

Partner Schools Network

Refund Policy – School Exams

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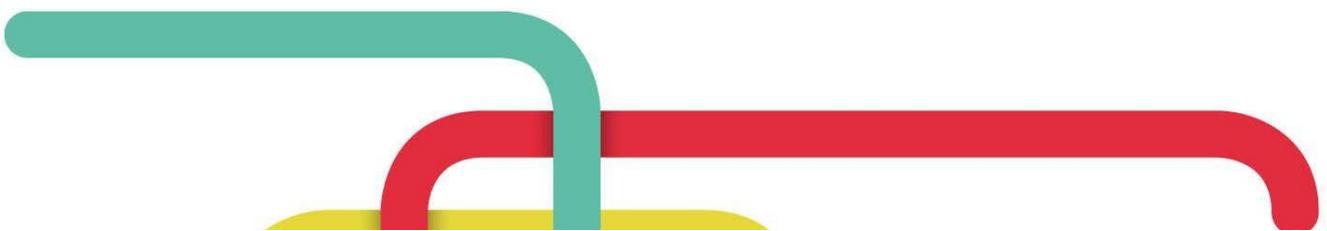
Pearson Edexcel Examinations

Stage 1

1. A candidate may withdraw from an examination and apply for a refund before the closing date, published by the British Council, by submitting a refund application form.
2. A refund will be made charging an administrative fee (to be deducted from the refunded amount) of **LKR 2,000/- per subject** for International GCSEs and per unit for ALs.
3. Please note that it will take at least three months from the local closing date to process the approved refund.
4. Payment will be made either by debiting the account for card payments and cheques for cash payments.

Stage 2

1. A candidate may withdraw from an examination and apply for a refund on the following grounds during the examination period other than for practical examinations. Further AICT registration (three units or six units registration) fees will not be refunded unless one withdraws from all units. The refund request must be accompanied by documentary evidence of why the candidate was unable to sit the examination(s).
 - a. Illness or injury
A medical certificate valid at the date of examination, clearly indicating the effective period, from a doctor registered at the Sri Lanka Medical Council (SLMC) confirming the candidate's inability to take the exam. Pearson Edexcel Refund application must be signed by the medical practitioner along with the statement to the effect that the candidate was unable to sit the examination(s). Medical certificates submitted apart from the approved hospitals are subjected to rejection.
 - b. Loss or bereavement of an immediate family member. (Death certificate along with relevant documents to prove relationship).
 - c. Victim of emergency exigencies like accidents, crime, trauma & disasters. (Police or Grama Niladhari reports)
2. In any of the above circumstances you will be required to submit an application for a refund **no more than 5 working days after the first missed test date**.
3. Such refunds will be granted only with the approval of the examination board.
4. Upon approval by the board British Council will make the refund charging an administrative fee of **LKR 2,500/- per subject** for International GCSEs and per unit for ALs.
5. Please note it will take at least four months from the local closing date to process the approved refund. However processing time may vary according to the date of the board approvals.
6. Payment will be made either by debiting the account for card payments and cheques for cash payments.



Procedure to submit Pearson Edexcel refund requests

1. Fill in the BC Refund request form
2. Completed Pearson Edexcel Refund application form for **stage 2** refunds
3. Private candidates: attach a copy of the payment receipt.

School candidates: If the receipt is issued to the school then please obtain a letter from the school stating that school is authorising the candidate to obtain the refund and also stating the receipt numbers of the bulk payment made to the British Council.

4. Copy of the statement of entry
5. Copy of bank passbook/ statement details page (mandatory)

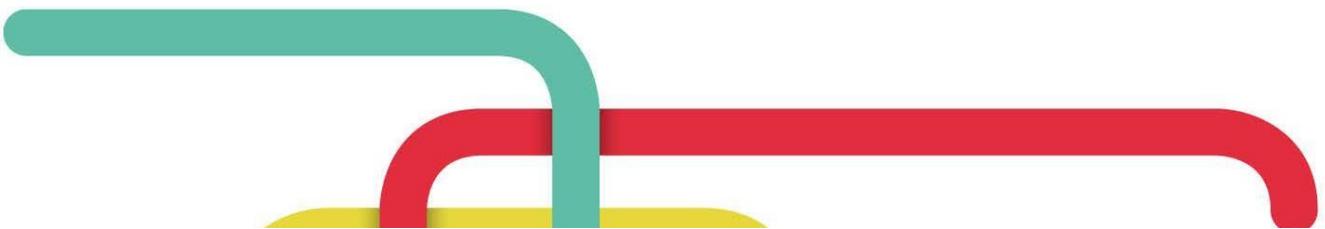
Cambridge International Examinations

Stage 1

1. A candidate may withdraw from an examination and apply for a refund before the closing date, published by the British Council, by submitting a refund application form.
2. A refund will be made charging an administrative fee (to be deducted from the refunded amount) of **LKR 2,000/- per subject**.
3. Please note that it will take at least two months from the local closing date to process the approved refund.
4. Payment will be made either by debiting the account for card payments and cheques for cash payments.

Stage 2

1. A candidate may withdraw from an examination and apply for a refund on the following grounds during the examination period other than for practical examinations. The refund request must be accompanied by documentary evidence of why the candidate was unable to sit the examination(s).
 - a. Illness or injury
A medical certificate valid at the date of examination, clearly indicating the effective period, from a doctor registered at the Sri Lanka Medical Council (SLMC) confirming the candidate's inability to take the exam. Medical certificates submitted apart from the approved hospitals will be rejected.
 - b. Loss or bereavement of an immediate family member. (Death certificate along with relevant documents to prove relationship).
 - c. Victim of emergency exigencies like accidents, crime, trauma & disasters. (Police or Grama Niladhari reports)
2. In any of the above circumstances you will be required to submit an application for a refund **no more than 5 working days after the first missed test date**.



3. Such refunds will be granted only with the approval of the examination board.
4. Upon approval by the exam board British Council will make the refund charging an administrative fee of **LKR 2,500/- per subject**.
5. Please note it will take at least three months from the local closing date to process the approved refund. However processing time may vary according to the date of the board approvals.
6. Payment will be made either by debiting the account for card payments and cheques for cash payments.

Procedure to submit Cambridge refund requests

1. Fill in the BC Refund request form
2. Completed Cambridge refund application form for **stage 2** refunds
3. Private candidates: attach a copy of the payment receipt.

School candidates: If the receipt is issued to the school then please obtain a letter from the school stating that school is authorising the candidate to obtain the refund and also stating the receipt numbers of the bulk payment made to the British Council.

4. Copy of the statement of entry
5. Documentary evidence as prescribed above.
6. Copy of bank passbook/ statement details page (mandatory)

General note:

1. Late fees applicable at any stage will not be refunded.
2. Refer to the approved list of hospitals appended.
3. Inability to take an exam due to illness is not given in cases of;
 - a. Fluctuations in physical fitness
 - b. A minor cold (without fever)
 - c. Permanent disorders, which characterize the normal performance capability of the candidate as individual dispositions, such as ADHD, metabolic disorders, low or high blood pressure. Permanent disorders/afflictions with fluctuating symptoms, such as depression, are not considered to result in inability to take an exam.
 - d. Exam stress and anxiety can originate from the exam situation and are part of the normal risk of the candidate (e.g. anxiety disorders, blackout, and personal problems).
 - e. Self-induced indispositions and indispositions as a result of decisions taken at the candidate's own risk (e.g. adverse effects from an overdose of medication treating the symptoms of anxiety, concentration problems due to nicotine withdrawal symptoms)

