

# Transfers, Withdrawals, Re-Sits, Substitutions and Late Bookings Policy

## 1. About this policy

This policy explains how anyone who has made an assessment booking can:

- transfer an assessment to a different date
- withdraw an assessment that they have booked
- substitute a candidate booking to a different candidate
- re-sit an assessment
- make a late booking.

Multiple choice question (MCQ) examinations and narrative examinations have different processes – please familiarise yourself with the relevant process to your examination type.

## 2. Transfers

If you want to transfer your booking to another date, you must contact us and specify the new date on which you want to take the assessment. The request must be made by the individual or organisation which made the original booking.

### 2.1 Transfers – Multiple Choice Question (MCQ) exams

2.1.1 If we receive your transfer request more than 14 days before the assessment date, there is no fee.

2.1.2 The following additional fees apply to a **first** transfer request:

- If we receive your transfer request between 14 days and 96 hours before the assessment date, a fee of £20 is payable. For example, if you are scheduled to sit an assessment on Monday at 10:00, provided we receive your request to transfer before 10:00 on the previous Thursday, the cost to transfer will be £20.
- If we receive your transfer request less than 96 hours before the assessment date, a fee of £80 is payable.

2.1.3 Second and subsequent transfers are charged at the full exam fee.

## **2.2 Remote Technical issues – MCQ exams**

All candidates must test their device's suitability for remote examinations using the system check ahead of their remote examination date. The system check must be completed ahead of every individual examination.

The device and environment that you use to take and pass the system check must be the same as those you use for the examination.

If you sit the examination without passing the system check, you will be responsible for any disconnection or failure from any technical issues encountered during the examination.

- 2.2.1 If you attempt to start an examination without passing the system check, no concession will be offered on the cost of rebooking.
- 2.2.2 If you are unable to pass the system check, due to an unresolvable issue (agreed by CISI) with your device, and notify the CISI ahead of your examination, we will offer you the option to postpone or transfer your examination to a test centre on the next suitable date. The amount of notice given will determine if any fee is applicable:
  - If you notify us less than 24 hours before examination session start time, then an £80 fee will be payable.
  - If you notify us more than 24 hours before examination session start time, then a transfer will be free of charge.

System issues that are reasonably avoidable, such as: internet connection issues, incompatible applications, etc. will not meet the criteria of an unresolvable issue and candidates will not be applicable for a rebooking under this section.

- 2.2.3 If you sit a remote examination using a device that has passed the system check and subsequently experience a verifiable technical issue during examination session and results in you failing the examination, you should contact the CISI within 10 working days of the examination date.
  - Upon receiving notice of a technical issue as described above, the CISI will investigate and respond to the candidate within 5 working days.
- 2.2.4 Remote Access Software, such as AnyDesk, TeamViewer, etc. must be uninstalled before your examination. If you attempt to launch an examination with Remote Access Software installed, then you will not be allowed to sit your examination. The result of the examination will be deemed as "No Show", and no concession will be offered on the cost of rebooking.

## **2.3 Transfers – Narrative exams**

- 2.3.1 Where we receive your request to transfer before the standard assessment closing date for UK based candidates, or the overseas assessment closing date for candidates sitting the examination outside of the UK, the transfer is free of charge.

2.3.2 The following transfer fees apply to a **first** transfer request:

- If we receive your transfer request after the standard assessment closing date or where it applies, the overseas assessment closing date, the full fee applies.
- If you are sitting the assessment outside of the UK, an additional charge for invigilator costs may apply.
- Closing dates for each session are available on the [CISI website](#).

2.3.3 Second and subsequent transfer requests will be charged at full exam fee, irrespective of the notice given.

### 3. Withdrawals

Candidates who withdraw from an assessment will not receive a refund of the exam fee or the cost of the learning materials.

### 4. Re-sits

#### 4.1 Re-sits – MCQ exams

- 4.1.1 If you are re-sitting an MCQ assessment you must wait 96 hours before you can re-sit the assessment. For example, if you took the assessment on Thursday at 10:00, the earliest that you could re-sit the assessment is the following Monday from 10:00.
- 4.1.2 If you want to re-sit an assessment which you have failed three times, please refer to our Multiple Sittings Policy before you make any further attempts.
- 4.1.3 If you are a UK-based candidate, the full exam fee is payable for all re-sits.
- 4.1.4 If you are based outside of the UK, you will pay the international re-sit fee for any re-sits taken in the period that the edition of your workbook covers. The exception to this is if your workbook edition has expired, when you will pay the first sitting fee to obtain the latest edition of the workbook.

#### 4.2 Re-sits – Narrative exams

- 4.2.1 If you are re-sitting a narrative assessment the full exam fee applies.

### 5. Substitutions

5.1 For MCQ assessments only, you can substitute a candidate booking under the following conditions:

- You must be the individual or organisation that originally booked the assessment
- It must be the same assessment.
- It must be taken on the same date, time and at the same venue.
- Substitution requests must be received more than 96 hours before the exam.
- Payment of a fee of £20.

- The Qualification Registration Fee (QRF) cannot be substituted and must be purchased for the new candidate.

5.2 Substitutions are not available for narrative assessments.

## **6. Late Bookings**

6.1 If you want to book a narrative assessment after the booking window has closed, the following charges must be paid in addition to the assessment fee:

- If you are a UK-based candidate and we receive your request before the late booking closing date, the late entry fee is payable.
- If you are a UK-based candidate, and we receive your request after the late booking closing date, we will try to complete your booking. However, we cannot guarantee that we will be able to do so. Bookings made under these circumstances may be subject to additional fees, details which we will provide when we receive your request.
- If you are based outside of the UK, we will try to complete your booking. However, we cannot guarantee that we will be able to do so. Bookings made under these circumstances may be subject to additional fees including a local invigilation fee, details of which we will provide when we receive your request.