



## Terms of Business

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## Cancellation Policy – by the Purchaser

### Purchases made directly with We-are-HR Limited

#### Course starting period for live-online courses

Students are expected to start the course within 4 months of paying the initial deposit / full payment towards the course fee.

Students seeking a course postponement must submit a formal request to [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com) including [finances@we-are-hr.com](mailto:finances@we-are-hr.com) via email. View '[Course Postponement Policy](#)' section.

CIPD membership is compulsory, and the student must ensure membership is active throughout the duration of the course up until the course is complete and a hard copy of the course certificate has been received via post.

#### Refund policy for live-online courses

A full refund will be paid if requested within 14 days of purchase on the following conditions:

- The student has not started the course.
- We-are-HR receive the refund request in writing by email within 14 days of purchase.

As an alternative to a refund, the student's name may be changed to another delegate at no cost within 14 days. Refund or name change requests can be sent to: [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com).

#### Name changes for live-online courses

If the user has not yet commenced or completed the training, a name change is permitted free of charge within 14 days of the original purchase. Outside of 14 days, a name change may be permitted at the discretion of We-are-HR. Please contact: [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com) to request the name change. Please note that admin fees may apply.

#### Exceptional refunds for live-online courses

If the student wants to cancel the course, a valid reason must be provided in writing with supporting evidence, for example, a doctor's note in the event of an illness.

Any refund or partial refund requested will be based as per the following tables, depending on the level of qualification being studied. For example, if a level 7 student has been studying for up to 6 months or they've submitted up to 5 units, a 60% cancellation applies.

#### Level 3:

Duration since start date:	14 days	Up to 1 month	Up to 3 months	Up to 6 months	Over 6 months
	AND	OR	OR	OR	OR
Assessment submissions:	0	1	Up to 2	Up to 3	Up to 3
Cancellation % applied:	0% (Full refund)	25%	50%	75%	80%-100% (Under Centre's Discretion) *
Change of start date:	Changeable	Changeable	Not Possible	Not Possible	Not Possible

\*A partial refund request will be under the centre's discretion.

## Level 5:

Duration since start date:	14 days	Up to 2 months	Up to 2 months	Up to 4 months	Up to 6 months	Over 6 months
	AND	OR	OR	OR	OR	OR
Assessment submissions:	0	0	1	Up to 3	Up to 5	More than 5
Cancellation % applied:	0% (Full refund)	15%	25%	40%	60%	80%-100% (Under Centre's Discretion) *
Change of start date:	Changeable	Changeable	Not Possible	Not Possible	Not Possible	Not Possible

\*A partial refund request will be under the centre's discretion.

## Level 7:

Duration since start date:	14 days	Up to 2 months	Up to 2 months	Up to 4 months	Up to 6 months	Over 6 months
	AND	OR	OR	OR	OR	OR
Assessment submissions:	0	0	1	Up to 3	Up to 5	More than 5
Cancellation % applied:	0% (Full refund)	15%	25%	40%	60%	80%-100% (Under Centre's Discretion) *
Change of start date:	Changeable	Changeable	Not Possible	Not Possible	Not Possible	Not Possible

\*A partial refund request will be under the centre's discretion.

## Refund policy for live-online courses

Unless otherwise agreed, the cancellation policy as stated above shall apply. In terms of cancellation period, the 'date of purchase' is defined as either the date payment received, a purchase order number received, or the date that the invoice was issued upon request of the customer (whichever is latest).

'Duration since start date' refers to the length of time the student has been on the course since the confirmed start date on the center's record.

We-are-HR reserves the right to remove students from programmes when the amount liable has not been received.

## Course timeframe for LMS based courses

LMS based courses provide flexibility for students to study at any pace, from anywhere and at any time. The maximum timeframe to complete the course is 2 years.

CIPD membership is compulsory, and the student must ensure membership is active throughout the duration of the course up until the course is complete and a hard copy of the course certificate has been received via post.

## Refund policy for LMS based courses

A full refund will be paid if requested within 14 days of purchase on the following conditions:

- The student has not started the online course.
- We-are-HR receive the refund request in writing by email within 14 days of purchase.

As an alternative to a refund, the student's name may be changed to another delegate at no cost within 14 days. Refund or name change requests can be sent to: [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com).

### Name changes for LMS based courses

If the user has not yet commenced or completed the training, a name change is permitted free of charge within 14 days of the original purchase. Outside of 14 days, a name change may be permitted at the discretion of We-are-HR. Please contact [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com) to request the name change. Please note that admin fees may apply.

### Exceptional refunds for LMS based course

If the student wants to cancel the course, a valid reason must be provided in writing with supporting evidence, for example, a doctor's note in the event of an illness.

Any refund or partial refund requested will be based as per the following tables, depending on the level of qualification being studied. For example, if a level 7 student has been studying for up to 6 months or they've submitted up to 5 units, a 60% cancellation applies.

#### Level 3:

Duration since start date:	14 days	Up to 1 month	Up to 3 months	Up to 6 months	Over 6 months
	AND	OR	OR	OR	OR
Assessment submissions:	0	1	Up to 2	Up to 3	Up to 3
Cancellation % applied:	0% (Full refund)	25%	50%	75%	80%-100% (Under Centre's Discretion) *
Change of start date:	Changeable	Changeable	Not Possible	Not Possible	Not Possible

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#### Level 5:

Duration since start date:	14 days	Up to 2 months	Up to 2 months	Up to 4 months	Up to 6 months	Over 6 months
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\*A partial refund request will be under the centre's discretion.

### Refund policy for LMS based courses

Unless otherwise agreed, the cancellation policy as stated above shall apply. In terms of cancellation period, the 'date of purchase' is defined as either the date payment received, a purchase order number received, or the date that the invoice was issued upon request of the customer (whichever is latest).

'Duration since start date' refers to the length of time the student has been on the course since the confirmed start date on the center's record.

We-are-HR reserves the right to remove students from programmes when the amount liable has not been received.

## **Cancellation Policy – by the Training Provider (We-are-HR)**

### **Live-online Courses**

If a live online course needs to be withdrawn, the purchaser shall receive a full refund. This occurrence is highly unlikely.

### **Classroom Courses**

#### **Cancellation due to minimum learner numbers not achieved**

We-are-HR reserve the right to cancel classroom training courses up to 14 days prior to the course date. This may be required if minimum numbers of delegates are not met. We will always notify you as early as possible if this is the case, although the centre cannot accept liability for any costs incurred such as travel and accommodation, or lost time such as holiday leave taken.

Where accommodation and travel costs are required and likely to be non-refundable, we advise delegates to check with us prior to making these bookings to enable us to indicate any possibilities of the course being cancelled. Cancellations of courses are always the last option, and refunds will be processed immediately in the event of such cancellation.

#### **Cancellation of courses due to unforeseen events beyond control**

In the case of cancellation due to extreme weather or other unplanned events, we will consult students and, if applicable our insurers, to minimise any losses to the candidate. Situations will be reviewed individually.

We-are-HR cannot be held responsible for costs incurred due to severe weather affecting booked training courses.

### **Removal of Students from courses**

#### **Late arrival of students**

It is the responsibility of the students to ensure they arrive on time for any published training sessions. We-are-HR reserve the right to refuse entry to sessions if this is deemed to affect the learning of others. The learner may be removed from the course with no refund.

#### **Disruptive Behaviour**

It is of high priority that all students are in a safe and enjoyable learning environment. In the event of a student being disruptive, they will be asked to leave the session or entire programme. The student may be removed from the course with no refund.

#### **Malpractice**

All assessments completed must be the student's own work. A student who commits plagiarism or use AI for assignment writing or any other malpractice may be removed from the course, with no refund provided.



## Course Postponement Policy

### Introduction

This policy outlines the guidelines and procedures for requesting and granting academic course postponements. If agreed, a course postponement will allow students to postpone their studies and resume later, upon agreement with us. This policy aims to provide flexibility to students while ensuring academic integrity and continuity.

### Eligibility for Postponement

Students may be eligible for a course postponement in the following examples but are not limited to:

- **Medical reasons:** Students with a documented medical condition (i.e. a Doctor's Note) that significantly impacts their ability to commit to the requirements of the qualification.
- **Personal circumstances:** Students facing exceptional personal circumstances, such as bereavement, family emergencies, or significant life events.
- **Other:** All other reasons submitted by a student will be considered and discussed with the requirement to submit supporting evidence for course postponement.

### Postponement Request Process

Students seeking a course postponement must submit a formal request to [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com) including [finances@we-are-hr.com](mailto:finances@we-are-hr.com) via email.

The request should include a detailed explanation of the reason for the postponement, supporting documentation and the initial return date to study.

Requests should be submitted as far in advance as possible from when the course support date ends to facilitate a timely postponement and reassign or reevaluate already previously agreed course/qualification internal and external provisions, e.g. assignments, moderation.

### Evaluation and Decision

Each request for a course postponement will be evaluated on a case-by-case basis with a maximum postponement period of 6 months.

The Learner Support Department will review the request, considering the student's circumstances, the impact on the student's academic progress, and the availability of the course/qualification based on initial return to study date.

Course/Qualification End Date will be considered prior to any postponement decision.

The decision regarding the course postponement will be communicated to the student in writing by email, stating whether the request has been approved or denied. If denied, the reasons for the denial will be provided.

### Conditions and Limitations

Approved course postponements are subject to the availability of the course/qualification upon initial return to study.

A postponed course must be completed within a specified time frame to ensure completion, otherwise discussions about transferring to a new version of a course/qualification may be discussed.

If a course postponement is granted students will continue to pay for their course, as agreed at enrolment.

Students granted a course postponement or transfer may be required to pay an administrative/transfer fee, which will be communicated to the student upon approval, if applicable.

### **Academic Advising and Support**

Students considering a course postponement are encouraged to consult with the Learner Support Department to discuss the potential implications and explore alternatives.

We will continue to provide updates to course content and resources, where required throughout the course postponement process, to ensure students have up to date information upon their return.

### **Appeals Process**

If a student's request for a course postponement is denied, they have the right to appeal the decision. The appeals process will be managed by Senior Management upon which the decision of Senior Management is final.

### **Policy Review**

This policy will be periodically reviewed and evaluated to assess its effectiveness and address any emerging issues. Feedback from students, staff members, and relevant stakeholders will be solicited and considered during the review process to ensure ongoing improvement.

## Use of Artificial Intelligence (AI) & Plagiarism Policy

### Introduction

This AI and Plagiarism Policy sets out We-are-HR's approach to maintaining academic integrity and ensuring fair assessment practices. It incorporates the CIPD's guidance on plagiarism and artificial intelligence (AI) misuse, together with We-are-HR's Centre-specific procedures.

### Definitions

**Plagiarism:** presenting someone else's work, ideas, or words without appropriate referencing or acknowledgement.

**AI Misuse:** using generative AI tools to produce assessment content and passing it off as original work.

**Poor Academic Practice:** unintentional breach, often due to misunderstanding referencing rules.

### **Thresholds:**

- Below 30%: Normally acceptable
- 30–50%: Reviewed internally for poor academic practice
- Above 50%: Serious; returned to learner and may trigger Professional Discussion (PD)

### Centre Guidance for Learners

Learners will be informed about plagiarism, referencing, and AI misuse during induction and throughout their studies. AI tools may only be used for research, planning, or drafting ideas - not for producing assessment answers.

### Checking for Plagiarism

All assessments are checked using plagiarism detection software.

- 15–30%: Normally acceptable
- Over 30%: Reviewed by panel
- Over 50%: Treated as serious misconduct

### Checking for AI Misuse

AI detection software is used but results are interpreted holistically. Indicators include:

- Overly complex language inconsistent with learner's level
- Sudden changes in style
- American spelling/phrasing
- Unverifiable references
- Generic or irrelevant content

### Next Steps

- **Poor Academic Practice:** Learner informed, feedback given, resubmission allowed.
- **Plagiarism:** Learner submits a new assessment, warning issued, repeat offences referred to CIPD.
- **AI Misuse:** Learner invited to Professional Discussion (PD). If sufficient knowledge is shown, grade may stand. Otherwise, escalated to CIPD.

### Use of Assistive Technology

If learners use assistive technology as part of a reasonable adjustment, this will be considered when interpreting similarity or AI scores.

### **Requirements for Moderation (ROGO)**

For moderation, We-are-HR uploads:

- Original assessment
- Plagiarism/AI reports
- Professional Discussion records
- Resubmitted work (if applicable)
- CIPD malpractice and maladministration reporting form

### **Summary**

We-are-HR promotes academic integrity through clear learner guidance, detection software, tutor judgement, and professional discussions. Breaches are taken seriously, with opportunities for support and resubmission where appropriate. Repeated or serious misconduct will be escalated to CIPD.

## YOU ARE ADVISED TO READ THIS BEFORE SIGNING THE TERMS OF BUSINESS

The following information will help you decide if a payment plan agreement for your course is the right choice for you.

### Your Credit Agreement

If you have decided to pay for your course by instalment, we need to make you aware that you are entering into a fixed term loan agreement with We-are-HR Ltd. This loan agreement is to pay off the cost of your course only. It cannot be used and is not suitable for anything else.

#### How much are the monthly payments?

You will have selected your payment method for the course fee including the amount and duration of the payment plan when you complete your application form. The agreed payment plan will also be stated in your initial deposit invoice under 'Description'. That is where you will find the information on the total amount you will have to pay under the terms of your credit agreement. You need to be sure that you can afford to pay for the monthly instalments before signing the credit agreement. You should consider whether, for example, you have any other monthly outgoings or financial commitments that mean you will not be able to maintain these monthly payments to We-are-HR Ltd.

#### What happens if you miss one of the instalments?

If you default with any of the instalments, you will be in default of your credit agreement. In addition to the first instalment overdue, if the second instalment becomes overdue, you will receive an email from the finance department prompting you to bring your account up to date within 7 days from the date of the email. If no payment is made, we will suspend access to all course material until the payments on your account have been brought back up to date. We may pass your account over to a debt recovery agency and this may affect your chances of obtaining credit in the future. We reserve the right to withdraw you from your course and will not submit any results achieved to any awarding body or claim certificates until payment is received.

### Your right to withdraw

You have the right to withdraw from this agreement within 14 days. Refer to [Refund policy for live-online courses](#) / [Refund policy for LMS based courses](#) of the Terms of Business. If you choose to withdraw you must inform us by sending an email to [learnersupport@we-are-hr.com](mailto:learnersupport@we-are-hr.com) and [finances@we-are-hr.com](mailto:finances@we-are-hr.com).

If you decide to cancel your course any time after 14 days, there will be a percentage of your course fee payable by you. Refer to [Exceptional refunds for live-online courses](#) / [Exceptional refunds for LMS based course](#) of the Terms of Business.

If you are unsure whether this is the right product for you, you should not sign the agreement and contact us to discuss your options.

### Failure to Comply

If you fail to comply with any terms of this Agreement, we will be entitled to recover from you the reasonable costs, expenses and losses incurred by us as a result of locating you, communicating with you and collecting any unpaid sums. Such sums will be payable to us on demand. In the event of legal action for breach of the payment obligations, you will be responsible for all costs and expenses allowable by the court if an award is made in our favour.

### Compliance with Laws

You agree that you will comply with all applicable laws and regulations of the country or jurisdiction in which you will use your Live online / LMS Package. We will not be liable for any breach of any such laws.