

Terms & Conditions

As a private candidate you take full responsibility for filling the exam application accurately, being aware of the conditions and fees on the Exam Application form. You MUST familiarise yourself with the exam dates, rules of examinations and certification process as issued by your exam board(s).

1.Data protection

1.1 Data Protection Act 1998: The information on this form will be held both electronically and as a hard copy for the purposes of student account administration within Bestgrade Limited and affiliated centres only. Data will not be disclosed to any external without your express written consent.

1.2 We work with various affiliated centres and we may forward your details to them for the purpose of exam registrations. We will fill in their application forms behalf of you and submit applications adhering their terms and conditions.

2.Document Checklist – To be included with application.

2.1 Photo - Recent photograph of the candidate (Head and shoulder photo). 2.2 Photo ID (can be scanned and emailed back): A valid passport, an expired passport, valid photographic EU identity card, valid photographic driving licence, valid armed forces identity card, valid police warrant card/badge, valid airport employees security identity pass, Citizen Card, valid photographic firearm certificate, valid Government-issued identity card, SMART card, electoral identity card, photographic disabled badge, NUS card photographic (National Union of Students), photographic university/college ID card, company ID card of nationally recognised company (photographic), Council issued bus pass. You are required to bring the Photo ID with you to the exams.

2.3 Any previous exam results (with UCI number)/copies of previous certificates required as proof of previous grades/confirmation of practicals.

3.Exams and registration 3.1 You are solely responsible for answering all questions in the application form honestly, completely and to the best of your knowledge and also for ensuring that any assumptions are correct. Failure to do so may lead to incorrect exam registrations and not be able to sit for exams.

3.2 Bestgrade Limited T/A Private Exam Centre cannot be held responsible for mistakes in completion of your form. 3.3 You are solely responsible to ensure that any exam or services you purchase meets your needs. We are not responsible for your grades and marking as we only facilitate exams behalf of exam boards. 3.4 If you have not sat any examinations before in UK, you will not have a UCI or ULN. If UCI is left blank, we will create a new UCI.

4.Assess arrangements

4.1 If due to special circumstances, you have previously been given additional time to complete examinations, you must inform us at the time of registration together with supporting documentation. 4.2 All students who require assess arrangements must have a JCQ Form8 which has to be completed by a Qualified SENCO. 4.3 As a private centre, we have limited facilities for access arrangements and candidates are expected to pay for additional services and additional time.

5.Exam Fees

5.1 Most Fees are displayed clearly on our website. Due to the nature of some exams (with coursework/practical/orals) fees are discuss individual basis. 5.2 Once the registration form is completed, we will calculate the total payment and we will request you to pay in full or in installments. If an instalment plan is agreed, then final payment must be completed on or before the agreed date. 5.3 Entries cannot be made until payment is received in full on time. Payment can be made by bank transfer, Card, Cheque or Cash. If payment is made by cheque, we will not process your application until funds are fully cleared.

6.Statement of Entry and Exam Clashes

6.1 When your registration and payment is processed, a Statement of Entry will be emailed to the email address given in the application or an online portal login will be issued (usually 2-3 months before exams) where you can find exam information. 6.2 You have to go over the Statement of Entry carefully for any errors and notify us as soon as possible (within 3 days of issue) to resolve any errors. Any changes requested after 3 days of issue, will incur an additional £30 administrative charge. 6.3 If there are two examinations timetabled for the same time on the same day, you will take one examination after the other, with a short break between examinations but under centre full supervision. There will be an additional fee for this process. 6.4 If you are sitting exams in multiple locations (in school or another centre), it is your responsibility to check exam timetables before submitting an application to avoid clashing exams in different exam locations. We will not be able manage the process when you are sitting exams in two different locations.

7.Refunds and cancellations

7.1 Any cancellation requests must be received within 14 days of first instalment payment/full payment and must be before the first entry deadline published in our website. • 7th February is the entry deadline for May/June exam series • 7th September is the entry deadline for November exam series and 1st October is the entry deadline for January exam series. 7.2 Cancellations must be in written format either an email or letter. 7.3 No refunds will be issued for applications submitted after the above entry deadlines as they will be considered as late entries. 7.4 If payments are done in instalments, date of first payment will be considered as agreement date. 7.5 If a refund is eligible, refund will be given after a deduction of £30 per unit/paper for administrative costs. Application processing fee (£10) and any credit/debit card processing fees (1%-2% based on card type) are non refundable in any circumstance. 7.6 Refunds will be paid either bank transfer or cheques or card. No cash refunds. 7.7 Science Practical Deposits (£300 per subject) are NON REFUNDABLE. 7.8 FUNCTIONAL SKILLS exams are booked OnDemand and not eligible for any refunds. Full payment is required before booking and once the exam date is confirmed there will be NO REFUNDS for cancellations. 7.9 We shall not be held liable for cancellations or delays in exams under this contract, hindered by the occurrence of an unforeseeable act or event which is beyond the reasonable control ("Force Maieure Events").

8.Exam regulations – for exam day

8.1 Regulations, including those set by the government regulators, require the following: • You must arrive on time. (We cannot accommodate late arrivals.) • All morning exams commence at 9.00am (doors open at 8.45am). All afternoon exams commence at 1.00pm (doors open at 12.45pm). • You must bring your photo identification and correct stationery required. No other items are allowed into the exam room, including bags, mobile phones, headphones etc. • No food or drink is allowed in the building. Only water in clear plastic bottles with no labels or markings is permitted. 8.2 We reserve our right to evict a candidate from an exam in the event of breaches to the above, or for any act that disrupt other candidates and staff. Eviction will also apply where a candidate is caught writing on tables or damaging fixtures and furnishings. 8.3 There will be NO refunds of any fees for evictions or absent of any exams for any reason.

9.Results day and certificates

9.1 On the results day, results can be collected from some of the centres by candidates free of charge. You must bring your Photo ID. If you have given a portal login, then you can see/print your results online. If you wish your results to be posted, please provide a stamped self-addressed envelope or there will be an admin fee of £5 which can be paid over the phone by debit/credit card. 9.2 When certificates are issued by the exam board, Certificates can be collected free of charge in person after verifying your identity. If you wish certificates to be posted, a charge of £20 applied as administration and recorded delivery cost to post out your certificate(s) within the United Kingdom. However, We do not take responsibility of safe delivery of certificates.

Declaration

I declare this information to be true. I am the candidate or responsible person for the candidate in the photograph/photo ID attached. I understand that any attempt to deceive, plagiarise or attempt any form of malpractice will result in my entries being withdrawn and my papers or coursework sent and reported to the awarding organisations. No refunds will be given in these circumstances. I also consent to my information being held by Bestgrade Limited T/A Private Exam Centre for the purposes of assessments. I also consent to my personal details being shared with the awarding organisations in order to fulfil entry and results requirements. My information can also be shared with third parties where I ask for additional services to be provided. I understand that my information will only ever be shared with awarding organisations or tutors and distance learning providers where appropriate.

I have read the Fee Schedule and Terms & Conditions, which I acknowledge, form part of the agreement hereby arising.

Signature of Candidate (If candidate is under 18 Parent/Guardian can sign)

Date

Signature:
Name:

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M	M
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Y	Y
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Please return the filled application back to exams@bestgrade.co.uk or info@privateexamcentre.co.uk