

Refund Policy

Scope of the Policy

This policy applies to all learners purchasing courses directly from HHF Training Ltd, including accredited and non-accredited training courses delivered online, through blended learning, distance learning, or through the HHF Training Ltd Learning Management System (LMS).

Purpose of the Policy

The purpose of this policy is to establish a fair, transparent, and consistent approach to refunds for learners enrolled on courses delivered by HHF Training Ltd. This policy outlines the circumstances under which refunds may be granted and supports compliance with applicable UK consumer protection legislation.

Scope of the Policy

This policy is available to learners, staff, associates, and other stakeholders through HHF Training Ltd's communication channels, learner documentation, the website, and/or the Learning Management System.

Communication of the Policy

Learners will be informed of this policy before or during enrolment. Staff involved in administration, learner support, assessment and quality assurance must be familiar with this policy and apply it consistently.

Policy Statement

HHF Training Ltd is committed to providing clear information regarding refunds before enrolment, treating learners fairly, complying with applicable consumer protection requirements, and processing approved refunds promptly and efficiently. Nothing in this policy affects a learner's statutory rights under UK law.

Responsibilities

The Director is responsible for approving this policy, reviewing refund decisions where required, ensuring legal compliance and considering appeals. The Administration Team is responsible for receiving refund requests, maintaining records, communicating decisions and processing approved refunds. Learners are responsible for reading this policy before enrolment, submitting requests within the relevant timescales and providing accurate information and supporting evidence where required.

Refund Requests Within 14 Days

A learner may request a full refund within 14 calendar days of purchase where no course materials have been accessed, no learning activities have been undertaken, no assessments or coursework have been submitted, and the learner has not attended any tutorials, webinars or support sessions. Approved requests that meet these criteria will receive a 100% refund of the fees paid.

Access to Course Materials Within 14 Days

During enrolment, learners receive immediate access to digital course materials and online learning services. Refunds will normally not be available where a learner has logged into the LMS, accessed or downloaded course materials, attended tutorials, webinars or support sessions, submitted assessments or coursework, or otherwise commenced their learning programme.

By accessing course materials, learners acknowledge that digital learning services have commenced and that their eligibility for a refund may be affected. HHF

Training Ltd reserves the right to review individual cases and may consider exceptional circumstances supported by appropriate evidence.

Refund Requests Between 15 and 30 Days

Where a learner has not substantially engaged with the course and submits a written refund request between 15 and 30 calendar days from the date of purchase, HHF Training Ltd may, at its discretion, provide a refund of 50% of the course fee. Each request will be reviewed individually.

Refund Requests After 30 Days

No refunds will normally be available after 30 calendar days from the date of purchase, except where required by law or where HHF Training Ltd accepts exceptional circumstances.

Awarding Organisation Registration Fees

For regulated qualifications, learners may be registered with an Awarding Organisation following enrolment. Once registration has taken place, any Awarding Organisation registration fees, certification fees, External Quality Assurance fees and other third-party administration costs incurred by HHF Training Ltd are non-refundable. HHF Training Ltd reserves the right to deduct any such costs from any refund that may otherwise be payable.

Exceptional Circumstances

HHF Training Ltd may consider refund requests outside the standard refund period in exceptional circumstances, including serious illness, bereavement, significant personal hardship or other circumstances deemed reasonable by the Director. Supporting evidence may be requested. Approval of refunds under exceptional circumstances remains at the discretion of HHF Training Ltd.

Course Cancellation by HHF Training Ltd

If HHF Training Ltd cancels a course before commencement, learners will be offered either a full refund or transfer to an alternative course where appropriate. Where a course is withdrawn after commencement due to circumstances within HHF Training Ltd's control, a partial or full refund may be offered depending on the circumstances.

Faulty or Misdescribed Services

Where a learner believes that a course is not as described, contains significant defects, or cannot reasonably be accessed, the matter will be investigated promptly. Appropriate remedies may include correcting the issue, alternative access arrangements, or a price reduction or refund in accordance with applicable consumer legislation.

Refund Procedure

To request a refund, learners must submit a written request to info@hhftraining.co.uk. The request should include the learner's full name, course title, purchase date, the reason for requesting a refund, and any supporting evidence, where applicable. HHF Training Ltd will acknowledge receipt and aims to provide a decision within 10 working days. Approved refunds will normally be processed within 14 calendar days of the decision.

Appeals

Where a learner disagrees with a refund decision, they may submit an appeal in writing within 10 working days of receiving the decision. Appeals should be submitted to the Director and must clearly state the reason for the appeal and include any additional supporting evidence. The Director will review the appeal and communicate the final decision within 10 working days. The outcome of the appeal will be final.

Data Protection

Any personal information collected as part of a refund request will be processed in accordance with the HHF Training Ltd Data Protection Policy and applicable UK data protection legislation. Information will only be used to administer and process the refund request.

Approval

The management of HHF Training Ltd approves this Refund Policy, effective from 12 December 2026.

Review Date: 12 December 2027.