

Protection for Learners

It is the Security Institute's policy that no learner will suffer a financial loss as part of their engagement with the Security Institute should a programme of three months or longer duration be cancelled or not completed. Nothing in this section affects any payees' statutory rights.

Where a programme is cancelled or not completed the Security Institute undertakes to facilitate learners on an equivalent programme or return fees paid where this is not possible. This is a decision of Security Institute management and not a learner option.

Those seeking facilitation must be registered Security Institute learners and must have completed the official Security Institute registration form for a programme offered by the Security Institute.

Applications are made in the first place to the Security Institute's Head of Administration.

Applications are accepted only from the original payee and refunds are made only to the original payee and for the amounts paid.

This process does not extend to any other costs or expenses incurred by the candidate.

The Head of Administration will in the first place verify that the information provided is correct and the application has merit.

Accommodation on another equivalent programme is offered in the first place. The programme should be geographically on par, in so far as is reasonably practicable and at days and times that are equivalent, in so far as is reasonably practicable to the original programme. This accommodation is proposed as settlement of the issue and is not optional.

By agreement between the Head of Administration and the learner / payee the amount may be credited to an account for future use or against payment or part payment on another programme.

Where no reasonable accommodation is available, and no agreement is reached on any alternative, a refund is paid to the original payee.

The learner / payee may avail of the appeals or complaints processes should they be dissatisfied with any aspect of this process.