

## UFI / learndirect Policy for Refund Requests from learndirect Learners

This guidance should be read by a **learndirect** learner wishing to claim a refund for any payment made to a **learndirect** centre:

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If the Learning Centre where the payment was made is still open, contact must be made with the Centre directly to request a refund. Each Centre is operated by a Learning Provider and each Provider is expected to have their own policies for handling complaints and refund requests.

**Please note:** Refunds are issued completely at the discretion of the Learning Provider and such decisions will not be overturned by Ufi.

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If the Learning Centre where the payment was made has closed, but the Learning Provider that operated the Centre is still running other **learndirect** centres, Ufi will refer the refund request to the headquarters of the Learning Provider to make a decision in relation to the request.

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If the Learning Centre where the payment was made has closed and the operating Provider is no longer connected to **learndirect** the following process will apply:

All refund requests must be directed initially to the **learndirect** Learner Services helpline either by telephone (**08000 150 450**) or via e-mail [enquiries@learndirect.net](mailto:enquiries@learndirect.net). Learner Services will provide a reference number and a 'refund request form' for each request which must be completed by the claimant. It should be noted that the issuing of this form only indicates that Ufi are willing to consider the request and does not mean that Ufi has an obligation to meet the request. A copy of this policy will be sent together with the 'refund request form' for completion. The form should be returned to:

**learndirect Learner Services**  
**PO Box 900**  
**Leicester**  
**LE1 6LR**

When submitting the request, please quote the reference number provided by Learner Services. Once the completed form has been received, Ufi will investigate and decide whether a refund is reasonable.

As a guide, Ufi regrets that refunds will **NOT** be issued under the following circumstances:

1/ If over 12 months has elapsed since the agreed completion date for the course

2/ If the Learning Centre was still open and offering **learndirect** courses at the agreed completion date for the course

3/ If the learner has decided they no longer want to do the course they have paid for and there is no evidence that the Learning Provider has breached the Learning Agreement

4/ If the learner has completed 75% or more of their learning outcomes for a course, and these have been confirmed by a tutor. (In such cases the course will be classed as complete and Ufi will issue a Statement of Completion)

5/ If the learner is using hardware / software that is incompatible with their **learndirect** course (unless the learner has evidence they were incorrectly advised by their Learning Provider)

6/ If the payment made was in connection to an incentive specific to the Learning Provider and the incentive had not been authorised by Ufi

7/ If the payment related to a membership fee or deposit charge specific to the Learning Provider

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Ufi will normally agree to issue a full or partial refund in any circumstance where they are satisfied from the evidence available that the learner has not received the level of service set out in the Learning Agreement, and the Centre has since closed, and none of the seven criteria above are applicable.

If Ufi are satisfied the learner is entitled to a refund, proof of payment will be required before the refund can be issued. Acceptable proof of payment would be:

Original receipt provided by the Centre

Bank Statement clearly indicating Organisation payment was made to

A copy of the Learning Agreement showing the amount paid

Ufi will aim to issue refund payments within 14 days of establishing entitlement to reimbursement

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**Please note:**

- This policy does not apply to learners wanting to transfer from a Centre that is still open to another Centre part way through a course. Ufi will review such cases independently of this policy
- This policy does not apply to learners requesting refunds in relation to e-courses purchased from **learndirect** Business