

A decorative graphic consisting of several overlapping, wavy, translucent green lines that sweep across the bottom half of the page from left to right.

**BCS, The Chartered Institute for IT**  
**Exam Cancellation and Rescheduling Policy**  
**September 2016**

# CONTENTS

1.	SCOPE.....	2
2.	EXAMINATION CANCELLATION POLICY .....	2
3.	RESCHEDULING EXAMINATIONS.....	2
4.	RESCHEDULING PUBLIC ORAL EXAMINATIONS.....	2
5.	CANDIDATE 'NO SHOW' POLICY .....	2
6.	LATE ARRIVALS.....	3
7.	HOW DO I CANCEL / RESCHEDULE MY EXAMINATION? .....	3
8.	HOW WILL MY MONEY BE REFUNDED? .....	3
9.	SPECIAL CONSIDERATIONS.....	3
10.	REVIEW .....	3

## 1. Scope

The cancellation policy extends to candidates taking QUALIFICATION SERVICES Certifications via BCS public examination sessions. It does not cover examinations booked through an Accredited Training Provider (ATO). If you need information on how to cancel an examination booked through your ATO, please contact them directly. The policy is available to download on the [BCS website](#).

## 2. Examination Cancellation Policy

After confirming an examination booking it may be necessary for you to request a change or to cancel your examination. We will endeavour to deal with the request within 48 hours from receipt of the cancellation request and with a view to making the cancellation or re-scheduling as smooth as possible.

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 exam fee
Less than 7 days	No refund

If you are a UK consumer you have additional rights under the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013. If you cancel your examination within 15 days from the **date you booked your examination** you will be entitled to a full refund.

## 3. Rescheduling Examinations

You are able to reschedule your examination, but this must be done at least 14 days prior to the original examination date and you will only be eligible to sit the next available examination date. You cannot reschedule your examination more than once and rescheduled examinations cannot be refunded.

## 4. Rescheduling Public Oral Examinations

You cannot reschedule Oral Examinations but we will offer a refund according to the examination cancellation policy.

## 5. Candidate 'No Show' Policy

If you do not cancel or reschedule your examination sitting, you will forfeit the examination fee and we will not refund the examination fee or offer a free rescheduled date.

## 6. Late Arrivals

You are only permitted to enter the examination up to 15 minutes after the scheduled start time of the examination, if you arrive later than this you will not be able to take the examination in this examination sitting and you will be charged the examination fee.

## 7. How do I cancel / reschedule my examination?

To cancel or reschedule your examination, please contact the BCS Customer Service team on + 44 (0) 1793 417 655 or email us at [certifications@hq.bcs.org.uk](mailto:certifications@hq.bcs.org.uk).

## 8. How will my money be refunded?

If you have paid by card we will make the refund directly back on to the card used to make the original payment, please noted that it may take several days to reach your account.

If you paid by cheque or bank draft, we will refund you by post.

## 9. Special Considerations

If you cannot attend the examination due to sickness or bereavement you may cancel the examination at any time and you will be able to sit the examination on an alternative date at no additional cost.

If you are unable to attend due to an illness you must provide BCS with a valid sick note to cover the date of the examination.

If you are unable to attend due to bereavement you should let us know and preferably provide us with evidence of the death such as a Death Certificate. Additional exceptions may be considered on a case by case basis.

## 10. Review

The Cancellation Policy will be reviewed on an annual basis by the Service Delivery Manager to ensure its on-going effectiveness and adherence with the relevant regulations.

**BCS, 1<sup>st</sup> Floor, Block D, North Star House, North Star Avenue, Swindon, Wiltshire, SN2 1FA**

T +44 (0) 1793 417 655 F +44 (0) 1793 417 559

Online enquiries [certifications@hq.bcs.org.uk](mailto:certifications@hq.bcs.org.uk)

Contact Website [www.bcs.org](http://www.bcs.org)

© BCS (Reg. Charity Number. 292786) 2016