

## Refund, Cancellation and Substitution Policy for the NMC Leeds Test of Competence Centre

### Bookings:

For all test bookings fees are payable prior to booking. Once payment has been made, you will be sent an automated receipt followed by confirmation of your booked exam.

Please allow plenty of time to travel to the competence test centre. Bear in mind that rush-hour traffic often causes delays. If you arrive late, you might not be able to take the OSCE.

### Cancellations:

Cancellation charges are applied in all cases as per the NMC Policy; however, all bookings involve administrative costs, and it is difficult to fill spaces made vacant by late cancellations.

A full refund will be given only if more than 3 weeks' notice is given of a cancellation or reschedule, see below for refund rates:

- Over 3 weeks of cancellation notice: Full refund
- Less than 3 weeks cancellation notice: No refund unless in exceptional circumstances, for which a medical certificate may be requested.
- No refund will be given for non-attendance or if no prior notice (within the stated time above) of cancellation is given.
- No refund will be given if you are late without prior notice

Please note: Unfortunately, there may be instances beyond Leeds Competence Test Centre control to change the timing of the test or test date. We reserve the right to cancel or move a test date up to and including the date of the test.

We will strive to give as much notice as possible in such an event. The Centre will work closely with those affected to find the next most convenient date. In all cases, people who had registered to attend a cancelled test date will be given the option of a full refund or of rescheduling to a future date, but Leeds Competence Test Centre disclaim any further liability.

Leeds Competence Test Centre will endeavour to give at least 24 hours' notice for a cancelled OSCE date, but in the instance of staff sickness we will communicate to all candidates and/or trusts and agencies to advise. Leeds Competence Test Centre will not be held liable for any expenses incurred by the candidate and/or trust or agency.