

# **Examination Cancellation and Re- Scheduling Policy**

V3.4 April 2025



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This document forms part of our Management Systems and compliance is mandatory for all staff and contractors. If you find any weaknesses in the document or examples of non-compliance, please report it to the Compliance Team at [compliance@bcs.uk](mailto:compliance@bcs.uk)

## 1. Scope

This cancellation policy provides guidance on the cancellation options available for remote proctored Professional Certifications; Apprenticeship examinations and Oral examinations for the BCS Diplomas.

It does not cover examinations booked through an Accredited Training Provider (ATP) in paper or online classroom format. If you need information on how to cancel these exams, please contact the ATP directly. This policy is available to download on the [BCS website](#).

## 2. Cancellation Policy for Oral Examinations

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 as smooth as possible. You cannot reschedule Oral Examinations, but we will offer a refund according to the below guide:

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.

To cancel your examination, please contact the BCS Customer Service team at:

Tel: + 44 (0) 1793 417 655

Email <https://bcscustomerservice.zendesk.com/hc/en-us>

Card payments will be refunded 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 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. BCS will allow for two occasions of sickness supported by a valid sick note for a candidate, after which a fee will be charged to cover the exam costs incurred by BCS:

Notice Period Prior to Exam Date	Refund Offered
More than 14 days	Full refund
Less than 14 days	£266 (minus £124 for costs incurred)

If you are unable to attend due to an illness you must provide BCS with a valid Doctor's 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.

## **4. Examination Cancellation Policy for Remote Proctored Examinations**

Once you have booked your remote proctored examination on our partner platform QuestionMark, you are able to reschedule your session up until the exam date and time. Once you have launched the exam you are no longer able to reschedule and any future exam will need to be booked again at the standard fee through your training provider or via our Public Remote Proctor sessions.

## **4. 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.

## **5. 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.



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