



BCS, The Chartered Institute for IT

Home Education Cancellation and Rescheduling Policy

September 2022

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1. Scope

The cancellation policy extends to candidates and the parents/guardians of candidates who are registered onto any BCS Home Education qualifications.

2. Qualification Cancellation Policy

After registering for a qualification as part of the BCS Home Education programme you may decide to request a change or to cancel your qualification.

If you change or cancel your qualification within 14 days from the date you registered without accessing the course content, you will be entitled to a full refund.

If you have already accessed any of the learning content of the course, then you will **not be** entitled to a refund.

All requests for refunds should be made to Customer Service by contacting custsupport@bcs.uk. The team will complete the refund within 10 working days.

3. Exam Cancellation and Rescheduling Policy

Examinations can be cancelled at any point. The invigilation fee paid when booking the examination is non-refundable.

Examinations can not be rescheduled. They must be cancelled and rebooked. This will include paying the examination and invigilation fees again.

If you are a UK consumer you have additional rights under the Consumer Contracts (Information, Cancellation, and Additional Charges) Regulations 2013.

4. Candidate 'No Show' Policy

If you have not accessed the courseware during the allocated timeframe as stipulated at the point of purchase, then upon its expiry, you will need to reregister for the qualification and pay the allocated fees again to access the courseware.

If the learner does not turn up to their examination, they will need to rebook the examination and pay the invigilation fee again.

5. 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 note that it may take several days to reach your account.

If you paid by BACS or bank transfer we will refund you into your bank account.

6. Special Considerations

If you cannot complete the qualification due to sickness or bereavement you may cancel the qualification at any time. You will be able to start the qualification and courseware on an alternative date at no additional cost. You must provide BCS with a valid sick note and where appropriate and possible, evidence of the death by way of a Death Certificate.

If you are unable to attend an examination due to an illness you must provide BCS with a valid sick note to cover the date of the examination. The examination will be cancelled and will need to be rebooked. You will not need to repay the invigilation fee.

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.

7. Review

The BCS Home Education Cancellation and Re-Scheduling 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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