



Royal College of  
General Practitioners

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# MRCGP Examination Cancellation and Refund Policy and Procedure

MRCGP Examination Cancellation and Refund Policy and Procedure v3.0  
August 2023

## Revision History

Version	Date	Author	Comments
1.0	July 2012	Exams team	New policy
2.0	June 2022	Senior Examinations Manager	Full review of policy. Including: <ul style="list-style-type: none"><li>• Updated and wording refined to reflect the move from CSA to RCA</li><li>• Guidance on how to pay updated including a move to electronic payment for appeals</li><li>• Explanation of why cancellation fees are required for booking both examinations</li><li>• Greater clarity on what mitigating circumstances may apply following exam cancellations</li><li>• Greater clarity for when cancellation fees apply during the booking process for both examinations</li><li>• Policy reformatted.</li></ul>
2.1	February 2023	Senior Examinations Manager	<ul style="list-style-type: none"><li>• Paragraphs 10 and 12: Wording amended from 72 hours to three working days with typical timescale added for clarification</li><li>• Evidence amended to independent evidence throughout for clarification.</li></ul>
3.0	September 2023	Head of Examinations	<ul style="list-style-type: none"><li>• Policy updated to reflect the introduction of the Simulated Consultation Assessment (SCA).</li><li>• Paragraphs 12 to 14 - Introduction of Cancelling the Simulated Consultation Assessment (SCA).</li></ul>

**Review date** August 2024 and then annually thereafter.

## Relevant Policies, Templates and Forms

The following policies, procedures and guidance should be used or referred to when necessary alongside this policy. All policies and templates are available on the RCGP website once finalised and approved.

Name	Version	Date
MRCGP Regulations for medical practitioners training for a CCT in General Practice	3.0	August 2023


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# Introduction

1. This policy applies to all examination components of the MRCGP that are set and assessed by RCGP:
    - Applied Knowledge Test (AKT)
    - Simulated Consultation Assessment (SCA)
    - Recorded Consultation Assessment (RCA)
  2. Trainees should note that by virtue of entering to sit an examination they are deemed to have understood and agreed to respect and abide by all relevant regulations.
  3. To maintain the MRCGP as cost neutral it is necessary to ensure accrued costs are recovered when examinations are cancelled. The RCGP has committed that the MRCGP will not be a source of income, so any costs associated with cancellation will only cover costs accrued to the point of cancellation.
  4. Trainees who have applied to sit the Applied Knowledge Test (AKT), the Simulated Consultation Assessment (SCA), or the Recorded Consultation Assessment (RCA), may reschedule or cancel their examination within the application period designated by RCGP and published on its website.
  5. The purpose of this Policy is to ensure that RCGP is consistent and fair when processing applications to cancel AKT, SCA or RCA examinations.
  6. It is imperative that when trainees make bookings, they are aware of the charges within this Policy. RCGP are not able to negotiate these charges as they exist to cover the costs of the cancellation which are beyond the control and recompense of the RCGP.
  7. A cancellation and successful withdrawal from the booking will not count as an examination attempt.
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# Cancelling the Applied Knowledge Test (AKT)

## 8. Cancelling during the AKT booking window

If a trainee cancels within the AKT booking window there will be no cancellation fee. The AKT booking window is typically three days long, all cancellation requests received into the Exams email inbox during this window will not incur a cancellation fee.

## 9. Cancelling after the booking window has closed

Cancelling after the booking window has closed will incur a cancellation fee of circa 25% of the examination fee to cover administrative work undertaken on behalf of the trainee.

Due to the large number of cancellations this is the only way the RCGP can avoid passing on the costs of cancellations to the overall AKT fee, as work will already have been undertaken on behalf of the trainee following booking.


## 10. Cancelling within three working days of the AKT

Cancelling an AKT booking within three working days of the exam, or failing to turn up on the day, will result in full forfeiture of the examination fee. The RCGP will be liable for the fee to Pearson VUE by this point, and so will not be able to recoup these costs.


As the AKT is typically sat on a Wednesday, this requires all cancellation requests to be with the examination team no later than 9am on the Friday prior to the examination day.

## 11. Rescheduling the AKT

Trainees who wish to change their test centre or session, within the same diet of examination, may do so without charge by telephoning the Pearson VUE customer service team, subject to availability.



# Cancelling the Simulated Consultation Assessment (SCA)

12. If a trainee cancels their SCA application any time after making a booking, a cancellation fee will be charged. The cancellation charge will vary according to the time of cancellation as the RCGP will incur costs at different points of the assessment journey.
  13. **Cancelling during the booking window**  
If a trainee cancels within the SCA booking window there will be no cancellation fee. The SCA booking window is typically five days long, all cancellation requests received into the Exams email inbox during this window will not incur a cancellation fee.
  14. **Cancelling after the booking window has closed**  
Cancelling at any point after the booking window has closed incurs a cancellation fee of circa 50% of the examination fee to cover necessary costs. The cost is non-negotiable as by this point RCGP will have to pay our team of examiners, including locum costs incurred, and will have to pay costs associated with the provision of professional role-playing services.
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# Cancelling the Recorded Consultation Assessment (RCA)

15. If a trainee cancels their RCA application any time after making a booking, a cancellation fee will be charged. The cancellation charge will vary according to the time of cancellation as the RCGP will incur costs at different points of the assessment journey.
  
16. **Cancelling during the booking window**  
The RCA booking window is typically two weeks. A cancellation requested during the booking window incurs a cancellation fee of circa 25% of the examination fee to cover necessary costs. This cost is required to cover administrative work undertaken on behalf of the trainee as part of the booking process, and non-negotiable, non-refundable fees to FourteenFish. Due to the number of cancellations this is the only way RCGP can avoid passing on the costs of cancellations to the overall RCA fee, as work will have been undertaken following booking.
  
17. **Cancelling after booking and prior to submission**  
Cancelling after the booking window has closed and prior to submission of recorded consultations incurs a cancellation fee of circa 50% of the examination fee to cover necessary costs. The cost is non-negotiable as by this point RCGP will have to pay our team of examiners, including locum costs incurred.

## Mitigating circumstances

18. Trainees who believe that there were unforeseeable circumstances that have prevented them from attending the AKT or SCA examination appointment or meeting the RCA submission deadline, may apply for a partial credit of fees.
19. **A cancellation fee of at least 25% will always be charged.** This cancellation fee has been set to cover costs paid to external providers and a nominal administration fee. This is necessary to avoid passing costs of cancellations to the overall examination fee.
20. Independent evidence of mitigating circumstances will be considered at the discretion of the Examination team. This will normally only be in the following circumstances and supporting independent documentary evidence is required:
  - a. Illness
  - b. a reason related to pregnancy or maternity
  - c. involvement in an accident
  - d. death of a close relative (parent, sibling, spouse, child – the trainee must prove their relationship to the relative if they do not share the same surname).
21. Other cases may be considered on their own merit and at the discretion of the Assistant Director of Examinations.



# How to cancel the AKT, SCA or RCA

22. Notification of cancellation must be given in writing (by email) to [exams@rcgp.org.uk](mailto:exams@rcgp.org.uk). **Hard copies sent by post will not be accepted.**
23. No refund will be granted without written notice of intention to withdraw.
24. Trainees are asked to provide
  - a. their full name
  - b. their GMC number
  - c. the examination they wish to withdraw from.
25. Refunds will not be made where trainees submit their withdrawal request after the AKT or SCA examination appointment or RCA submission deadline, unless there are mitigating circumstances that can be substantiated.
26. All requests for a refund based on mitigating circumstances must be submitted in writing by email no later than four weeks after the AKT or SCA examination appointment or RCA submission deadline. Any request received later than this will not be considered, irrespective of the circumstances. **Hard copies sent by post will not be accepted.**
27. Supporting independent evidence must be received no later than twelve weeks after the AKT or SCA examination appointment or RCA submission deadline. Any request received later than this will not be considered, irrespective of the circumstances. **Hard copies sent by post will not be accepted.**
28. The RCGP will respond to requests within ten working days and, if applicable, refunds will be processed within ten working days thereafter.  
Please note: time taken to receive refund will vary dependent on original payment method.
29. Fees paid (less costs outlined above deducted) will normally be refunded to the payment source.
30. Any trainee who would prefer the refund of the assessment fee (less costs outlined above deducted) to be held as credit against a future application to sit an examination may make this request when submitting the cancellation request.