IT Training and
Professional Development

BCS Professional Certification

Policy For Exam Cancellation and Rescheduling

September 2011

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1. Scope

The cancellation policy extends to all Accredited Training Organisations (ATO's) and candidates taking BCS examinations. This policy will be communicated to all Providers upon accreditation. All ATO's are responsible for ensuring their candidates are aware of this policy when booking examinations. The policy is available to download on the BCS website.

2. Exam Cancellation Policy

After confirming an examination booking it may be necessary for an ATO or candidate to request a change or to cancel an examination.

BCS will endeavour to deal with the request within 1 working day and with a view to making the cancellation or re-scheduling as smooth as possible.

Candidates may be required to pay a cancellation fee or forfeit the examination fees, depending on when notification to cancel is provided.

2.1 Candidate Cancellation Terms for Multiple Choice and Written Exams

Notice Period Prior to Exam Date	Refund Offered
More than 14 days	Full refund
More than 7 days but less than 14 days	Refund of 50% of the exam fee
Less than 7 days	No refund

2.2 Candidate Cancellation Terms for Oral Exams

Notice Period	Refund Offered
More than 14 days	Full refund
More than 2 days but less than 14 days	Refund of 50% of the exam fee
Less than 2 days	No refund

2.3 Training Provider Cancellation Terms for Multiple Choice and Written Exams

Notice Period	Charges
More than 14 days	No charge
More than 7 days but less than 14 days	Charge of 50% of exam fee (subject to the standard minimum number of candidates)
Less than 7 days	100% charge of exam fee (subject to the standard minimum number of candidates)

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2.4 Training Provider Cancellation Terms for Oral Exams

Notice Period	Refund Offered
More than 14 days	Full refund
More than 7 days but less than 14 days	Refund of 50% of the exam fee
Less than 2 days	No refund

3. Rescheduling Public Examinations

Candidates may request to change the exam date or time, but this must be done at least 14 days prior to the originally scheduled examination date. To reschedule the exam, please contact BCS Customer Services on + 44 (0) 1793 417 655.

4. Candidate 'No Show' Policy

If a candidate has not cancelled or rescheduled their examination sitting, the entire examination fee is forfeited. There are no refunds or transfers. If a candidate does not arrive within 15 minutes of the scheduled start time, then the candidate is considered a 'no-show' and they forfeit the entire examination fee.

5. Special Considerations

Candidates who cannot attend the examination due to bereavement may cancel the examination at any time and will be able to sit the examination on an alternative date or be offered a full refund (minus a £25.00 + VAT cancellation fee). Additional exceptions may be considered on a case by case basis.

6. Review

This Cancellation Policy shall be reviewed on an annual basis by the Policy, Compliance and Audit Manager to ensure its on-going effectiveness.

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