

Qualifications Refund Policy

1) Application fee is non-refundable.

The application administration fee is non-refundable under any circumstances. This fee covers the administrative costs associated with processing your application and is required for the submission to be considered complete.

2) Qualification fee

The qualification fee may be eligible for a refund under the following conditions:

- a) **Application rejection:** If your completed application is rejected by the FSRH, the fee will be refunded minus the administration fee. Please note that you have up to 90 days to complete your application from the time you have submitted your application and made a payment. You must provide all the necessary evidence to support your application. No refunds will be provided for incomplete applications. If you do not complete your application within 90 days but wish to undertake the qualification, you will be required to make another application. If it is determined that you provided false or misleading information in your application, no refund will be issued.
- b) **Withdrawal:** If you choose to withdraw your application before the processing stage is completed (within 90 days of payment being received), it is unlikely that a refund will be offered. A partial refund may be considered in exceptional circumstances only. The amount refunded will be determined on a case-by-case basis, taking into account the expense incurred by the FSRH.

3) Refund request procedure

All refund requests must be submitted in writing to support@fsrh.org within 28 days of the qualifying event, i.e., rejection or withdrawal. The refund request should include your full name, application details, and a detailed explanation of the reason for the refund. A response to your refund application, will be processed within 20 working days from the date the written request is received.

4) Amendments to the policy

The FSRH reserves the right to amend this refund policy at any time. Any changes will be effective immediately upon publication on the FSRH website.