

Date Change and Deferral Policy for Face to Face and LVE Exams

Exam Scheduling

Rockschool exams run 7 days a week, with most centres operating between 9 AM and 5 PM. This includes school days, weekends, and school holidays during exam periods. To confirm the operating days of your nearest exam centre, please consult the centre map on our website or contact us at info@rslawards.com.

Date Change and Deferral Fees

1. **Date Change Fee:** A £30 fee applies for changing an exam date after the Exam Appointment Slip has been issued. Changes must be requested at least 7 calendar days before the exam.

2. **Deferral Fee:** A £30 fee applies for deferring an exam to the next or future exam period. Deferrals must be requested at least 7 calendar days before the exam.

3. **Short Notice Changes:** Changes or deferrals requested less than 7 calendar days before the exam are not permitted and will result in forfeiture of the exam fee.

4. **Changing Exam Mode:** We welcome changes from face-to-face exams to Recorded Digital Exams or Live Stream exams. However, for scheduling reasons, the following notice periods and fees apply:

- Before Appointment Slip: Free of charge
- Between Appointment Slip and 7 days before exam: £30 fee (offset by refund of fee difference)
- Less than 7 days before exam: Not possible (a new entry for the desired exam mode must be purchased)

Fee Waiver Circumstances

Fees may be waived under the following circumstances:

- Academic commitment (school exam, trip): Requires a note from the school on headed paper
- Medical appointment or injury: Requires a note from the doctor or hospital on headed paper
- Bereavement or serious family illness

For any other circumstances, a written request must be submitted to the Operations team at info@rslawards.com.

Refunds

- Refunds are granted if the exam hasn't been scheduled
- No-shows on the exam day forfeit the exam fee
- Illness on the exam day: Refund possible with a medical note (contact Rockscool within 48 hours of the exam)
- Wrong qualification entry: Difference in fee refunded for downgrades (written request required)

Recorded Digital Exams

- Deadline extensions are possible
- Full refund if cancelled within 14 days of entry submission
- No refund for cancellations after 14 days

For all requests and inquiries, please contact info@rslawards.com.