

Exam refund policy

All RCR exams operate a window prior to the sitting within which candidates must submit their application. Closing dates are usually six to eight weeks prior to the exam and the RCR understands that sometimes candidates will not be able to attempt the exam they have entered, for reasons beyond their control such as illness or bereavement.

Candidates are urged to contact the Exams Team on examinations@rcr.ac.uk as soon as possible once it has been established they will not be able to sit an exam for which they have entered. There is no deadline by which candidates must notify the RCR of their withdrawal prior to the exam. Candidates may request a refund either before the exam or up to 15 working days afterwards.

Candidates who apply for an exam but notify the RCR that they are unable to sit and request a refund *before* the closing date will automatically be reimbursed the exam fee with a 10% deduction to cover administrative charges.

Candidates who notify the RCR that they are unable to sit an exam for which they have entered *after* the closing date may request a refund. Refunds after the closing date are not processed automatically and the candidate must advise the reason for their inability to attempt the exam and provide supporting evidence where appropriate. The RCR will consider providing refunds to candidates who, following the submission of an entry, had experienced:

- illness
- involvement in an accident
- bereavement of a spouse, partner or close relative. Close relative will usually be taken to mean a first or second degree relative, e.g. parent, sibling, aunt, grandparent.

Requests for other reasons will also be considered on their own merit; supporting evidence is required in all cases.

Candidates should note that refund requests for the following reasons will not be supported:

- lack of preparedness or readiness for the exam for which the candidate has entered
- failure to arrange time away from work
- inability to secure a visa or other travel documents required to attend the exam

The RCR does not provide refunds for either travel or accommodation costs in any circumstance.

Refund requests granted after the closing date will be subject to a 25% administrative charge.

Refund requests should be emailed to examinations@rcr.ac.uk within 15 working days following the exam the candidate was unable to attend. These requests should describe the circumstances that lead to the candidate being unable to sit the exam.

Applicants in a formal UK radiology training scheme should copy their Training Programme Director (TPD) into their initial refund request. For non-UK trainees, the equivalent head of training should be copied.

For a refund on medical grounds - illness or accident - a medical certificate will be required. The RCR reserves the right to request the original documentation from the candidate if necessary. Please note that the responsibility for collation and submission of the requisite evidence rests with the candidate and the RCR will not contact any third party to request information to support a request.

The RCR will respond to requests within 15 working days and, if applicable, refunds will be processed within 10 working days thereafter.

Refund requests will not be considered after 15 working days following the exam and the RCR's decision regarding the provision of a refund is final.