan.

BBE Training recognises that exceptional circumstances can arise. Where appropriate, learners may request consideration under the organisation's **Special Consideration Policy**.

Depending upon the circumstances, BBE Training may agree to place a learner's course on hold, extend their completion period or consider another reasonable arrangement.

Any such arrangement is subject to approval by BBE Training and does not automatically entitle the learner to a refund.

4. Refund Processing

Where a refund has been approved, BBE Training will process the refund using the original payment method wherever reasonably possible.

Refunds will normally be processed within **30 days** of receiving and approving the cancellation request, or within any shorter period required by applicable consumer legislation.

BBE Training will provide confirmation of the cancellation and details of any refund or permitted deductions.

5. Classroom and Scheduled Training

Learners are responsible for attending classroom, workshop, remote or other scheduled training sessions for which they have been booked.

Non-Attendance

A learner who fails to attend a scheduled classroom or tutor-led session without providing appropriate notice will not normally be entitled to a refund.

Where places and alternative dates are available, BBE Training may allow the learner to transfer to another session. Any transfer is at the discretion of BBE Training and may be subject to availability.

Where a learner is offered an opportunity to reschedule, they should contact BBE Training within **10 days** of the missed session. Failure to do so may result in the learner forfeiting the opportunity to transfer.

Late Arrival

Learners should arrive in sufficient time for the scheduled start of their training.

Where a learner arrives more than **15 minutes late**, BBE Training may refuse admission where the late arrival would disrupt the session or prevent the learner from completing mandatory learning or assessment requirements.

Where appropriate and subject to availability, the learner may be offered an alternative session. The learner should arrange this within **30 days** of the original session.

6. Payment Plans

Learners paying for their course through an agreed instalment or payment plan remain responsible for payments in accordance with the terms agreed at enrolment.

A request to withdraw from a course does not automatically cancel amounts that have already become due.

Where a learner wishes to terminate their course and payment plan, they must notify BBE Training in writing.

BBE Training will review the learner's account and confirm:

- the effective date of withdrawal;
- payments already received;
- any outstanding amount due;
- whether any further scheduled payment is payable; and
- confirmation that the payment plan has been closed.

Where a cancellation request is received **within 21 days of the most recent payment becoming due**, BBE Training may accept this as notice to terminate the payment plan without further scheduled payments becoming payable, subject to there being no existing outstanding balance.

Where cancellation is received more than 21 days after an instalment became due, any outstanding payment and, where applicable under the agreed payment-plan terms, the next scheduled payment may be required before the account can be closed.

Nothing within this section overrides any statutory cancellation or consumer rights that may apply.

7. Course Withdrawal

Learners who voluntarily withdraw from their course after the statutory cooling-off period will not normally receive a refund for course fees already paid.

Where fees remain outstanding under an agreed payment arrangement, the learner may remain liable for those fees in accordance with the terms of their enrolment and this policy.

BBE Training will consider exceptional circumstances individually and may, where appropriate, offer an alternative arrangement such as a course hold or extension.

8. Removal from a Course

BBE Training reserves the right to suspend or remove a learner from a course where there has been a serious or repeated breach of the organisation's learner Code of Conduct, Misconduct Policy or other applicable policies.

Examples may include:

1. threatening, abusive, discriminatory, intimidating or seriously disruptive behaviour;
2. inappropriate or offensive language or behaviour towards staff, tutors, other learners or representatives of BBE Training;
3. attending training while under the influence of alcohol or illegal or non-prescribed drugs where this affects safety, conduct or participation;
4. possession or use of illegal substances on BBE Training or partner premises;
5. theft, deliberate damage or misuse of property belonging to BBE Training, its partners, training venues, staff or other learners;
6. serious academic misconduct or breaches of assessment requirements; and
7. any other serious or repeated breach of BBE Training's Code of Conduct or Misconduct Policy.
8. Use of AI (Artificial Intelligence) to pass off work as their own.

Where a learner is removed from a course because of misconduct, course fees already paid will normally **not be refunded**.

Any outstanding fees will be considered in accordance with the learner's contractual obligations and the circumstances of the case.

9. Exceptional Circumstances

BBE Training recognises that learners may experience serious circumstances outside their reasonable control which affect their ability to continue their studies.

These may be considered under the relevant Special Consideration or Extenuating Circumstances arrangements.

Depending upon the individual circumstances, BBE Training may consider:

- temporarily placing the course on hold;
- extending the course completion date;
- transferring the learner to an alternative delivery date;
- providing reasonable additional support; or
- another appropriate arrangement.

Requests will be considered individually and may require appropriate supporting evidence.

Approval of special consideration does not automatically result in a refund.

10. Courses Cancelled by BBE Training

Where BBE Training cancels a course or scheduled delivery and is unable to provide a reasonable alternative, affected learners will be offered an appropriate remedy.

Depending upon the circumstances, this may include:

- transfer to another available course or delivery date;
- an alternative method of delivery;
- a credit towards another BBE Training course; or
- a refund of the relevant course fees.

Learners will be contacted as soon as reasonably practicable if a scheduled course or session has to be cancelled.

11. How to Request a Cancellation

Cancellation and withdrawal requests should be submitted in writing to **BBE Training Ltd**.

The request should include:

- the learner's full name;
- the qualification or course title;
- the date of enrolment;
- the reason for cancellation or withdrawal, where the learner wishes to provide one; and
- sufficient information for BBE Training to identify the learner's account.

BBE Training will acknowledge the request and confirm the outcome, including any refund, outstanding balance or alternative arrangements.

This can be made by post to: BBE Training Ltd, Citrus Group House, Diamond Way, Nene Park, Irthlingborough, Northants, NN95QF

Email: customerservice@bbetraining.co.uk

12. Complaints and Appeals

Where a learner disagrees with a decision made under this policy, they may raise the matter through BBE Training's **Complaints Policy**.

Any complaint will be considered separately and fairly in accordance with the organisation's published complaints procedure.

13. Policy Review

BBE Training will review this policy periodically and may amend it to reflect changes in legislation, regulatory requirements, awarding organisation requirements or operational practices.

Policy Owner: BBE Training Ltd

Policy: Refunds & Cancellations Policy

Version: September 2026

Review: Annually, or earlier where required by legislative or regulatory change



Last review: Sept 2026

Next review: June 2027