

# Mock Exams Terms and Conditions for External Candidates

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## 1. Eligibility and Registration

### 1.1 Eligibility Criteria:

- All candidates must provide valid proof of identity and eligibility as required by the examination body.
- External candidates must meet any specific prerequisites outlined for the exam.

### 1.2 Registration Process:

- Candidates must complete the mock exam registration form and submit all required documents prior to sitting the exam.
- Payment of the registration fee must be completed in full for the registration to be confirmed.

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## 2. Fees and Payment

### 2.1 First-Time Booking Fee: £75

### 2.2 Redo/Reschedule Mock Fee: £50

### 2.3 Fee Structure:

Students **cannot book a redo mock exam** until they have attempted the first-time mock exam.

If students miss a scheduled mock exam, they are required to **reschedule** and pay the rescheduling fee.

- All fees, including registration fees and any additional charges, will be clearly outlined during the registration process.

### 2.4 Payment Methods:

Payments can be made via:

- Online platforms
  - Form submission
- Accepted payment methods include:
- Credit/Debit Cards

### 2.5 Refund Policy:

- If you wish to cancel and request a refund for mock exams, you must notify us **at least 72 hours in advance**.

- An **administrative fee of 25%** will be deducted, and the remaining amount will be refunded to your original payment method.
  - Fees are **non-refundable** except in cases where the exam is cancelled by the organizing body.
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### 3. Exam Venue and Schedule

#### 3.1 Venue:

- Best Tutors, 3rd Floor, Exams Department, Postcode: N18 2US

#### 3.2 Exam Schedule:

- Exam dates are **pre-selected** and cannot be changed by students.
- If you miss a scheduled exam, you will need to pay the rescheduling fee to rebook.
- The exam date, time, and duration will be communicated upon confirmation of registration.

#### 3.3 Exam Confirmation:

- You will **not receive additional emails or reminders** regarding your exam date.
- It is your responsibility to attend the exam on the date you booked.
- Upon arrival, report to the **Exams Officer** to confirm your attendance and sit the exam.

#### 3.4 Subject Changes:

- If you wish to change a subject, you must notify us **at least 7 days before the exam date**.
  - Last-minute subject changes are allowed up to **24 hours before the exam**, with prior notification.
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### 4. Conduct During the Exam

#### 4.1 Identification:

- Candidates must bring a valid **photo ID** that matches the information provided during registration.

#### 4.2 Permitted Materials:

- Only materials specified by the exam body are allowed in the exam room.
- Unauthorized materials or electronic devices are **strictly prohibited**.

#### 4.3 Behaviour:

- Candidates must follow all instructions given by exam invigilators.

- Any form of cheating, plagiarism, or disruptive behaviour will result in **immediate disqualification** and potential further action.
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## 5. Exam Integrity and Security

### 5.1 Confidentiality:

- All exam content is confidential. Candidates must not share or discuss exam questions or answers with others.

### 5.2 Monitoring:

- The exam may be monitored via **CCTV**, and candidates may be subject to **security checks**.

### 5.3 Data Protection:

- Personal information collected during registration and the exam process will be handled in accordance with **data protection laws**.
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## 6. Results and Certification

### 6.1 Results:

- Exam results will be released within **7 days** of completing the mock exam.
  - Candidates will receive their results via email.
  - We will provide the **exam result only**. Original scripts or exam papers will **not** be provided.
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## 7. Appeals and Complaints

### 7.1 Appeal Process:

- Candidates may appeal their results or any decisions made by the exam body through the specified appeals process.

### 7.2 Complaints:

- Any complaints regarding the exam process must be submitted in writing **within a specified period** following the exam.

### 7.3 Notification:

- Candidates are responsible for staying informed about any updates or changes to these terms and conditions.
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## 8. Legal Compliance

### 8.1 Compliance:

- Candidates must comply with all **applicable laws and regulations** related to the exam.

#### **8.2 Amendments:**

- The exam body reserves the right to **amend these terms and conditions**. Any changes will be communicated to candidates in a timely manner.