

PMI VOCATIONAL EXAMS - WITHDRAWAL AND DEFERRAL POLICY

This policy applies to the following qualifications:

- [Award in Pensions Essentials](#) (APE) - Level 2
- [Certificate in Pensions Essentials](#) (CPE) - Level 3
- [Certificate in Pensions Administration](#) (CPA) - Level 3
- [Diploma in Pensions Administration](#) (DPA) - Level 4

Scope of Refunds, Credits and Deferrals

Any refund, credit or deferral approved under this policy relates solely to the examination entry fee and does not include the membership fee. This applies in all circumstances, including but not limited to withdrawal from examinations, discontinuation of studies, bereavement, illness or any other extenuating circumstances.

Changes to Entry, re-sits, Deferrals and Cancellations

Learners registered on vocational qualifications may withdraw from their qualification at any time. Please note that fees are non-refundable once registration has been completed, except in cases of extenuating circumstances (e.g. illness or bereavement), where a refund may be considered in line with the wider [PMI policy](#).

Deferrals and extensions

Due to the flexible nature of vocational qualifications, learners may request a deferral or extension to their assessment timeline. Requests should be made via their PMI Accredited Training Partner, who will then notify the PMI. Requests will be considered on a case-by-case basis.

PMI Accredited Training Partners are responsible for managing and approving reasonable extensions in line with PMI guidelines and must ensure appropriate records are maintained.

Illness

If a learner is unable to complete an assessment due to illness or exceptional circumstances, they may apply for:

- An extension to complete the assessment, or
- A deferral to a later assessment opportunity

Applications must be supported by appropriate evidence (e.g. medical documentation) and submitted in line with centre procedures.

Extenuating circumstances are defined as events outside of a learner's control that have a significant impact on their ability to complete an assessment. These must be:

- Unforeseeable
- Unpreventable

Examples may include serious illness, bereavement, or significant personal disruption.

Assessment and Re-assessment

Vocational qualifications are assessed through a combination of methods, which may include coursework, portfolios, and practical assessments.

Where a learner does not meet the required standard, they will be given the opportunity to:

- Receive feedback
- Revise and resubmit their work
- Undertake reassessment where appropriate

Accredited Training Providers must ensure that all re-assessment activity is conducted in line with internal quality assurance processes

Accredited Training Partner Responsibilities

- Managing learner registrations and withdrawals
- Supporting learners with assessment planning and extensions
- Conducting internal verification and quality assurance
- Maintaining accurate records of all assessment decisions

PMI reserves the right to review Accredited Training Partners decisions to ensure consistency and compliance with awarding standards.

Reasonable adjustments

Reasonable adjustments are arrangements made to ensure learners with medical conditions, disabilities, or additional learning needs are not disadvantaged during assessments. This may include a standard 25% additional time for timed exams, where supported by appropriate evidence.

Requests should be made in advance of the assessment and will be reviewed in line with Pensions Management Institute (PMI) requirements. Learners or Centre contacts can contact the PMI Qualifications team to request or discuss reasonable adjustments - pmiqualifications@pensions-pmi.org.uk

Approved adjustments must be implemented consistently, recorded appropriately, and handled confidentially, ensuring the integrity of the assessment is maintained.

General

PMI will take into account cultural considerations where possible and will work with partners to ensure fair access to assessment.

This policy should be read in conjunction with [PMI's wider policies](#) on reasonable adjustments, special consideration, and malpractice

