



## **Fees & Refunds Policy**

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## 1. Introduction and Policy Rationale

Param Qualifications charges fees for certain services it provides, including but not limited to registration, assessment, certification, re-assessment, replacement certificates, and related administrative activities. These fees support the delivery, administration, quality assurance, and ongoing maintenance of Param Qualifications' services.

This policy sets out how fees are applied, collected, and managed, and explains the circumstances under which refunds may or may not be available. The policy is designed to ensure that all fee-related arrangements are transparent, fair, and consistently applied, while also protecting the operational sustainability of Param Qualifications.

Param Qualifications recognises that learners and clients need clarity before committing to any paid service. This policy therefore explains fee obligations, payment timelines, withdrawal rules, and refund processes in clear and accessible terms.

## 2. Purpose

The purpose of this policy is to:

- define the types of fees charged by Param Qualifications,
- explain how and when fees must be paid,
- set out the rules for cancellations, withdrawals, and refunds,
- identify fees that are non-refundable,
- explain how refund requests are processed and paid, and
- ensure consistency across Param Qualifications and its Delivery Centres.

## 3. Scope

This policy applies to all learners, clients, and Delivery Centres engaging with Param Qualifications services.

It covers fees paid directly to Param Qualifications as well as fees collected by Delivery Centres on behalf of Param Qualifications, where applicable.

This policy applies to all modes of delivery, including online, blended, and in-person arrangements.

## 4. Types of Fees

Param Qualifications may charge one or more of the following fees, depending on the service provided:

- registration or enrolment fees,
- assessment or examination fees,
- certification fees,
- re-assessment or re-submission fees,
- replacement certificate fees,
- administrative or processing fees,
- late payment charges (where applicable).

Details of applicable fees are communicated to learners or clients in advance, either directly by Param Qualifications or via Delivery Centres.

## 5. Fee Communication and Transparency

All fees must be communicated clearly before a learner or client commits to a service. This includes:

- the amount payable,
- what the fee covers,
- when payment is due, and
- whether any part of the fee is non-refundable.

Param Qualifications aims to ensure that there are no hidden charges. Where fees are revised, updated information is made available before the revised fees apply.

## 6. Payment Methods and Timelines

Fees are payable in accordance with the timelines specified at the point of registration or service confirmation.

Param Qualifications may accept payment through approved methods such as electronic transfer, online payment platforms, or other agreed methods.

Where instalment arrangements are offered, payment deadlines must be adhered to. Failure to make payments on time may result in delays to services, suspension of access, or withholding of results or certificates until outstanding amounts are cleared.

## **7. Late Payments and Outstanding Fees**

If fees are not paid within the agreed timelines:

- services may be delayed or suspended,
- assessment or certification outcomes may be withheld, and
- additional administrative charges may apply.

Delivery Centres are responsible for ensuring that learners are aware of these consequences where fees are collected locally.

## **8. Withdrawal and Cancellation by Learners or Clients**

Learners or clients may choose to withdraw from a service or cancel their participation. The eligibility for a refund depends on when the withdrawal or cancellation occurs and what services have already been delivered.

Withdrawal requests must be submitted formally, in writing, through the prescribed communication channels.

## **9. Refund Principles**

Refunds are not automatic. They are considered based on fairness, transparency, and the costs already incurred by Param Qualifications.

Some fees reflect administrative work, system access, or preparatory activities that take place immediately upon registration. Such fees may be non-refundable, even if withdrawal occurs at an early stage.

Refunds are considered only where they are reasonable and where services have not been fully delivered.

## **10. Refund Eligibility Based on Timing**

### **a) Withdrawal before service commencement**

Where a learner or client withdraws before services commence:

- a refund may be issued,
- administrative or registration fees may be deducted,
- non-refundable fees will not be returned.

#### **b) Withdrawal shortly after commencement**

Where withdrawal occurs shortly after services have started:

- a partial refund may be considered,
- deductions will reflect services already delivered and administrative costs,
- refunds are not guaranteed and are assessed on a case-by-case basis.

#### **c) Withdrawal after a defined initial period**

Where withdrawal occurs after a defined initial period (for example, after assessment access or significant service delivery):

- no refund will normally be issued,
- this reflects the resources, systems, and quality assurance activities already committed.

## **11. Non-Refundable Fees**

The following fees are normally non-refundable:

- registration or enrolment fees,
- administrative or processing fees,
- fees related to services already delivered,
- replacement certificate fees once processed.

This is because these fees cover costs incurred regardless of whether a learner or client completes the service.

## **12. Exceptional Circumstances**

In rare and exceptional circumstances, Param Qualifications may consider refunds outside the standard rules. Such cases are assessed individually and may require supporting evidence. Approval of an exceptional refund does not create a precedent for future cases.

### **13. Refund Request Process**

Refund requests must be submitted formally and include:

- learner or client details,
- service details,
- reason for withdrawal or cancellation, and
- any supporting information required.

Requests are reviewed by the Finance & Operations team, and decisions are communicated in writing.

### **14. Refund Processing Timelines**

Where a refund is approved:

- refunds are processed within a defined timeframe, normally within 45–60 days,
- refunds are issued using the original payment method where possible,
- administrative processing time is required to verify eligibility and calculations.

### **15. Role of Delivery Centres**

Delivery Centres must ensure that learners clearly understand:

- applicable fees,
- payment timelines,
- withdrawal and refund rules, and
- non-refundable components.

Delivery Centres must apply this policy consistently and must not make commitments outside this policy without written approval.

### **16. Complaints and Queries**

Any queries or concerns relating to fees or refunds may be raised through Param Qualifications' complaints or enquiries process.

Disputes relating to fees or refunds are reviewed fairly and impartially.

## 17. Review and Updates

This policy is reviewed periodically to ensure it remains appropriate, fair, and aligned with operational needs. Updates may be made where necessary, and revised versions will be communicated accordingly.

Uncontrolled when printed				
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