

Refunds and Cancellation Policy

Centre Name: Sysco Business Skills Academy

Policy Owner: Centre Manager

Review Cycle: Annual

Last Reviewed: July 7th 2025

Next Review Due: July 7th 2026

1. Purpose

This policy outlines our approach to refunds and cancellations for learners enrolling on courses delivered by Sysco. It is designed to ensure clarity, fairness, and compliance with relevant UK legislation, including the Consumer Rights Act 2015 and Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Scope

This policy applies to:

- Learners who pay their own fees (self-funded)
 - Learners funded through Advanced Learner Loans
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3. Learner Right to Cancel

3.1 Cooling-Off Period (Distance and Online Sales Only)

In line with consumer law, learners enrolling online or via distance methods have the right to cancel within **14 calendar days** of enrolment without giving a reason. A full refund will be issued if:

- The course has not yet started
- No services or learning materials have been accessed

To cancel within this period, learners must notify us in writing by email or post.

4. Refund Eligibility (After the Cooling-Off Period)

4.1 Self-Funded Learners

Refunds after the 14-day cooling-off period may be considered on a **pro-rata basis** where:

- The learner withdraws for valid personal, medical, or professional reasons
- The learner has attended less than 50% of the course
- The learner has not received full access to the qualification materials or assessment

Non-refundable items:

- Registration or certification fees already paid to the awarding body
- Administration or materials costs already incurred

All refund requests must be made in writing using the Course Withdrawal Form and will be reviewed by the Centre Manager.

4.2 Funded Learners (Advanced Learner Loans or LLE)

Where course fees are covered by public funding or loans:

- Refunds to learners are not applicable, but withdrawal will be reported promptly to the funding/loan body
- No further loan payments will be claimed for undelivered learning
- Learners may be supported in transferring to another provider or continuing where possible

We will follow the DFE and Student Loans Company guidance for reporting and action.

5. Course Cancellation by Sysco Business Skills Academy.

If we are required to cancel a course:

- Learners will be offered either a **full refund, rescheduled course**, or the option to **transfer to another provider** (where possible)

- Learners will be notified in writing with reasonable notice

Where a course is partially delivered, a **partial refund** may be issued proportionate to the undelivered content.

6. How to Request a Refund

To request a refund, learners must:

- Complete a **Course Withdrawal Form**
- Submit their request in writing to skills@sysco.uk.com

All requests will be acknowledged within **5 working days** and a decision issued within **14 working days** of receipt.

7. Appeals

Learners who are dissatisfied with a refund decision may appeal in writing to the Centre Director within **10 working days** of the decision. Appeals will be reviewed by a member of the senior leadership team not involved in the original decision.

8. Policy Review and Updates

This policy is reviewed annually and updated in line with changes in legislation, funding rules, and awarding body requirements.
