

## **CISI Candidate Policy 9A: Non College / School venues Transfers, Withdrawals, Re-sits and Substitutions**

This policy provides guidelines and prices for transferring, withdrawing, re-sitting an examination, and late entry information at non college / school venues.

**It is important that candidates arrive at the venue 20 minutes prior to the start of their examination. If a candidate arrives late, it may not be possible for them to take their examination and they will forfeit their examination fee.**

**Candidates may only withdraw from an examination in the case of illness or bereavement. In this case, an alternative examination date may be offered free of charge or the examination fee will be refunded less a £20 administration fee.** Full written details and relevant original medical evidence must be submitted to the Customer Support Manager within 48 hours of the original examination date. The medical evidence must cover the date of the examination.

For information regarding candidates indisposed on the day of the examination, please refer to the CISI Special Consideration policy (section 2 of the CBT policies).

Requests to transfer an examination booking to another date must be made in writing (by letter or email). Transfers can only be made for the same subject, and the new examination date must be provided when the transfer request is made.

### **9A.1 Transfers and withdrawals**

In instances where, for reasons other than illness and bereavement, a candidate wishes to transfer an examination booking to another date or venue, the pricing structure below applies.

#### **UK, Channel Islands and Isle of Man**

- If the transfer request is received in excess of 14 days prior to the examination date, the transfer is free of charge.
- If the transfer request is received between 14 to 8 days, inclusive, prior to the examination date a fee of £20 is payable.
- If the transfer request is received between 7 to 2 days, inclusive, prior to the examination date, a fee of £50 is payable
- If the transfer request is received less than 2 clear days before the examination date – the full fee applies. For example, if the examination is booked for a Thursday, the transfer request needs to be received by the Monday at the latest; otherwise the full fee would apply.

**Candidates are unable to transfer from an examination 48 hours prior to the examination**

The above transfer fees apply to the initial transfer only. Any subsequent transfer request for the same subject will be charged at full fee, irrespective of the notice period given.

### **International examinations**

- If the transfer request is received in excess of 14 days prior to the examination date, the transfer is free of charge.
- If the transfer request is received between 14 to 8 days, inclusive, prior to the examination date a fee of £20 is payable.
- If the transfer request is received between 7 to 2 days, inclusive, prior to the examination date, a fee of £50 is payable
- If the transfer request is received less than 2 clear days before the examination date – the full fee applies. For example, if the examination is booked for a Thursday, the transfer request needs to be received by the Monday at the latest; otherwise the full fee would apply.
- Please note, in this instance it is the UK full fee that will be charged if the pdf workbook held by the candidate is still valid. If the pdf workbook is no longer valid, the international full fee will be applied and a new pdf version of the workbook sent.

**Any transfers made within 48 hours are classed as a withdrawal and a new booking made.**

The above transfer fees apply to the initial transfer only. Any subsequent transfer request for the same subject will be charged at full fee, irrespective of the notice period given.

## **9A.2 Re-sits**

Candidates who are unsuccessful in an examination cannot re-sit the same examination subject less than 3 clear days after their last examination date. For example, if a candidate sat an examination on Thursday the earliest re-sit date would be Monday.

Re-sit examinations incur the full cost of the examination.

Non UK based candidates seeking to re-sit examinations can do so at the UK, Channel Islands and Isle of Man examination booking rate provided the pdf workbook edition they had previously received remains valid. If a new edition of the workbook has been issued since the candidate's original examination booking, the full international fee must again be paid.

For information regarding the CISI's policy on candidates wishing to re-sit the same unit more than three times, please refer to the multiple sittings policy (section 6 of the CBT policies).

## **9A.3 Substitutions**

A candidate no longer wishing to sit an exam can be substituted for an alternative candidate under the following conditions:

- The exam must be the same exam.
- Substitutions must be received in writing more than 48 hours before the exam.
- Any date or venue change will be subject to the transfer policy.
- The substitution is subject to a £20 administration fee.
- The QRF booking is NOT transferable and must be purchased for the new candidate.

## **CISI Candidate Policy 9B: Transfers and Re-sits - Colleges and Schools only**

This policy provides guidelines for transferring and re-sitting examinations at colleges and schools only.

For information regarding candidates indisposed on the day of the examination, please refer to the CISI Special Considerations policy (section 2 of the CBT policies).

### **9B.1 Transfers**

Candidates who wish to transfer their examination need to contact the college / school at which they are due to be taking their examination. The college / school is responsible for all transfer arrangements and the costs involved.

### **9B.2 Re-sits**

Candidates, who are unsuccessful in an examination, cannot re-sit the same examination subject less than 3 clear days after their last examination date. For example, if a candidate sat an examination on Thursday the earliest re-sit date would be Monday.

For information regarding the CISI's policy on candidates wishing to re-sit the same unit more than three times, please refer to the multiple sittings policy (section 6 of the CBT policies).