

BCS, The Chartered Institute for IT

**Oral Exam Cancellation and Rescheduling Policy for Approved
Training Providers**

April 2024 V1.2

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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 infosec@bcs.uk .

1. Scope

This cancellation policy is to provide Approved Training Providers guidance on cancelling oral exams that have been booked with the BCS. It advises cancellation fees, rescheduling options and the application of special considerations where appropriate.

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

3. Rescheduling Examinations

You can reschedule your examination, but this must be done at least 14 days prior to the original examination date. The reschedule will be subject to availability of examiners and will only be confirmed once they have been secured.

5. Candidate ‘No Show’ Policy

If your candidates do not attend their examination sitting you will forfeit all fees and there will be no grounds to reschedule free of charge.

6. Late Arrivals

Candidates are only permitted to commence the examination up to 15 minutes after the scheduled start time. If they arrive or connect to the online exam later than this they will not be able to take the examination in this sitting and you will be charged the examination fee, unless it can be demonstrated that there were connectivity issues for the online examiners

7. How do I cancel / reschedule my examination?

To cancel or reschedule an examination, please contact the Service Delivery team:

Tel: + 44 (0) 1793 417 716

Email eprofessional@bcs.uk

8. Will I be charged for cancellations? How will the cancellation be charged?

If you are eligible to be charged for a cancelled candidate, you will receive this charge on your invoice

9. Special Considerations

If a candidate 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 the candidate is are unable to attend due to an illness they must provide BCS with a valid sick note to cover the date of the examination within one week.

Further details of special considerations can be found on the BCS website [here](#).

10. Review

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

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