

NORTH WEST EDUCATION HUB

Examination Fees, Cancellation & Refund Policy

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Centre	North West Education Hub Centre Number 32269

1. Purpose and Scope

This policy explains how examination fees, cancellations, withdrawals, amendments and refunds are managed by North West Education Hub for private candidates.

It should be read alongside the current Private Candidate Examination Fees & Information guide, Candidate Examination Terms & Conditions and any qualification-specific information provided during registration.

The published 2026/27 fee guide confirms that examination fees are charged per qualification, not per examination paper, and normally include the awarding organisation entry fee, candidate registration and entry, standard centre administration, standard invigilation, use of examination facilities, candidate communications, results administration and certificate collection from the centre.

2. Examination Fees

Fees are set according to the qualification, awarding organisation, examination series and the point at which the candidate registers. The current fee guide publishes Standard, Late and Very Late fees for the GCSE, AS Level and A Level qualifications offered by the Centre.

All applicable fees must be paid in full before an examination entry is confirmed unless North West Education Hub has expressly agreed otherwise in writing.

An application or payment does not by itself guarantee acceptance. An entry is confirmed only after the Centre has completed its registration checks, received all required candidate information and identification, confirmed that qualification-specific requirements can be met, received the applicable payment and confirmed acceptance of the entry.

Late and Very Late entries are subject to awarding organisation deadlines, qualification availability and the Centre's ability to accommodate the candidate. Acceptance cannot be guaranteed.

3. Additional Fees

The published examination fee covers the standard services stated in the current fee guide. Additional charges may apply where a candidate requires a service outside the standard examination entry.

Examples include A Level Science Practical Endorsement provision, GCSE Science practical provision where this must be arranged by the Centre, specialist Access Arrangement assessment, additional specialist examination staffing, candidate-specific assessment arrangements, post-results services and certificate postage.

Where an additional fee is required, the candidate will normally be informed of the charge before the additional service is confirmed.

4. Standard, Late and Very Late Entry Periods

North West Education Hub operates internal centre deadlines so that entries can be checked and submitted accurately before the relevant awarding organisation deadlines.

Standard Entry fees apply where registration, all required information and payment are received by the Centre's published Standard Entry deadline.

Late Entry fees apply where the Centre accepts a registration after its Standard Entry deadline and the entry falls within the applicable late-entry period.

Very Late Entry fees apply where the Centre accepts a registration during the final entry period. These fees are substantially higher and acceptance is subject to the Centre being able to make the entry and accommodate the candidate.

The fee applicable to an entry is the fee in force when the Centre has received the information and payment required to process that entry, not merely when an initial enquiry was made.

The Centre's Standard, Late and Very Late entry deadlines are separate from any awarding organisation withdrawal or fee-refund deadlines. A candidate's entitlement to any refund following withdrawal will be determined in accordance with Section 5 of this Policy.

5. Candidate Cancellation or Withdrawal

5.1 Candidates wishing to cancel or withdraw an examination entry must notify North West Education Hub in writing as soon as possible.

5.2 Cancellation of an examination entry does not automatically entitle the candidate to a full refund. The amount refundable will depend upon the stage reached in processing the application, whether the examination entry has been submitted to the awarding organisation, whether the awarding organisation fee can be recovered, and any other costs already incurred by the Centre.

5.3 Where a candidate withdraws and the relevant awarding organisation entry fee can be recovered by North West Education Hub, the amount recovered will be taken into account when calculating the candidate's refund.

5.4 A £50 administration and processing fee per qualification entry will normally be deducted from any refund following a candidate-requested cancellation or withdrawal once the Centre has begun processing the application, subject to the candidate's statutory rights.

5.5 Any other non-recoverable candidate-specific costs already incurred by the Centre may also be deducted. These may include awarding organisation charges, specialist staffing, practical provision, external assessment costs or other services arranged specifically for the candidate.

5.6 Where an awarding organisation entry fee cannot be recovered, that element of the candidate's payment will not be refunded.

5.7 Where the applicable awarding organisation withdrawal/refund deadline has passed, no refund will normally be available, except where required by law, where the awarding organisation subsequently refunds an amount to the Centre, or where North West Education Hub determines that a refund is otherwise due under this Policy.

5.8 Failure to attend an examination is dealt with under Section 8 and does not normally entitle the candidate to a refund.

6. 14-Day Consumer Cancellation Rights

6.1 Where an examination service is purchased online, by telephone or otherwise at a distance, candidates may have a statutory right to cancel their contract within **14 days**, subject to applicable consumer law.

6.2 Because examination entries are time-sensitive, candidates may request North West Education Hub to begin processing their application and examination entry before the end of the 14-day cancellation period.

6.3 Where the candidate expressly requests that the Centre begins providing the service during the cancellation period and subsequently cancels, the Centre may charge for the services already provided and costs properly incurred up to the point of cancellation, to the extent permitted by law.

6.4 This may include examination entry processing and any non-recoverable awarding organisation or candidate specific costs already incurred.

6.5 Where the contracted service has been fully performed during the cancellation period following the candidate's express request, and the candidate has provided any acknowledgement required by law, the statutory right to cancel that completed service may be lost.

6.6 Nothing in this Policy limits or removes a candidate's statutory consumer rights.

7. Amendments to an Examination Entry

Candidates are responsible for checking their Statement of Entry and notifying the Centre immediately if any information is incorrect.

Requests to change a subject, specification, tier, option or other entry detail are subject to awarding organisation rules and deadlines.

Where an amendment results from incorrect information supplied by the candidate, or is requested after the original entry has been processed, the candidate will be responsible for any awarding organisation charges and may also be charged a reasonable Centre administration fee where applicable.

If an amendment causes the entry to fall into a Late or Very Late period, the applicable higher fee may be payable before the amendment is processed.

8. Non-Attendance

Failure to attend an examination or assessment does not constitute cancellation before the service and does not normally create an entitlement to a refund.

Where a candidate is absent because of illness, injury or another adverse circumstance, they should contact the Centre as soon as possible. The Centre will advise whether Special Consideration or another awarding organisation process may be relevant, but this does not normally result in a refund of examination fees.

Candidates remain responsible for attending all required written papers, speaking assessments, practical activities and other components associated with their qualification.

9. Deferrals and Transfers

Examination entries cannot automatically be deferred or transferred to a future examination series.

A candidate wishing to move an entry to another series must contact North West Education Hub. Any request will be considered subject to the awarding organisation's rules, qualification availability, entry deadlines and the Centre's capacity.

Where a new entry is required for a future series, the candidate may be required to pay the applicable fees for that series. Any amount recoverable from the original entry will be considered in accordance with this policy.

An examination place or payment cannot be transferred to another candidate.

10. Science Practical Provision and Practical Endorsements

The standard A Level examination fees published for Biology, Chemistry and Physics cover the examination entry and written examinations. They do not include the cost of completing an A Level Science Practical Endorsement.

Where North West Education Hub arranges Practical Endorsement provision, or GCSE Science practical provision that falls outside the standard examination fee, the candidate will be told the additional charge and relevant booking conditions before the provision is confirmed.

Practical provision may involve external schools, colleges, laboratories, specialist providers or teaching staff. Once a practical place has been booked and the Centre or an external provider has incurred non-recoverable costs, those costs will be deducted from any refund that might otherwise be due.

Any specific cancellation terms supplied for a practical course or external practical provider will form part of the booking conditions for that service.

11. Language Speaking Assessments and Specialist Staffing

Where the published fee states that standard speaking-assessment arrangements are included, that provision is included subject to the Centre being able to secure the necessary specialist staffing and meet the awarding organisation's requirements.

If a candidate requires additional specialist arrangements outside the standard provision, any additional fee will be confirmed before the service is booked.

Where specialist staff have been booked specifically for a candidate and the cost cannot reasonably be recovered following cancellation, that non-recoverable cost may be deducted from any refund otherwise due.

12. Access Arrangements and Specialist Assessments

Where a candidate requires a specialist Access Arrangement assessment, screening, specialist evidence or additional examination staffing, the Centre will explain any additional fee before proceeding.

Fees paid to external assessors or specialist staff, and other candidate-specific costs already incurred, are non-refundable once the relevant service has been provided or the cost has become non-recoverable.

Payment for an Access Arrangement-related service does not guarantee that a particular arrangement will be approved. Arrangements must satisfy the applicable JCQ and awarding organisation requirements.

13. Cancellation or Change by North West Education Hub

If North West Education Hub is unable to provide an examination or additional service that it has accepted and the candidate has paid for, the Centre will consider an appropriate alternative, credit or refund depending on the circumstances.

Where the Centre itself cancels a service and no suitable alternative is provided, the candidate will normally receive a refund of the amount paid for the service that the Centre is unable to provide.

This does not apply in the same way where an examination or service is cancelled, postponed, rescheduled or materially changed by an awarding organisation, regulator, government body or because of circumstances outside the Centre's reasonable control. In those circumstances, the Centre will follow the applicable regulatory and awarding organisation instructions and will pass on any refund or credit that it is able to recover, subject to costs already properly incurred.

14. Awarding Organisation or Regulatory Changes

Examination dates, assessment arrangements, entry requirements and qualification availability may be changed by an awarding organisation or regulator.

North West Education Hub is not responsible for decisions made by an awarding organisation or regulator, but will communicate material changes to affected candidates as soon as reasonably practicable.

Where an awarding organisation provides a refund or credit to the Centre in respect of a candidate's entry, North West Education Hub will take that recovery into account when determining any amount due back to the candidate.

15. Post-Results Services

Post-results services are separate from the original examination entry and are charged separately where applicable.

Requests for clerical re-checks, reviews of marking, access to scripts or appeals must be made within the relevant deadlines and in accordance with the Centre's Post-Results Services Policy.

Once a post-results request has been submitted to the awarding organisation, the fee is normally non-refundable unless the awarding organisation's rules provide otherwise.

16. How Refunds Are Calculated

16.1 Where a refund is due following a candidate-requested cancellation or withdrawal, North West Education Hub will calculate the refund from the amount paid for the relevant qualification or service.

16.2 The following may be deducted where applicable:

- the £50 administration and processing fee per qualification entry;
- any awarding organisation fee or charge which cannot be recovered by the Centre;
- external practical-provider costs already committed;
- specialist staffing or assessment costs already committed;
- other non-recoverable candidate-specific costs; and
- the reasonable value of services already provided, where permitted by law.

16.3 Where North West Education Hub subsequently receives a refund or credit from an awarding organisation relating to a candidate's withdrawn entry, this will be taken into account when determining the final refund due to the candidate.

16.4 Where the awarding organisation fee is no longer refundable, the candidate will not receive a refund of that element of their examination fee.

16.5 Late and Very Late fees are not automatically refundable simply because an entry is subsequently withdrawn. Any refund will be calculated according to the actual amounts recoverable and the costs and services already incurred or provided.

16.6 Nothing in this section permits North West Education Hub to retain an amount which it is not entitled to retain under applicable consumer law.

17. Requesting a Refund

All cancellations, withdrawals and refund requests must be submitted in writing to **Exams@northwesteducationhub.co.uk**. The date the written request is received by the Centre will be treated as the date of the cancellation or withdrawal request.

The request should include the candidate's full name, qualification and subject, awarding organisation, examination series, reason for the request and any relevant supporting information.

The Centre may ask for additional information where this is necessary to determine whether a refund is due.

Approved refunds will normally be returned using the original payment method where reasonably possible. Processing times may depend on the payment provider and, where relevant, the awarding organisation or external provider.

18. Complaints and Disputes

If a candidate is dissatisfied with a decision made under this policy, they should first contact the Centre so that the matter can be reviewed.

Formal complaints will be considered under the North West Education Hub Centre Complaints Procedure (POL-CIA-01).

Nothing in this policy affects any statutory rights or remedies available to a consumer.

19. Related Documents

Candidates should read this policy alongside the current Private Candidate Examination Fees & Information guide; Candidate Examination Terms & Conditions (T&C-CAN-01); Candidate Examination Handbook; Candidate & Parent Privacy Notice; Access Arrangements documentation where applicable; Science Practical Requirements information where applicable; Post-Results Services Policy; and Centre Complaints Procedure (POL-CIA-01).

20. Contact

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