**BIRMINGHAM CITY UNIVERSITY**

**BCU EPT Refund Policy**

Version 2.0

1. **You may be entitled to a refund if you cancel your BCU EPT place before the test date.**

If you wish to cancel your test place, the deadline for requesting a refund is **09:00 GMT** **14 days** before your test date.

Applications for refunds received after this will be rejected.

Applications for refunds can ***only*** be made in exceptional circumstances and should be supported by relevant documents verifying the situation, such as a Doctor’s Certificate.

**Decisions regarding exceptional circumstance refunds are at the discretion of the BCU Testing Unit.**

Applications for cancelling your test place and requesting a refund must be made by contacting testing@bcu.ac.uk. Please include your full name, test date, online store order number, date of payment and reason for wishing to cancel, along with relevant documents.

1. **We are unable to issue refunds, or offer a subsequent test place free of charge, in the following situations:**
2. **You have taken an alternative English test, and/or received the results of an alternative English test, since booking a BCU EPT and have met your BCU course requirements with those results.**
3. **You did not download the TestReach application, schedule your exam, or complete a system check at least 72 hours before your exam.**
4. **You did not complete your test due to internet connection issues.**

Your pre-test instructions will be clearly stated in emails sent to you by TestReach at least one week prior to your Main Test. If you cannot see this email in your inbox or junk/spam folder prior to your test, please contact support@testreach.com.

1. **You are late for your BCU EPT.**

Your test start times will be clearly stated in emails sent to you prior to your Main Test and Speaking Test. If you have any questions about these start times prior to your test, please contact testing@bcu.ac.uk.

1. **Your BCU EPT could not be completed due to a lack of adequate equipment (BCU EPT Online).**

If you are unable to start or complete your test due to a lack of adequate equipment, **no refund will be issued.** Details of equipment required will be clearly stated in emails sent to you prior to your Main Test and Speaking Test.

For the **BCU EPT Online**, adequate equipment includes:

* A working laptop or computer connected to a power source, with working webcam, microphone and speakers.
* Ability to access the assessment software (you will need to perform system checks prior to the test date).

It is the test-taker’s responsibility to ensure they are able to fully access the TestReach app prior to the test date. If the test-taker is unable to start or complete the test due to firewall restrictions, no refund will be issued.

1. **Your BCU EPT results are withheld, or revoked if already issued, as a result of suspected test-taker malpractice.**

Any instances where rules may have been broken, or test-taker malpractice may have occurred, will be investigated. If it is concluded (beyond reasonable doubt) that you engaged in malpractice, your test results may be withheld, or revoked if already issued, and no refund will be issued.

If the test-taker is suspected of taking part in malpractice the results of the test will be withheld whilst the allegation is investigated. If it is concluded (beyond reasonable doubt) that the task-taker engaged in malpractice, no refund will be issued.