

Rescheduling, Cancellation and Refund Policy (SELT)

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In partnership with

PeopleCert
All talents, certified.

PROMETRIC 

About us

LanguageCert is a business name of PeopleCert Qualifications Ltd, hereinafter referred to as LanguageCert. It is part of PeopleCert Group, a leading global certification provider which has been delivering millions of exams in 215 countries.

LanguageCert is a UK-registered awarding organisation, responsible for the development and awarding of language qualifications. It is recognised and regulated by Ofqual and Qualification Wales and approved by UK Visas & Immigration as a Secure English Language Test (SELT) Provider worldwide.

LanguageCert's Secure English Language Tests (SELTs) are delivered through a business partnership of PeopleCert and Prometric.

Prometric is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognised licensing and certification organisations, academic institutions, and government agencies. It supports more than 7 million test takers annually at testing locations in more than 160 countries around the world.

Introduction

This policy is aimed at our candidates, who have enrolled on or have taken a SELT with LanguageCert. It sets out the applicable framework, as well as the process that should be followed when submitting requests for Exam Rescheduling, Cancellations and Refunds.

Cancellation/ Rescheduling by the candidate

Candidates have the right to cancel or reschedule their initial appointment for SELT. Please note that registration and booking of a SELT is only considered as complete when your SELT payment (via credit card only) is complete.

A fee may be charged for refunds and cancellations. The fee amount depends on the length of time remaining before the exam and terms are indicated in the table below:

Cancellation		Rescheduling	
Notice Period	Fee	Notice Period	Fee
Within 14 calendar days after purchase	Full refund	Up to 72 hours before the exam	Free
Up to 72 hours before the exam	50% of the Exam Fee		
Less than 72 hours before the exam	No refund	Less than 72 hours before the exam	£50
Emergencies	50% of the Exam Fee	Post-exam	£100

- We will support, where possible, the candidate to reschedule the test.
- For cancellations that incur a cancellation fee, this will be retained by us by your refund payment while for rescheduling of exams, an additional fee will be charged.
- In cases of emergency (e.g. Illness or injury, close family bereavement, being subject to a relevant crime or accident, or a commitment such as military service), LanguageCert may make an exception as to where a fee will be charged for cancellation. Official documentation in English (such as from a qualified doctor, lawyer, public Authority, etc.) must be provided for any exception to be considered.

How to cancel/reschedule a test

You should send your request for cancellation of a SELT exam to our Customer Service team at SELT@languagecert.org or at the phone numbers available on www.languagecert.org/help-and-support.

In case you want to request a refund, you will then be asked to complete a “Request for Refund” form, which is publicly available on our website. Once complete email the form and any necessary documentation to evidence the reason(s) for your refund request to SELT@languagecert.org

We will inform you of the decision regarding the refund within 7 calendar days of receiving the request.

If you want to reschedule a test, you can do so through your Candidate profile.

Cancellation/ Rescheduling by LanguageCert

We strive to avoid cancellation or rescheduling of tests but in the case that, due to unforeseen events, this is inevitable, we will notify the affected candidates via the contact details provided during their registration. Candidates will be offered the following 2 options:

- **Rebooking the test at no further cost** within the 14 calendar next days.
- **Full refund** should the candidate decide not to re-book the test. The refund will be released within 7 calendar days from the cancellation via the means used for initial payment.

In cases where specific, unavoidable and non-refundable out-of-pocket expenses were incurred by the candidate due to cancellation of the test by LanguageCert, we commit to refunding these where sufficient evidence (e.g. Receipts for travel fares) is provided.

When a candidate’s behaviour is deemed to compromise the integrity of their and/or others’ test and/or the integrity of SELT itself, we reserve the right to cancel the test. In such cases, no free rebooking or full refund will apply.

What if I am not happy with the decision?

We will endeavour to resolve all refund requests to the candidate’s satisfaction. However, if you disagree with the outcome, you may file a formal complaint, which will be processed according to our Complaints Policy for SELT. Complaints must be submitted to complaints@languagecert.org

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