



UK COLLEGE OF IT LTD.

REFUND & CANCELLATION POLICY

Document status	Public Policy
Version	2.0
Effective date	11 August 2026
Review cycle	At least annually and whenever pricing, enrolment, delivery or applicable consumer law changes
Policy owner	Senior Management / Finance / Learner Services
Applies to	Applicants, enrolled learners, purchasers and customers of UK College of IT programmes and related services

1. Purpose

UK College of IT Ltd. (“UK College of IT”, “the College”, “we”, “us” or “our”) aims to provide clear, fair and transparent arrangements for cancellations, refunds, transfers, deferrals and related financial matters.

This Policy explains the circumstances in which a learner or purchaser may cancel a programme or service, when a refund may be available, how refund amounts are determined, and how requests are submitted and processed.

This Policy is intended to operate alongside the College’s Terms & Conditions, Privacy Policy, Complaints Policy and applicable programme-specific enrolment terms.

2. Legal and Consumer Protection Framework

The College will comply with applicable UK consumer-protection and contract law.

Where a learner is a consumer, applicable statutory consumer rights cannot be excluded or reduced by this Policy.

For online or distance contracts with consumers, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 may provide a 14-day cancellation period in applicable circumstances, subject to statutory exceptions and rules concerning services and digital content.

This Policy is not intended to replace or restrict any mandatory statutory right. Where the law provides a more favourable right to the learner, the statutory right will prevail.

3. Scope

This Policy applies to programme fees and other learner purchases made directly from UK College of IT unless a separate written agreement states otherwise.

It may apply to:

- professional and vocational courses;
- online programmes;
- diplomas and certificates;
- short courses;
- CPD-related learning activities;
- application or enrolment fees where applicable;
- optional services or materials; and
- other educational products or services sold by the College.

4. Key Definitions

“Cancellation” means ending an order or enrolment before or after the programme begins, depending on the circumstances.

“Refund” means repayment of all or part of an amount paid.

“Cooling-off period” means a statutory cancellation period that may apply to consumer contracts.

“Programme commencement” means the date on which access to the programme, learning materials, services or other contracted educational provision begins, as defined in the relevant enrolment information.

“Digital content” may include downloadable or streamed learning materials supplied in digital form.

“Services” may include teaching, tutoring, assessment, learner support, administration or other educational services.

5. Fees and Payment Information

Programme prices should be stated clearly before enrolment.

Where applicable, the College will communicate:

- total programme price;
- payment schedule;
- instalment arrangements;
- applicable taxes or charges;
- any application or administration fees;
- payment deadlines; and
- refund or cancellation conditions.

Unless expressly stated otherwise, a learner remains responsible for amounts properly due under the enrolment agreement.

6. Statutory Rights

Nothing in this Policy removes statutory rights relating to defective services, unfair contract terms, misleading information, cancellation rights or other mandatory consumer protections.

Where the College has failed to provide a service in conformity with the contract or applicable law, the learner may have remedies in addition to the discretionary refund arrangements in this Policy.

The College will assess each case according to the applicable contract, consumer status and relevant law.

7. Standard Cancellation Before Programme Access

Where a learner cancels before the programme or service has begun and no statutory exception applies, the College will normally consider a refund in accordance with the applicable enrolment terms.

Any clearly stated non-refundable application or administrative fee will only be retained where lawful, proportionate and properly disclosed before purchase.

8. 14-Day Consumer Cancellation Period

Where the College enters into a distance or online contract with a consumer and the statutory cancellation regulations apply, the consumer may generally have a 14-day period in which to cancel without giving a reason.

The exact start date and application of the statutory period depend on the type of contract and when the contract is concluded.

Certain statutory exceptions apply, particularly where services have been fully performed with the consumer's prior express request and acknowledgement of the consequences, and for certain digital content supplied after the required express agreement/acknowledgement.

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The College will provide the required cancellation information and model cancellation information where applicable.

9. Early Access During the Cooling-Off Period

If a learner asks the College to begin a service during a statutory cancellation period, the College will handle the request in accordance with the applicable consumer regulations.

Where a service begins before the cancellation period ends, the consumer may have to pay an amount proportionate to the service supplied up to the point of cancellation where the statutory requirements for such a charge are met.

Digital content may be subject to different statutory rules where supply begins during the cancellation period following the required express consent and acknowledgement.

10. Cancellation After Programme Commencement

Once a programme has commenced, refund eligibility may depend on the nature of the programme, services already provided, the enrolment agreement, the learner's consumer rights and the amount of educational service already delivered.

The College will consider the proportion of services already supplied and any applicable statutory rights.

Unless a separate written programme-specific policy states otherwise, the College does not guarantee a full refund after substantial delivery or access has commenced.

11. Refund Where the College Has Not Delivered the Contracted Service

If the College cancels a programme, materially fails to provide the contracted service, or cannot reasonably deliver the service as agreed, the College will assess appropriate remedies.

Depending on the circumstances, remedies may include:

- rescheduling;
- transfer to another cohort or equivalent programme;
- replacement provision;
- partial refund; or
- full refund for undelivered services.

Any statutory rights remain unaffected.

12. College Cancellation or Programme Withdrawal

If the College cancels a programme before commencement, it will normally offer an appropriate refund of fees paid for the cancelled provision or an alternative arrangement agreed with the learner.

If the College withdraws a programme after commencement, it will assess the amount of undelivered provision and applicable contractual or statutory remedies.

13. Programme Changes

The College may make reasonable changes to programme content, tutors, learning materials, platforms or delivery arrangements where necessary and where the change does not materially alter the contracted service.

Where a proposed change is material, the College will communicate it and consider the learner's contractual and statutory rights.

14. Learner Cancellation Request

Cancellation requests should be submitted in writing to [INSERT REFUND / LEARNER SERVICES EMAIL].

The request should include:

- learner name;

- learner/reference number;
- programme name;
- enrolment date;
- date of cancellation request;
- reason for cancellation, where the learner wishes to provide one; and
- preferred refund/payment details where required.

A learner does not need to provide a reason where a statutory cancellation right permits cancellation without reason.

15. Model Cancellation Notice

Where applicable, a consumer may use the following wording:

“To: UK College of IT Ltd., einfo@ukcollegeofit.uk. I hereby give notice that I cancel my contract for the following programme/service: [PROGRAMME]. Ordered/enrolled on: [DATE]. Learner name: [NAME]. Address/email: [DETAILS]. Date: [DATE].”

This is provided as a practical template and does not replace any statutory model form where one is required.

16. Refund Assessment Process

On receipt of a refund request, the College should determine:

- whether the requester is a consumer;
- the date of contract/enrolment;
- whether a statutory cancellation period applies;
- whether services or digital content have already been supplied;
- whether the learner requested early commencement;
- what proportion of the contracted service has been delivered;
- whether any programme-specific refund terms apply;
- whether another statutory remedy applies; and
- whether the requested refund should be approved in full, in part or declined with reasons.

17. Refund Calculation

Where a partial refund is appropriate, the College will seek to calculate the amount fairly and transparently.

Factors may include services already supplied, completed teaching or assessment, access already provided, non-recoverable third-party costs where lawfully chargeable, and the remaining undelivered part of the contract.

The College will not impose an arbitrary penalty that conflicts with applicable consumer law.

18. Non-Refundable Items

Any non-refundable fee must be clearly identified before purchase and must be lawful and proportionate.

Examples may include certain third-party charges or application services where the fee has been properly disclosed and the law permits it.

Statutory cancellation rights and remedies cannot be excluded merely by labelling a fee “non-refundable”.

19. Instalment Payments

Where fees are paid by instalments, cancellation does not automatically extinguish amounts that have already become legally due.

Future instalments should not be collected where the contract has validly been cancelled and no remaining payment obligation exists.

Where a refund is due, the College may offset lawful amounts already owed against the refund where permitted.

20. Missed Payments

If a learner fails to make a payment when due, the College may restrict access or take other contractual action where lawful and proportionate.

Before significant action is taken, the College should communicate the outstanding amount and provide a reasonable opportunity to resolve the issue, subject to the contract.

21. Transfer Instead of Refund

Where appropriate, the College may offer a learner the option to transfer to another cohort, programme start date or equivalent programme instead of receiving a refund.

A transfer should not be used to remove a statutory right to cancel or obtain a refund where that right applies.

22. Deferral

A learner may request deferral where circumstances make immediate continuation impractical.

Approval of a deferral is discretionary unless a contractual or statutory entitlement applies.

Any approved deferral should specify the new start date, fee treatment, access arrangements and any assessment consequences.

23. Exceptional Circumstances

The College may consider exceptional circumstances individually, including serious unexpected events that materially affect participation.

Possible outcomes may include deferral, transfer, extension or partial refund depending on the circumstances and applicable terms.

Exceptional-circumstances discretion does not replace mandatory statutory rights.

24. Illness, Disability and Accessibility

Where a learner's circumstances involve disability or accessibility needs, the College will consider reasonable adjustments and learner support before concluding that cancellation is the only option.

Refund decisions should not unlawfully discriminate against disabled learners or other protected groups.

The Accessibility Statement, Equality, Diversity & Inclusion Policy and Learner Support Policy apply alongside this Policy.

25. Assessment Already Completed

If a learner has completed assessment or other substantial educational services, the refund position may differ from a learner who cancels before any service is supplied.

Academic records already created may need to be retained even if the learner subsequently cancels, subject to the Privacy Policy.

26. Certificates and Refunds

Where a learner has validly completed the programme and received certification, a refund request will be assessed separately from the validity of the academic record.

Where a refund is granted because a programme was not properly delivered, the College will determine whether certification, access and other learner records need to be amended or withdrawn in accordance with the circumstances and applicable rules.

27. Third-Party Services

Where a programme incorporates third-party services, the College will consider whether those services form part of the contracted educational service and whether third-party costs can lawfully affect a refund.

The College remains responsible for complying with applicable consumer and contractual obligations concerning services it has sold.

28. Payment Method and Refund Timing

Approved refunds will normally be returned using the original payment method unless another arrangement is lawful and agreed.

Where a statutory refund deadline applies, the College will comply with it. Under the Consumer Contracts Regulations, refunds following a valid consumer cancellation are generally due without undue delay and within 14 days, subject to the applicable statutory rules concerning when that period begins.

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Administrative processing times may vary depending on banks, payment providers or other intermediaries.

29. Currency and International Payments

Where fees were paid in a currency other than GBP, the refund may be processed in accordance with the original transaction and payment-provider arrangements.

Any foreign-exchange movement outside the College's control will be considered in accordance with the payment contract and applicable law.

30. Chargebacks and Payment Disputes

Learners are encouraged to contact the College first where a refund or payment dispute arises.

A bank or card chargeback may be available independently of the College's internal refund process, subject to the rules of the relevant payment provider.

Use of a chargeback does not remove legitimate contractual or statutory rights and obligations.

31. Fraudulent Transactions

If the College reasonably suspects that a transaction was fraudulent or unauthorised, it may delay or investigate a refund while verifying the transaction and identity of the requester.

Personal data used for fraud prevention will be processed in accordance with the Privacy Policy.

32. Cancellation by the College for Misconduct

Where enrolment is terminated because of serious misconduct, academic fraud or another material breach, refund eligibility will be determined according to the enrolment terms, applicable statutory rights and the circumstances.

The College will not use disciplinary termination to remove a mandatory statutory consumer remedy.

33. Complaints About Refund Decisions

If a learner disagrees with a refund decision, they may raise the matter through the College's Complaints Policy.

The College should provide a clear explanation of the decision and identify any available review or escalation route.

34. Refund Decision Records

The College should maintain appropriate records of refund and cancellation requests, decisions, calculations, communications and payments.

Records should be handled in accordance with the Privacy Policy and applicable retention requirements.

35. Consumer Contract Transparency

The College will seek to ensure that important price, cancellation, renewal, access and refund terms are presented clearly before the learner commits to a contract.

Terms should not be hidden in a way that makes material financial obligations difficult to understand.

36. Unfair Terms

Contractual terms that are unfair to consumers may be unenforceable under applicable law.

The College will review material consumer-facing terms to reduce the risk of unclear, disproportionate or unfair provisions.

37. Marketing and Pre-Contract Information

Information provided in marketing materials, programme pages and enrolment communications should accurately describe the programme, duration, delivery model, price, main features and material conditions.

Where information forms part of the contractual arrangement, the College will take it into account when assessing cancellation or refund disputes.

38. Data Protection

Refund requests may require processing of identity, enrolment, payment and correspondence information.

Such information will be processed in accordance with the Privacy Policy and used only for legitimate administration, financial processing, legal compliance and related purposes.

39. Quality Assurance

Refund and cancellation trends may be reviewed as part of quality assurance.

Repeated cancellations, complaints or refund requests may indicate issues with programme information, learner expectations, delivery quality, pricing communication or support.

Material trends may lead to corrective or preventive action under the Quality Assurance Policy.

40. Policy Review

This Policy will be reviewed at least annually and whenever there are material changes to consumer law, programme delivery, payment arrangements, pricing or enrolment practices.

The College will update the Policy where required to reflect changes in UK consumer law and official guidance.

41. Contact

Refunds & Cancellations: info@ukcollegeofit.uk

Learner Services: info@ukcollegeofit.uk

Finance: info@ukcollegeofit.uk

Complaints: info@ukcollegeofit.uk

General Enquiries: info@ukcollegeofit.uk

Registered office: Suite 3.2 Litchurch Plaza, Litchurch Lane, Derby, DE24 8AA

Appendix A – Refund / Cancellation Request Form

Learner / customer name: _____

Email: _____

Learner / order reference: _____

Programme / service: _____

Date of purchase / enrolment: _____

Date programme/service commenced: _____

Date cancellation requested: _____

Reason (optional unless required): _____

Statutory cancellation right claimed: Yes / No / Unsure

Refund requested: Full / Partial / Other

Payment method: _____

Requested outcome: _____

Appendix B – Refund Decision Record

Case reference: _____

Date received: _____

Consumer status assessed: Yes / No / Not applicable

Contract date: _____

Programme commencement: __ _____

Cooling-off period applicable: Yes / No / Under assessment

Service already supplied: _____

Digital content supplied: _____

Refund calculation: _____

Amount paid: _____

Refund amount: _____

Reason for decision: _____

Decision communicated: _____

Refund processed: _____

Date processed: __ _____

Appendix C – Statutory Cancellation Checklist

- ☐ Consumer status considered
- ☐ Contract type identified
- ☐ Distance/online contract considered
- ☐ Cancellation period identified
- ☐ Cancellation information provided
- ☐ Model cancellation information provided where required
- ☐ Early commencement request checked
- ☐ Digital-content exception considered where applicable
- ☐ Service already supplied assessed
- ☐ Refund calculation documented
- ☐ Refund deadline checked
- ☐ Original payment method considered
- ☐ Statutory rights preserved

Appendix D – Refund Quality Assurance Checklist

- ☐ Programme pricing is clear
- ☐ Cancellation terms are visible before purchase
- ☐ Refund terms are consistent across website and enrolment documents
- ☐ Statutory rights are not excluded
- ☐ Refund requests are logged
- ☐ Decisions are documented
- ☐ Partial refunds have a transparent calculation
- ☐ Complaints route is provided
- ☐ Refund trends are reviewed
- ☐ Material recurring issues are escalated to QA
- ☐ Policy reviewed annually

Appendix E – Related Policies and Documents

- Terms & Conditions
- Privacy Policy
- Cookie Policy
- Complaints Policy
- Learner Support Policy
- Accessibility Statement
- Equality, Diversity & Inclusion Policy
- Quality Assurance Policy
- Learner Code of Conduct
- Assessment & Appeals Policy