

NORTH WEST EDUCATION HUB

Candidate Examination Terms & Conditions

Document Reference	T&C-CAN-01
Effective From	16/08/2026
Review Date	16/08/2027
Centre	North West Education Hub Ltd Centre Number: 32269

1. About These Terms

1.1 These Terms and Conditions apply to examination services provided by North West Education Hub Ltd (“North West Education Hub”, “we”, “us” or “the Centre”) to private candidates.

1.2 By submitting an examination application, the candidate, or their parent/guardian where the candidate is under 18, confirms that they have read, understood and agree to these Terms and Conditions.

1.3 The Centre conducts examinations in accordance with the regulations and requirements of the Joint Council for Qualifications (JCQ) and the relevant awarding organisation.

1.4 Acceptance of an application by the Centre does not automatically mean that an examination entry has been confirmed. An entry is confirmed only when the Centre has reviewed and accepted the application; confirmed that it can meet the requirements of the qualification; completed any necessary identity and eligibility checks; received any documentation required for the entry; confirmed any additional assessment arrangements where applicable; received payment of all applicable fees; and issued confirmation of the examination entry.

1.5 The Centre reserves the right to update these Terms and Conditions where necessary to reflect changes in legislation, JCQ regulations, awarding organisation requirements or Centre procedures. The terms applicable to an entry will normally be those in force when the candidate registers, except where a regulatory change must be applied.

2. Examination Applications and Entries

2.1 Candidates must submit an application using the Centre’s approved registration process.

2.2 Candidates are responsible for providing complete and accurate information, including their full legal name, date of birth, contact information, awarding organisation, qualification, subject, specification and/or entry code where requested, previous candidate identifiers where known, previous examination history where relevant, and information concerning any additional assessment or access requirements.

2.3 Where a candidate is unsure which specification or entry is required, they should contact the Centre before submitting their application. The Centre may provide administrative information about available qualifications but cannot take responsibility for selecting a qualification on behalf of the candidate or determining whether it is appropriate for their educational needs.

2.4 The Centre reserves the right to decline an application where it cannot reasonably or compliantly deliver the qualification or meet its assessment requirements.

3. Statement of Entry

3.1 Once an entry has been processed, candidates will receive a Statement of Entry or equivalent confirmation showing their examination entries.

3.2 It is the candidate's responsibility to check this information carefully, including name and personal details, awarding organisation, subject, qualification level, specification/entry code, tier where applicable, and examination components.

3.3 Any error must be reported to the Centre immediately.

3.4 Where an amendment is required because incorrect information was supplied by the candidate or an error was not reported promptly, additional administration and/or awarding organisation fees may apply.

4. Candidate Identification and Previous Candidate Numbers

4.1 All candidates must satisfy the Centre's identity verification requirements.

4.2 Candidates must provide the identification and supporting documentation requested during registration and must comply with any examination-day identification requirements.

4.3 Candidates who cannot be satisfactorily identified may not be permitted to sit an examination.

4.4 Where a candidate has previously sat UK examinations, they should provide their Unique Candidate Identifier (UCI) where known.

4.5 Candidates must not knowingly provide incorrect candidate identifiers. Where additional work or awarding organisation charges arise because incorrect information has been supplied, the Centre reserves the right to charge the associated costs.

5. Fees and Payment

5.1 Examination fees are published in the Centre's current Examination Fee Guide.

5.2 Fees may vary according to qualification, awarding organisation, examination series, date of registration, Standard, Late or Very Late entry period, additional assessment requirements, and services requested by the candidate.

5.3 Full payment must be received by the Centre in accordance with the payment terms provided before an examination entry is confirmed.

5.4 Applications received during an awarding organisation's late or very-late entry period will be subject to the applicable fee published by the Centre.

5.5 Additional charges may apply for services including, where applicable, Science practical provision; A Level Practical Endorsements; specialist speaking assessments; access-arrangement assessments or specialist evidence; entry amendments; post-results services; replacement documentation; certificate postage; and other candidate-specific services.

5.6 Where an additional fee is required, the Centre will advise the candidate before proceeding wherever reasonably practicable.

6. Cancellations, Withdrawals and Refunds

6.1 All cancellations, withdrawals and refund requests are governed by the Centre's separate Examination Fees, Cancellation & Refund Policy.

6.2 Candidates must read that policy before registering.

6.3 Awarding organisation entry fees and other costs may become non-refundable once an entry or service has been processed.

6.4 Failure to attend an examination does not automatically entitle a candidate to a refund.

6.5 Any statutory cancellation rights applicable to the candidate will not be affected by these Terms.

7. Examination Dates and Timetables

7.1 Candidates are responsible for checking their examination timetable and attending on the correct date and at the time instructed by the Centre.

7.2 Candidates should not rely solely upon provisional examination dates found on third-party websites.

7.3 Candidates must inform the Centre as soon as possible of any known timetable clash, including where examinations are being taken at another examination centre.

7.4 Where an awarding organisation changes an examination date, time or assessment arrangement, the Centre will notify affected candidates as soon as reasonably practicable.

8. Candidate Examination Regulations

8.1 Candidates must comply with current JCQ regulations; applicable awarding organisation regulations; JCQ Information for Candidates documents; the Centre's Candidate Examination Handbook; and instructions issued by Centre staff and invigilators.

8.2 Candidates are responsible for reading the JCQ Information for Candidates documents relevant to their examinations.

8.3 Candidates must arrive at the Centre at the time stated in their examination instructions.

8.4 Candidates must bring any permitted stationery, equipment or materials required for their examination.

8.5 Mobile phones, smart watches and other unauthorised electronic or communication devices must be dealt with strictly in accordance with current examination regulations.

8.6 Possession or use of unauthorised materials or devices may constitute malpractice and may be reported to the relevant awarding organisation.

9. Malpractice and Candidate Conduct

9.1 The Centre has a duty to report suspected examination malpractice to the relevant awarding organisation where required.

9.2 Examples may include cheating or attempted cheating; possession of unauthorised material; possession or use of prohibited electronic devices; communicating with another candidate; plagiarism or other academic misconduct where applicable; impersonation; providing false or misleading information; disruptive behaviour; or failing to follow an invigilator's instructions.

9.3 Any sanction or disqualification imposed by an awarding organisation is outside the Centre's control.

9.4 The Centre will not tolerate abusive, threatening, discriminatory, intimidating or violent behaviour towards staff, invigilators, other candidates or visitors.

9.5 Serious misconduct may result in removal from the premises and, where permitted by applicable regulations, refusal of future services.

10. Access Arrangements and Reasonable Adjustments

10.1 Candidates requiring an Access Arrangement or Reasonable Adjustment must tell the Centre as early as possible during registration.

10.2 Access Arrangements cannot be granted simply at the request of a candidate, parent, tutor or teacher. They must comply with the applicable JCQ and awarding organisation requirements.

10.3 Candidates may be required to provide supporting evidence and participate in the Centre's Access Arrangements process.

10.4 Where existing evidence is insufficient or does not meet the applicable requirements, additional assessment or specialist evidence may be required.

10.5 Any additional costs will be communicated to the candidate before the relevant service is undertaken where practicable.

10.6 Applications received after the applicable deadline may not be capable of being processed.

10.7 Candidates requiring Access Arrangements must also comply with the Centre's Access Arrangements Assessment & Data Consent requirements.

11. GCSE Science Practical Requirements

11.1 Candidates entering GCSE Biology, Chemistry, Physics or Combined Science must comply with the practical requirements of their chosen specification and awarding organisation.

11.2 Although GCSE Sciences do not have a separately reported Practical Endorsement, practical skills and knowledge form part of the qualification and are assessed through the written examinations.

11.3 First-time candidates may be asked to provide information concerning practical activities already undertaken.

11.4 Candidates who have not undertaken the relevant practical activities, or who are unsure whether their previous practical work satisfies the specification requirements, must inform the Centre before their entry is confirmed.

11.5 Where practical provision must be arranged, an additional fee may apply and the entry will be subject to suitable provision being available.

11.6 Science candidates may be required to complete a separate Science Practical Requirements Declaration.

12. A Level Science Practical Endorsement

12.1 A Level Biology, Chemistry and Physics include a Practical Endorsement in addition to the written examinations.

12.2 Unless expressly stated otherwise, the examination fees published by the Centre for these qualifications cover the examination entry and written examination components only.

12.3 Practical Endorsement provision is charged separately where required.

12.4 Candidates requiring the Practical Endorsement must inform the Centre during registration.

12.5 Where a candidate believes they are eligible to carry forward a previously achieved Practical Endorsement, appropriate information and evidence must be supplied for verification.

12.6 Candidates must not assume that a previous Practical Endorsement can automatically be carried forward.

12.7 Acceptance of an A Level Science entry is subject to the Centre being satisfied that all applicable awarding organisation requirements can be met.

13. Language Speaking Assessments

13.1 Some language qualifications include a speaking assessment which must be completed in accordance with the relevant awarding organisation's requirements.

13.2 Candidates must attend any speaking assessment arranged by the Centre at the date and time confirmed.

13.3 Acceptance of a language entry may be subject to the Centre being able to secure appropriately qualified or competent specialist staff and meet the relevant assessment requirements.

13.4 Where a specialist assessment or additional service falls outside the published examination fee, the candidate will be informed of any additional charge before the service is confirmed.

14. Special Consideration

14.1 Candidates who experience illness, injury or other circumstances which may materially affect their performance in an examination should contact the Centre as soon as possible.

14.2 Candidates may be required to provide supporting evidence.

14.3 Applications for Special Consideration are made in accordance with the applicable JCQ and awarding organisation rules.

14.4 The decision as to whether Special Consideration is granted, and the form it takes, rests with the relevant awarding organisation.

14.5 Special Consideration does not normally create an entitlement to a refund of examination fees.

15. Results

15.1 Results will be made available in accordance with the relevant awarding organisation's published results arrangements.

15.2 The Centre cannot guarantee a particular examination result or grade.

15.3 The Centre is not responsible for delays caused by an awarding organisation or circumstances reasonably outside the Centre's control.

16. Post-Results Services and Appeals

16.1 Post-results services may include clerical re-checks, reviews of marking, access to scripts and appeals where applicable.

16.2 Requests must be made in accordance with the Centre's Post-Results Services Policy and within the applicable deadlines.

16.3 Candidates must provide any consent required before a post-results service is requested.

16.4 Candidates should understand that following a review of marking, a mark and/or grade may increase, decrease or remain unchanged.

16.5 Applicable fees must normally be paid before the Centre submits the request.

17. Certificates

17.1 Certificates are produced and issued by the relevant awarding organisation.

17.2 The Centre will advise candidates when certificates are available and provide information concerning collection or delivery arrangements.

17.3 Candidates are responsible for keeping their contact details, including their postal address, up to date.

17.4 The Centre cannot accept responsibility for certificates sent to an incorrect or previous address where the candidate failed to notify the Centre of a change.

17.5 Any charges for secure postage, replacement documentation or awarding organisation replacement services will be the responsibility of the candidate where applicable.

18. Pre-Release Materials and Candidate Equipment

18.1 Where a qualification requires pre-release material, source material, texts, equipment or other candidate-specific resources, the candidate must comply with the instructions provided by the Centre and awarding organisation.

18.2 Candidates must bring permitted equipment required for their examination unless the Centre has expressly confirmed that it will be provided.

18.3 Candidates must not bring annotated or otherwise unauthorised materials into an examination.

19. Centre Cancellations, Disruption and Circumstances Beyond Our Control

19.1 Examinations may occasionally be affected by circumstances beyond the Centre's reasonable control, including awarding organisation or regulatory decisions; national or local emergencies; severe weather; utility or infrastructure failure; building evacuation; security incidents; public health restrictions; or other exceptional circumstances.

19.2 Where disruption occurs, the Centre will follow the applicable JCQ, awarding organisation and contingency requirements.

19.3 Where an examination is cancelled or rescheduled by an awarding organisation, regulator or other competent authority, the Centre will communicate the arrangements provided to it.

19.4 Where the Centre itself is unable to provide a service for which a candidate has paid, any refund, credit or alternative arrangement will be dealt with in accordance with the Examination Fees, Cancellation & Refund Policy and the candidate's statutory rights.

20. Data Protection and Privacy

20.1 The Centre processes candidate personal information for the administration and delivery of examination services.

20.2 Information may be shared with relevant organisations where necessary, including awarding organisations, JCQ and other bodies involved in examination administration, regulation or compliance.

20.3 Where applicable, the Centre may also process information relating to Access Arrangements, Reasonable Adjustments, Special Consideration and other candidate-specific requirements.

20.4 Further information about how personal information is collected, used, retained and shared is provided in the Centre's Candidate & Parent Privacy Notice.

21. Candidate and Parent/Guardian Responsibilities

21.1 Candidates and, where applicable, parents/guardians are responsible for providing complete and accurate information.

21.2 They must check Statements of Entry and examination information promptly.

21.3 They must read communications issued by the Centre and keep contact details up to date.

21.4 They must pay fees by the applicable deadline and attend examinations and assessments at the required time.

21.5 They must inform the Centre promptly of any issue which may affect the candidate's examination entry or assessment.

21.6 They must read and comply with applicable JCQ Information for Candidates documents and behave appropriately, following instructions issued by Centre staff and invigilators.

22. Centre Responsibilities

22.1 The Centre will administer accepted examination entries in accordance with applicable awarding organisation and JCQ requirements.

22.2 The Centre will maintain appropriate examination security and confidentiality.

22.3 The Centre will provide candidates with relevant information concerning confirmed entries and examination arrangements.

22.4 The Centre will make reasonable efforts to communicate material changes affecting a candidate's examinations.

22.5 The Centre will handle candidate information in accordance with applicable data protection requirements and the Centre's privacy information.

23. Limitation of Liability

23.1 Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

23.2 Subject to applicable law, the Centre cannot accept responsibility for matters outside its reasonable control, including decisions, delays, errors or changes made by awarding organisations, regulators or other third parties.

23.3 The Centre is not responsible for losses resulting from a candidate providing incorrect entry information; failing to check their Statement of Entry; missing an examination or assessment; failing to comply with examination regulations; failing to notify the Centre of relevant information by an applicable deadline; or failing to satisfy qualification-specific requirements that were disclosed to them.

23.4 Nothing in these Terms affects a candidate's statutory consumer rights.

24. Complaints

24.1 The Centre aims to provide a professional and fair examination service.

24.2 Candidates wishing to raise a concern or complaint should follow the Centre's Centre Complaints Procedure (POL-CIA-01).

24.3 A copy of the Complaints Procedure and Complaints Form will be available from the Centre and/or its website.

25. Acceptance of Terms

By submitting an examination registration, the candidate or, where the candidate is under 18, their parent/guardian confirms that:

- ✓ I have read and understood these Candidate Examination Terms & Conditions.
- ✓ I understand that submitting an application does not itself guarantee that North West Education Hub will accept or make my examination entry.
- ✓ I confirm that the information supplied as part of the application is, to the best of my knowledge, complete and accurate.
- ✓ I agree to comply with applicable JCQ and awarding organisation regulations and instructions issued by North West Education Hub.

✓ I confirm that I have read, or will read before completing registration, the Centre's Examination Fees, Cancellation & Refund Policy, Candidate & Parent Privacy Notice, Candidate Examination Handbook and applicable JCQ Information for Candidates documents.

Candidate Name

Parent/Guardian Name (if applicable)

Signature / Digital Acceptance

Date