

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

## TTT POLICY DOCUMENT

# Fees, Refunds and Cancellation Policy

*Transparent terms for paying, refunding and cancelling TTT courses.*

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### Document Control

<b>Document Title</b>	Fees, Refunds and Cancellation Policy
<b>Version</b>	1.0
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<b>Policy Owner</b>	Phenil Mehta, Centre Manager
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<b>Approved By</b>	Phenil Mehta, Centre Manager
<b>Classification</b>	Public
<b>Applies To</b>	All learners, sponsors, employers and TTT staff handling payments

# Fees, Refunds and Cancellation Policy

## 1. Purpose

This policy sets out how TTT charges fees for its qualifications and short courses, what is included in each fee, how refunds are handled and what happens when a learner or TTT cancels an enrolment. It provides a single-source summary of the commercial terms found in the Course Terms and Conditions and supports TTT's compliance with the Consumer Contracts Regulations 2013, the Consumer Rights Act 2015 and Awarding Organisation centre requirements.

## 2. Scope

This policy applies to:

- All fees paid directly to TTT by learners, employers or sponsors
- All refund requests, whether under the statutory 14-day cooling-off period or on discretionary grounds
- All cancellations, whether by the learner or by TTT
- All additional charges listed in the Course Terms and Conditions, including late submission fees, LMS re-invitation fees, transfer and substitution fees and physical certificate fees

This policy does not cover fees paid to third-party resellers; those are governed by the relevant reseller agreement and the reseller's own terms.

## 3. Definitions

The following terms carry the meanings given throughout this policy.

<b>Course Fee</b>	The principal fee charged by TTT for enrolment on a specified qualification or short course.
<b>Additional Fee</b>	Any fee in addition to the Course Fee, as set out in the Course-Specific Details table in the Course Terms and Conditions.
<b>Cooling-Off Period</b>	The 14 calendar days from the date of purchase during which a learner has a statutory right to cancel under the Consumer Contracts Regulations 2013.
<b>Money-Back Guarantee</b>	TTT's discretionary 14-day refund policy as described in the Course Terms and Conditions, operating in parallel with the statutory right to cancel.
<b>LMS Re-Invitation Fee</b>	A fee charged where a learner fails to accept the LMS invitation within 30 calendar days of issue.
<b>Late Submission Fee</b>	A fee charged where coursework is submitted after the published deadline, as set out in the Course-Specific Details table.

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## 4. Policy Statement

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TTT is committed to the following principles and commitments.

1. All fees are communicated clearly and in writing before the learner commits to enrolment, in line with the Consumer Contracts Regulations 2013.
2. Learners have a statutory right to cancel within 14 calendar days of purchase.
3. Fees are payable in pounds sterling and are inclusive of VAT where applicable, unless stated otherwise.
4. Additional fees listed in the Course-Specific Details table are charged only on the basis set out in the Course Terms and Conditions.
5. Refunds are processed within 30 calendar days of the valid request being received.
6. Refunds are returned by the original payment method to the original payer; transaction charges levied by third-party payment services are not refundable.
7. TTT does not charge for internal complaints or internal appeals.
8. Financial records are retained in line with HMRC requirements and the Data Retention and Disposal Policy.

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## 5. Fees

### 5.1 Course fees

Course Fees are published on the TTT website for each qualification and short course and are reconfirmed on the Course Application Form at enrolment. Fees vary by qualification and reflect duration, credit value, Awarding Organisation charges, teaching, assessment, IQA and administrative costs.

### 5.2 Additional fees

Additional fees are published in the Course-Specific Details table in the Course Terms and Conditions. Typical additional fees include:

- LMS Re-Invitation Fee (£50 plus VAT) where the learner fails to accept the LMS invitation within 30 calendar days of issue
- Late Submission Fee (£125 plus VAT per 30-day extension) where coursework is submitted after the published deadline
- Physical or Duplicate Certificate Fee (£45 plus VAT)
- Course transfer or learner substitution fee (£50 plus VAT, non-refundable), subject to the conditions in the Course Terms and Conditions
- Retake fees for practical observations or theory coursework, where the learner has exhausted their permitted attempts
- International postage charges for physical certificate delivery, where applicable

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## 5.3 Payment methods

TTT accepts payment by bank transfer, debit or credit card and authorised third-party payment services. Fees are payable in full before enrolment unless a payment plan has been agreed in writing in advance.

## 5.4 Payment plans

Payment plans may be agreed at TTT's discretion for higher-value qualifications. Plans are documented in writing, set out instalment amounts and due dates and are treated as a contractual commitment. Missed instalments may trigger suspension of LMS access pending payment. Payment plans do not alter the 14-day cooling-off period, which runs from the date of the first payment.

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## 6. The 14-Day Cooling-Off Period

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, consumers have a statutory right to cancel this contract within 14 calendar days of purchase. TTT operates an equivalent 14-day Money-Back Guarantee in parallel.

### 6.1 How to cancel

Cancellation requests within the 14-day window are submitted in writing to [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk). The written request is sufficient; no standard form is required, although TTT will accept any reasonably clear statement of intent to cancel.

### 6.2 Refund amount

Where a valid cancellation is submitted within the cooling-off period:

- The Course Fee is refunded in full, subject to the restrictions below
- Transaction charges levied by third-party payment services such as PayPal/Stripe or the Bank are deducted, as TTT does not control those charges
- The refund is processed within 30 calendar days of the request being received
- The refund is returned by the original payment method to the original payer

### 6.3 Restrictions

- If 20 per cent or more of the course has been accessed on the LMS before the refund is requested, the refund is declined
- All original physical course materials or resources issued by TTT must be returned before the refund is processed
- Courses purchased through a third-party reseller cannot be refunded by TTT; learners contact the reseller directly
- Courses purchased at a discounted rate may not be eligible for a full refund; the discount terms apply

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## 7. Refunds Outside the Cooling-Off Period

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Beyond the 14-day cooling-off period, Course Fees are non-refundable and non-transferable, except in the following circumstances:

- Where TTT is unable to deliver the course in a fundamental respect and no reasonable alternative can be agreed
- Where a statutory right to a remedy applies under the Consumer Rights Act 2015 because the service has not been delivered with reasonable skill and care
- Where the learner is unable to continue due to serious documented illness or bereavement and has not yet accessed more than a minimal proportion of the course (case-by-case, discretionary)

Additional fees, once charged and triggered, are non-refundable unless they were charged in error.

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## 8. Cancellation by TTT

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TTT may cancel an enrolment in the following circumstances, communicated in writing with reasons:

- The learner has not responded to feedback or communications after reminders, as described in the Course Terms and Conditions
- The learner has materially breached the Learner Code of Conduct, the Malpractice and Maladministration Policy or the Anti-Bullying and Harassment Policy and a sanction of exclusion is imposed under the Sanctions Policy
- A medical or safeguarding concern means continuation is not appropriate
- The learner has failed the qualification and exceeded permitted attempts; future engagement requires a new enrolment at the current fee

Refund implications of TTT-initiated cancellation vary by circumstance and are communicated in the cancellation letter. A breach-based cancellation typically results in forfeiture of fees; a TTT-service failure typically results in a proportionate refund.

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## 9. Pausing, Transferring or Substituting a Course

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In addition to refund and cancellation options, the Course Terms and Conditions provide three flexibility mechanisms:

- Pausing the course, within the maximum pause duration for that qualification, on valid written request
- Transferring to another TTT qualification within 14 calendar days of the original purchase, subject to the £50 plus VAT administrative fee and any top-up fee where the new course has a higher price
- Substituting the registered learner for another individual within 14 calendar days of the original purchase, subject to the same administrative fee and to the original learner not having accessed the course

Full terms are in the Course Terms and Conditions. TTT does not issue refunds or credits where a transfer is to a course of lower value than the original purchase.

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## 10. Reseller and Sponsor Refunds

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Where a learner has paid a third-party reseller, the refund request is directed to that reseller, whose own terms apply. Where a sponsor or employer has paid TTT directly for a learner's enrolment, refunds are considered against this policy in the same way as any other payer and are returned to the sponsor rather than the learner unless the sponsor directs otherwise in writing.

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## 11. Disputes

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Learners or sponsors who disagree with a fee or refund decision may raise the matter under the Complaints Policy. Where a dispute cannot be resolved internally, the complainant may escalate to the relevant consumer protection body or to the Awarding Organisation where the dispute relates to a regulated qualification. TTT is not currently registered with an Alternative Dispute Resolution scheme.

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## 12. Records and Retention

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TTT retains the following for a minimum of six years in line with HMRC requirements or longer where the Awarding Organisation requires it:

- Invoices and payment records
- Refund requests, decisions and processing records
- Cancellation letters and reasons
- Payment plan agreements

Records are held securely in line with the Data Protection Policy and the Data Retention and Disposal Policy.

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## 13. Monitoring and Review

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This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by changes to consumer legislation, significant disputes, Awarding Organisation changes or a change to TTT's pricing structure. All outcomes are recorded in the Version History at Section 15.

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## 14. Related Documents

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This policy should be read alongside:

- Course Terms and Conditions (the authoritative source of fee amounts and detailed commercial terms)
- Fair Access and Admissions Policy
- Initial Assessment and Induction Policy
- Certification Policy
- Learner Sanctions Policy
- Complaints Policy
- Appeals Policy
- Reseller Policy and Agreement
- Data Protection and GDPR Policy
- Data Retention and Disposal Policy

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## 15. Version History

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Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone policy summarising the commercial terms defined in detail within the Course Terms and Conditions, for quick reference by learners, sponsors and staff. Aligned with the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015.

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## 16. Approval

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This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta  
Name

*P Mehta*  
Signature

22/04/2026  
Date