

Refund Policy for Nora Training Centre Ltd (KECC LTD)

Nora Training Centre Ltd (KECC LTD) is deeply committed to upholding the highest standards of professionalism, transparency, and compliance in delivering educational courses. To ensure absolute clarity and fairness in our refund processes, we have meticulously outlined the following comprehensive Refund Policy:

1. Eligibility for Refund:

- Students must formally notify Nora Training Centre Ltd (KECC LTD) of their intention to withdraw from a course at least 7 days prior to the scheduled commencement date.
- Refund requests submitted within 7 days of the course start date shall regrettably not be deemed eligible for reimbursement. This stipulation is essential to ensure proper planning and resource allocation for the course.

2. Refund Amount:

- Upon the approval of a refund request that meets the aforementioned eligibility criteria, Nora Training Centre Ltd (KECC LTD) will promptly initiate a refund equivalent to the total amount of the course fee originally paid by the student.
- An administrative deduction of £45 GBP will be applied to cover processing fees. This deduction ensures the sustainability of administrative operations while facilitating fair and efficient refund transactions.

3. Refund Process:

- In compliance with our commitment to transparency and efficiency, students must formally request a refund by initiating contact with Nora Training Centre Ltd (KECC LTD) through official channels. This can be done via email at contact@noratraining.co.uk or by phone at +44 3330116121.

- The refund application should include the student's full name, course title, and a concise explanation for withdrawal. This information enables us to expedite the processing of refunds while maintaining accuracy and accountability.
- Nora Training Centre Ltd (KECC LTD) pledges to expedite the refund process, with reimbursements typically processed within 14 business days from the date of receiving the refund request. We prioritise prompt resolution to minimise any inconvenience to the student.
- Refunds will be disbursed utilising the same method of payment employed for the initial transaction. This practise ensures consistency and security in financial transactions.

4. Exceptions:

- In the rare occurrence of a course cancellation by Nora Training Centre Ltd (KECC LTD), students will be entitled to a complete refund of the course fee, devoid of any administrative charges. This ensures that students are not financially burdened by circumstances beyond their control.
- Requests for refunds due to extenuating circumstances, such as medical emergencies or unforeseen hardships, will be evaluated on an individual basis by the management of Nora Training Centre Ltd (KECC LTD). We prioritise compassion and understanding in such situations, while also upholding the integrity of our refund process.

5. Transfer of Course Enrolment:

Recognising the dynamic nature of students' circumstances, Nora Training Centre Ltd (KECC LTD) accommodates requests for the transfer of course enrolment to a future offering, subject to availability and approval. Such requests must be made at least 7 days prior to the original course start date and may be subject to an administrative fee. This flexibility empowers students to pursue their educational goals without undue financial strain.

6. Cancellation Policy:

Nora Training Centre Ltd (KECC LTD) reserves the right to cancel a course due to unforeseen circumstances, including but not limited to insufficient enrollment, instructor unavailability, or force majeure events. In such cases, students will be notified promptly, and a full refund will be provided. This policy underscores our commitment to transparency, accountability, and student welfare.

7. Student Obligations:

- We emphasise that students are responsible for ensuring their eligibility and suitability for the chosen course prior to enrolment. This includes meeting any prerequisites specified by Nora Training Centre Ltd (KECC LTD). It is incumbent upon students to diligently assess their readiness and commitment to the course, thereby minimising the likelihood of withdrawal and optimising their learning experience.
- Any failure to meet attendance requirements, comply with academic standards, or fulfill payment obligations may impact eligibility for a refund. We encourage proactive communication and collaboration between students and Nora Training Centre Ltd (KECC LTD) to address any challenges and optimise the educational journey.

8. Monitoring and Review:

This Refund Policy will undergo regular monitoring and review to ensure its ongoing relevance and effectiveness. The review process will include an assessment of any changes in applicable laws, regulations, or organisational practises that may necessitate updates to the policy.

- **Review Frequency:** Every 12 months
- **Responsible Personnel:** Mr. I Khan, Head of Compliance
- **Update Process:** Mr. Miah will convene a review committee consisting of relevant stakeholders, including legal counsel and finance department representatives, to evaluate the policy. Any necessary updates or revisions will be proposed by the committee and implemented by Mr. I Khan in consultation with the management team.

Additionally, feedback from students and staff regarding the clarity and applicability of the policy will be solicited periodically to ensure that it continues to meet the needs of all stakeholders.

9. Contact Information:

For all enquiries or clarifications pertaining to the Refund Policy, students are encouraged to reach out to Nora Training Centre Ltd (KECC LTD) using the following contact details:

Address: 9c 55 Bath Street, Walsall, WS13BZ

Email: contact@noratraining.co.uk

Contact Person: Mr. I Khan

Phone: +44 3330116121

By enrolling in a course offered by Nora Training Centre Ltd (KECC LTD), students affirm that they have carefully reviewed, comprehended, and consented to abide by the terms and conditions delineated in this Refund Policy.

This Refund Policy, meticulously crafted in adherence to the highest standards, remains subject to potential revisions or updates at the sole discretion of Nora Training Centre Ltd (KECC LTD). Any alterations or amendments to this policy will be communicated to students through official communication channels.

Mr. I Khan, Nora Training Centre Ltd (KECC LTD)