

## **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 the test date.

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

### **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](mailto:ctc@northampton.ac.uk) (for individuals) or [trustbookings@northampton.ac.uk](mailto: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 E-Learning. 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:**

Cancellation of OSCE test days will only be cancelled if the University feel the quality assurance of the OSCE is compromised or in health & safety situations. In these circumstances we will ensure all Trust/Agency representatives & candidates will be notified immediately via provided email and where possible, where time allows, candidates will be notified via provided contact number.

As cancellations can occur within 24hrs notice up until the time of the OSCE, no travel arrangements will be reimbursed unless in exceptional circumstances, but all OSCE tests will be rescheduled free of charge at the earliest available opportunity.