

School Exams – Refund Policy

Stage 1

Pearson Edexcel	
Submission Deadline	As per "Information Sheet" for the relevant Exam Series available at https://www.britishcouncil.lk/exam/school-exams/register/private-edexcel
Admin Fee	25% of the Unit / Subject Fee
Supporting Documentary Evidence	None
Processing Timeline	3 Months from Submission Deadline

Cambridge International	
Submission Deadline	As per "Information Sheet" for the relevant Exam Series available at https://www.britishcouncil.lk/exam/school-exams/register/private-cambridge
Admin Fee	25% of the Subject Fee
Supporting Documentary Evidence	None
Processing Timeline	3 Months from Submission Deadline

How to Apply:

Fill this "[Online Form](https://forms.office.com/e/JQJzaWHmKT) – <https://forms.office.com/e/JQJzaWHmKT>" before the respective deadline.

Important:

- Please ensure the form is accurately filled in the first attempt. Avoid multiple submissions.
- Late, Incomplete and/or Inaccurate responses will be rejected.
- Refund Acceptance or Rejection will be at the sole discretion of Exam Board.
- Approved Refunds will be paid via Bank Transfers (Offline Payments) or directly to the respective Credit/Debit Card (Online Payments).
- British Council is not liable for errors caused as a result of incorrect information provided.

Stage 2

Pearson Edexcel	
Submission Deadline	As per "Information Sheet" for the relevant Exam Series available at https://www.britishcouncil.lk/exam/school-exams/register/private-edexcel
Admin Fee	25% of the Unit / Subject Fee
Supporting Documentary Evidence	As stated below depending on the reason
Processing Timeline	4 Months from Submission Deadline

Cambridge International	
Submission Deadline	As per "Information Sheet" for the relevant Exam Series available at https://www.britishcouncil.lk/exam/school-exams/register/private-cambridge
Admin Fee	25% of the Subject Fee
Supporting Documentary Evidence	As stated below depending on the reason
Processing Timeline	4 Months from Submission Deadline

Supporting Documentary Evidence:

- Illness or Injury – Medical Certificate from “**Approved List of Hospitals**” covering the missed exam date(s).
- Bereavement – Copy of Death Certificate.
- Copy of Statement of Entry (SOE)
- “Pearson Edexcel Stage 2 Refund Application Form” – Downloadable form <https://www.britishcouncil.lk/exam/school-exams/register/private-edexcel> (*Required only for Edexcel Stage 2 Refunds*).

How to Apply

Step 1 – Email “Supporting Documentary Evidence” to info.lk@britishcouncil.org before the respective deadline. Use the subject line as “Exam Board Name – Exam Series – Candidate Name”

E.g., "Edexcel – May/Jun 2022 – John Smith"

Step 2 – Note the “Reference Number” received in the automated reply.

E.g., CS-12345678

Step 3 – Fill this “[Online Form](https://forms.office.com/e/JQJzaWHmKT) – <https://forms.office.com/e/JQJzaWHmKT>” before the respective deadline.

Important:

- Please ensure the above steps are duly followed and the form is accurately filled in the first attempt. Avoid multiple submissions.
- Late, Incomplete and/or Inaccurate responses will be rejected.
- Late Entry Fees are Non-refundable.
- Medical Certificates will only be accepted from the “Approved List of Hospitals”.
- Refund Acceptance or Rejection will be at the sole discretion of Exam Board.
- Approved Refunds will be paid via Bank Transfers (Offline Payments) or directly to the respective Credit/Debit Card (Online Payments).
- British Council is not liable for errors caused as a result of incorrect information provided.