



Pensions Management Institute

Moving pensions forward

Registered Office:

Devonshire House

60 Goswell Road

London

EC1M 7AD

T: +44 (0) 20 7247 1452

W: www.pensions-pmi.org.uk

Changes to Entry, re-sits, Deferrals and Cancellations

If you wish to withdraw completely from your exam, 50% of the original entry fee will be refunded if you withdraw **before** the exam booking/registration closing date. You cannot withdraw after this date except in the case of illness, bereavement or extenuating circumstances*. If you choose to withdraw after this date then you will forfeit the full amount paid.

If you wish to defer your exam, you may do so before the exam booking/registration closing date. You cannot defer after this date except in the case of illness, bereavement or extenuating circumstances.

If you would like to defer an exam entry, you can only defer 2 exam sittings within a year. For example, if you sat an exam in March 2019, you can defer to Autumn 2019 and then again to March 2020, however you are not permitted to defer beyond this limit. In each case, you should refer to the deferral policy above.

Exam re-sits

If you would like to apply for a re-sit of an exam, you can only pay the resit price, if you have taken the same exam within a year. For example, if you originally took CU1A in April 2019 and wished to re-sit CU1A in April 2020, this would be permitted as a re-sit. If you originally took CU1A in April 2019 and wished to re-sit CU1A in October 2020, you would be required to pay for a full exam sitting.

No changes apart from to your name (which must be supported by original or certified evidence) or address can be made to your entry later than the exam booking closing date for the session for which you were originally booked.

Illness

If you are absent from the exam due to illness or through exceptional circumstances, you may apply either for your entry to be deferred (this would be to the next available session) or for a 50% refund of the original entry fee.

You should apply in writing enclosing medical evidence from a professional, such as a doctor, confirming that you were unable to attend the exam on the relevant date due to



Pensions Management Institute

Moving pensions forward

the illness/accident or incident. Applications without medical evidence will not be considered.

Your written application, supported by medical evidence (which must confirm that you were unable to attend the exam on the relevant date due to illness/accident) must be received by the Qualifications Team (PMIQualifications@pensions-pmi.org.uk) **within two working days** of the exam from which you were absent. If you are unable to provide the medical letter to us within two working days, you should contact us stating when you will be able to provide this. In your application you must confirm which of the two options you wish to take and indicate when you would like to sit the exam again.

Applications will not be considered without medical evidence. Please note that self-certification is not acceptable and the PMI will not reimburse any costs involved in obtaining medical evidence.

Exam fees will not be refunded or credited for any other reason other than illness or extenuating circumstances after the bookings have closed.

Definition:

***Extenuating circumstances** are circumstances which are outside a learner's control, which may temporarily prevent a learner from undertaking an assessment or have a marked/ significant detrimental/adverse impact on their ability to undertake assessment to the standard normally expected.

This means that such circumstances **rarely occur**. They are outside your control as they are:

- **Unforeseeable** - you would not have prior knowledge of the event (e.g. you cannot foresee that you will be involved in a car accident);
- **Unpreventable** – you could not reasonably do anything in your power to prevent such an event (e.g. you cannot reasonably prevent a burst appendix.)

The circumstances would be expected to have had a serious impact on your performance in assessed work, e.g., may cause you to fail an exam which, based on other marks already obtained for the course unit and examinations in other course units, you would otherwise have been able to pass, or may prevent you from actually taking an examination or completing other assessment (e.g. group or oral presentation).



Pensions Management Institute

Moving pensions forward

Below are some examples that the PMI will not accept as an extenuating circumstance (this list is not exhaustive)

- Work pressure
- Not revised/ had enough time to revise
- Inappropriate exam time that no longer suits you

Exceptions

The PMI will recognise different cultural values and beliefs and always try to incorporate these when planning exams.

If an event of this kind falls within the exam period, we will class this as an exceptional circumstance.