

Refund, cancellation and substitution policy for Part 2 of the NMC Test of Competence

The University of Northampton, accepts Part 2 of the NMC Test of Competence and our Train the Trainer course, payment made online by credit card. For some clients, e.g. NHS Trusts and agencies, we will invoice and payment may be made by BACS or cheque. In making such bookings clients accept this refunds, cancellations and substitutions policy.

Bookings:

For **all test bookings** fees are payable prior to booking.

Individual candidates - Once payment has been made, you will be sent an automated receipt with a link to book your test date on.

Trusts - Examination dates and times will be released by the University after initial communication from the Trust; Candidates to be booked for confirmed dates will be managed by the Trust.

Upon receipt of your payment, a bespoke link will be sent to the main contact and bookings can commence. It is the responsibility of the Trust to register their candidates on our booking system.

Please note that we can only accommodate by available dates, we cannot accommodate specific date requirements.

It will be easier for Trusts to manage half or full days and dates will be released to manage candidates once payment has been secured. The University will accommodate fewer candidates than the standard 9 candidates in the morning and 6 candidates in the afternoon please email trustbookings@northampton.ac.uk to support if the occasion arises.

For candidates resitting their OSCE, we would require a separate day unless a 'Trust day' is already booked and you can manage these bookings with the spaces pre-paid for.

Cancellations:

Cancellation charges are applied in all cases. We regret that we have to do this, however all bookings involve administrative costs and it is difficult to fill spaces made vacant by late cancellations.

Cancellation charges depend on when the written cancellation notice is received to ctc@northampton.ac.uk (for individuals) or trustbookings@northampton.ac.uk (for Trusts and agencies)

A full refund will be given only if more than 3 weeks' notice is given of a cancellation or re-schedule, 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.

Alternatively, a substitute delegate can be named within 14 days of the test date. This is to allow them enough time to access NILE. There will be no extra surcharge for making a substitution.

No refund will be given for non-attendance or if no prior notice (within the stated time above) of cancellation is given.

Please note:

Unfortunately there may be instances beyond the university's 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 university 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 The University of Northampton disclaim any further liability.

The University of Northampton will endeavour to give at least 24hours 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. The university will not be held liable for any expenses incurred by the candidate and/or trust or agency.