

Cancellation and Refund Policy

Please note: our cancellation and refund policy only applies to purchases made directly from the RSA Academy.

Under UK law, you may have the right to cancel or request a refund under certain circumstances, in accordance with this policy.

Please note that our policy on cancellation and refund varies depending on the course you have chosen on the RSA Academy Website. See options below:

Highfield Courses

We do not offer a refund on the course once it has been purchased for any of the Highfield online courses. And the courses are non-transferable.

SJF Awards Courses, Non-members

The SJF Awards courses, a cancellation and refund can be requested up to 14 days before the course date.

Refunds schedule:

- 28 days (or more) before course date – refund of course fee less £100 admin fee.
- 27-14 days before course date – Refund of course fee less £200 admin fee.
- Less than 14 days before course date – No refund offered.

The SJF Awards courses are transferable, up to 14 days before the course date.

If less than 14 days to course date the Academy will endeavour to move a candidate to a course on another date – if the candidate is unable to accept any future dates, a refund can be offered at discretion of the Academy and is not guaranteed.

Please read the prerequisites for the course you signing up to. It is your responsibility to ensure that these are met, the RSA cannot offer a refund on the basis of these not being considered.

SJF Awards Courses, RSA members

The £100 deposit to secure that place on the course is not refundable.

Once balance invoice has been paid this will not be refundable.

The SJF Awards courses are transferable, up to 14 days before the course date, as long as replacement candidate meets the same criteria (ie has RSA Installers Certificate if required) If less than 14 days to course date, the Academy will endeavour to move a



candidate to a course on another date – if the candidate is unable to accept any future dates, a refund can be offered at discretion of the Academy and is not guaranteed. Please read the prerequisites for the course you signing up to. It is your responsibility to ensure that these are met, the RSA cannot offer a refund on the basis of these not being considered.

