



# **CILT(UK)**

## **Awarding Organisation (AO):**

### **Learner Assessment**

### **Registration Fees -**

### **Refund and Cancellation policy**

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CILT(UK) Awarding Organisation (AO):  
Learner Assessment Registration Fees - Refund and Cancellation Policy

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## 1. Introduction

This policy covers circumstances where a Learner and/or Learning Partner requests a refund of CILT(UK) AO's examination registration fees. Where a refund is provided, this is at CILT(UK) Awarding Organisation's discretion and CILT(UK) AO's decision in these matters is final.

## 2. Scope

This policy applies to:

- All refund requests in relation to CILT(UK) AO qualification registration fees charged by CILT(UK) AO.

## 3. Regulatory Authorities' criteria

CILT(UK) is an awarding organisation regulated by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet relevant regulatory requirements as set out by Ofqual/ QW/ CCEA and has been compiled with reference to current regulatory guidance and best practice.

## 4. Definitions

### *Awarding Organisation*

*An organisation or consortium that awards qualifications. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.*

### *Learner*

*A person who is registered to take a qualification and to be assessed as part of that qualification.*

### *Learning Partner (Centre)*

*An organisation undertaking the delivery of an assessment (and potentially other activities) to Learners on behalf of an awarding organisation. Centres are typically educational institutions, training providers, or employers.*

### *Qualification*

*An award made by an awarding body for demonstration of achievement or competence. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.*

### *Regulatory authorities*

*Government-designated statutory organisations required to establish national standards for qualifications and secure consistent compliance with them.*

## 5. CILT(UK) AO Learner Assessment Registration fees - Refund and Cancellation policy

Note: CILT(UK) assessment dates are published in the relevant Institute Assessment Route Timetable available here (See 'Learning Partner Resources'): <https://ciltuk.org.uk/Qualifications>

Current CILT(UK) AO fees are available in the relevant CILT(UK) AO Standard Fees list available here (See 'Policies and Procedures'): <https://ciltuk.org.uk/Qualifications>

Assessment Registration refund requests received prior to the relevant examination registration closing date

CILT(UK) AO policy is to provide a 100% refund of CILT(UK) AO's examination registration fee if the Learner's assessment registration is withdrawn by their Learning Partner prior to the examination registration closing date.

Note: Transfer of a Learner's registration(s) to a later assessment date is not permitted after the registration closing date of the relevant examination.

Assessment Registration refund requests received after the relevant examination registration closing date and *no later than 5 working days after the examination date*

If the Learner's assessment registration is withdrawn by their Learning Partner within the timescales above, CILT(UK) AO policy is to provide a refund of CILT(UK) AO's examination registration fee *subject to meeting the extenuating circumstances accepted by CILT(UK) AO:*

100% refund

- For paper-based assessments, if there is an enforced regional or national lockdown in the area where and when the examination is to be held (e.g. due to Covid-19)
- If CILT(UK) AO make the decision to cancel or reschedule an assessment. In these circumstances, Learning Partners and Learners may be offered the option of rescheduling to a future scheduled examination series (subject to the Learner's preferred assessment method being available at that series).

50% refund

- Learner absence on medical grounds making them unavailable for the assessment date. Supporting medical evidence for the Learner must be supplied (for example, letter from the Learner's GP or hospital);
- Jury service after registration making the Learner unavailable for the assessment date. Supporting evidence of the timing of must be supplied (e.g. letter from the relevant Court);
- Military and Service Personnel that receive posting details after registration making them unavailable for the assessment date. Supporting evidence of the timing of this must be supplied (e.g. letter from employer);
- Bereavement due to the death of a close relative, making the Learner unavailable for the assessment date: Spouse/partner or other immediate family members only (parent, sibling,

child, grandparent). Supporting evidence from an official source must be supplied (e.g. a copy of the death certificate of the family member). The Learner may be required to provide proof of their relationship to the partner or relative if they do not share the same surname.

Note: Where a 50% refund is authorised, transfer of a Learner registration(s) to a later assessment date is not permitted after the registration closing date of the relevant examination. Re-registration of the Learner by the Learning Partner for a future assessment date will be required.

The Learner must provide current evidence which supports the reason for the application. Incomplete application forms and/or forms without supporting evidence will be returned without being processed.

CILT(UK) AO reserves the right to see original supporting documentation where it considers this to be necessary e.g. for verification purposes. It is the Learner and Learner Partner's responsibility to ensure the necessary supporting evidence is provided. CILT(UK) AO will not contact any third party to obtain supporting evidence or documentation. All refund applications are considered on a case-by-case, based on the information provided. CILT(UK) AO's decision is final.

#### Examples of circumstances not eligible for refunds

Please note that refunds WILL NOT be considered for any of the following reasons:

- Work commitments;
- Booking of holidays/vacations or rearrangement of;
- Family commitments, e.g. weddings, educational reasons, etc;
- Other commitments, e.g. diary changes or clashes
- Forecast weather conditions, planned roadworks and/or industrial action affecting travel to the examination: Learning Partners are expected to account for reasonable and foreseeable local delays when planning assessments as are Learners when making travel arrangements, to assist in ensuring Learners arrive at the examination venue in good time before the examination commences.

Where necessary (e.g. in the event of major planned disruption), Learning Partners should check Learners' travel arrangements in advance and if necessary, contact CILT(UK) in good time in advance of the proposed assessment date to discuss re-scheduling the assessment.

Note: The above is *not* a complete or exhaustive list.

Registration refund requests received more than 5 working days after the relevant examination date

Refund requests will NOT be accepted if received more than 5 working days after the relevant examination date.

#### Submitting applications for refunds

The Learning Partner must complete the *“CILT(UK) AO Learner Assessment Registration Fees: Refund Application Form”* available at the CILT(UK) AO website (see ‘Policies and procedures’): <https://ciltuk.org.uk/Qualifications>

Fully completed refund application forms must be submitted to: [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk)

Applications will be acknowledged within 5 working days of receipt and a response provided within 20 working days of receipt.

Note: Refund applications will not be accepted if received more than 5 working days after the assessment date.

#### Payment of refunds

Refunds will be made directly to the payee of the original registration fee (normally the CILT(UK) accredited Learning Partner), irrespective of the organisation or person applying for the refund. In the event of a successful application, Learners should liaise with their Learning Partner to discuss how any refund will be returned to them.

## 6. References

CCEA Regulation, 2021 *“General Conditions of Recognition (January 2023)”*

Office of Qualifications and Examinations Regulation, 2022 *“Ofqual Handbook: General Conditions of Recognition (May 2022)”*

Qualifications and Curriculum Authority, 2006 *“NVQ Code of Practice - Revised”*

Qualification Wales, 2021 *“Standard Conditions of Recognition (January 2021)”*



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