

Refund, Cancellation and Substitution Policy for Part 2 of the NMC Test of Competence

Competence Test Centre

Northumbria University accepts Part 2 of the NMC Test of Competence payment made by debit/credit card for individual bookings. For NHS Trusts and agencies, payment will be made by Purchase Order. In making such bookings, clients accept this refunds, cancellations and substitutions policy.

Bookings:

For **all test bookings** fees are payable prior to booking.

Individual candidates – Payment is required at time of booking.

Trusts – Examination dates and times will be confirmed by the University after initial communication from the Trust. Upon receipt of your payment, confirmation will be sent to the Trust to confirm the booking. An email confirmation will also be sent to each candidate on the booking.

Please note that we can only accommodate by available dates, we cannot accommodate specific date requirements.

Cancellations:

Cancellation charges are applied in all cases. We regret that we must do this, however all bookings involve administrative costs, and it is difficult to fill spaces made vacant by late cancellations.

Cancellation charges depend on when the written cancellation notice is received to CTCGeneralEnquiries@northumbria.ac.uk (for individuals) or CTCTrustEnquiries@northumbria.ac.uk (for Trusts and agencies).

A full refund will be given only if more than 3 weeks' notice is given of a cancellation or re-schedule, see below for refund rates:

- **Over 3 weeks** of cancellation notice: Full refund
- **Less than 3 weeks** cancellation notice: No refund unless in exceptional circumstances, for which a medical certificate may be requested.

Alternatively, a substitute delegate can be named within 14 days of the test date. This is to allow them enough time to access the online materials. There will be no extra surcharge for making a substitution. No refund will be given for non-attendance or if no prior notice (within the stated time above) of cancellation is given.

Please note:

Unfortunately, there may be instances beyond the University's control to change the timing of the test or test date. We reserve the right to cancel or move a test date up to and including the date of the test. We will strive to give as much notice as possible in such an event. The University will work closely with those affected to find the next most convenient date. In all cases, people who had registered to attend a cancelled test date will be given the option of a full refund or of rescheduling to a future date, but Northumbria University disclaim any further liability.



Northumbria University will endeavour to give at least 24 hours' notice for a cancelled Test of Competence date, but in the instance of staff sickness we will communicate with all candidates and/or trusts and agencies to advise. The University will not be held liable for any expenses incurred by the candidate and/or trust or agency.