BCU ENGLISH PROFICIENCY TEST (EPT) REFUND POLICY - effective from 24 September 2020

1. Cancelling your test place before the test date

Applications for refunds can **_only_** be made in exceptional circumstances and _should_ be supported by relevant documents verifying the situation, such as a Doctor's Certificate. **Decisions regarding exceptional circumstance refunds are at the discretion of the BCU Testing Unit.**

If you wish to cancel your test place, the deadline for requesting a refund is one day before your test date.

Applications for refunds received on the day of the test date will be rejected.

Applications for cancelling your test place and requesting a refund must be made by contacting testing@bcu.ac.uk.

2. Your test cannot be completed due to adequate equipment

If you are unable to start or complete a test due to a lack of adequate equipment **throughout the test**, no refund will be issued.
Adequate Equipment includes:

- ✓ A working laptop or computer connected to a power source, with a webcam, microphone and speakers
- ✓ Strong and stable internet connection (minimum speed of 2 Mbps)
- ✓ Access to Google Chrome Browser

3. You violate any examination rules during the test

If any examination rules are violated during the test, you will be disqualified from the test and any future tests. No refund will be issued.

Examination Rules:

- ✓ You must ensure that you are alone in the room
- ✓ Your desk and work area must be clear – writing material in the form of paper and/or pens are not allowed to be used during the Listening, Reading and Writing tests
- ✓ You shall not use dual monitors or computer screens
- ✓ No apps, websites, software or other materials outside of the **exam web browser window** are to be used during the Listening, Reading, Writing or Speaking tests
- ✓ You shall not leave your seat
- ✓ You shall not engage in conversation with any other individual(s)
- ✓ Webcam, speakers, and microphone must remain on throughout the test
- ✓ The invigilator (proctor) must be able to see you for the duration of the test