LANGUAGECERT®

Rescheduling, Cancellation and Refund Policy for SELT

July 2026

Version 5.0

Public

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Document Revision History		
Version	**Date**	**Description of Change**
5.0	**02/07/2026**	Update in Section 1 About us
4.0	**11/06/2025**	Update in Section 3 Cancellation/ Rescheduling by the candidate
3.0	**23/09/2024**	– 2024 Rebranding – Update in Section 5 Cancellation/ Rescheduling by LANGUAGECERT®
2.1	**13/06/2024**	Minor update
2.0	**28/06/2021**	Updates on timetable of refund request
1.1	**19/06/2020**	Revision
1.0	**04/02/2020**	Initial Version

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1 About us

LANGUAGECERT® is a business name of PeopleCert Qualifications Ltd, hereinafter referred to as LANGUAGECERT®. It is part of PeopleCert Group, a leading global certification provider that has been delivering millions of exams in 215 countries.

LANGUAGECERT® is a UK-registered awarding organisation, responsible for the development and awarding of language qualifications. It is recognised and regulated by Ofqual and Qualification Wales and approved by UK Visas and Immigration as a Secure English Language Test (SELT) Provider worldwide.

2 Introduction

This policy is aimed at our candidates, who have enrolled on or have taken a SELT test with LANGUAGECERT®. It sets out the applicable framework, as well as the process that should be followed when submitting requests for Exam Rescheduling, Cancellations and Refunds.

3 Cancellation/ Rescheduling by the candidate

Candidates have the right to cancel or reschedule their initial appointment for SELT tests. Please note that registration and booking of a SELT test is only considered complete when your SELT payment (via credit card only) is complete.

A fee may be charged for refunds and cancellations. The fee amount depends on the length of time remaining before the exam. Cancellation and rescheduling terms are detailed in the table below.

Cancellation		**Rescheduling**	
Notice Period	**Fee**	**Notice Period**	**Fee**
Within 14 calendar days after purchase	Full refund	Up to 72 hours before the exam	Free
Up to 72 hours before the exam	50% of the Exam Fee		
Less than 72 hours before the exam	No refund	Less than 72 hours before the exam	£55
Emergencies	50% of the Exam Fee	Post-exam	£110

- Where possible, LANGUAGECERT® will support the candidate with test rescheduling.
- For cancellations that incur a cancellation fee, the fee will be retained by LANGUAGECERT® and the remaining balance will be refunded to you.
- For exams that are rescheduled (and incur a rescheduling fee), the additional rescheduling fee will be charged.
- In cases of emergency (e.g. Illness or injury, close family bereavement, being subject to a crime or accident, or a commitment such as military service), LANGUAGECERT® may make an exception as to where a cancellation fee will be charged. Official documentation (such as from a qualified doctor, lawyer, public Authority, etc.) must be provided, in English, for any exception to be considered.

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4 How to cancel/reschedule a test

You should send your request for cancellation of a SELT test to our Customer Service team at SELT@languagecert.org or you can telephone using numbers available on our website: www.languagecert.org/help-and-support.

In case you want to request a refund, you will be asked to complete a "Request for Refund" form, which is publicly available on our website. Once complete, email the form and any necessary documentation to evidence the reason(s) for your refund request to SELT@languagecert.org.

We will inform you of the decision regarding the refund within 7 calendar days of receiving the request.

If you would like to reschedule a test, this can be done through your Candidate profile.

5 Cancellation/ Rescheduling by LANGUAGECERT®

We strive to avoid cancellations or test rescheduling but if due to unforeseen events, it is inevitable, we will notify the affected candidates using the contact details provided during registration. If rescheduling or cancellation is required, candidates will be offered the following 2 options:

- **Rescheduling of the test at no further cost**, within the next 14 calendar days.
- **A full refund**, should the candidate decide not to re-book the test. The refund will be reimbursed within 10 calendar days from the cancellation, depending on the candidate's bank's policy, using the method used for the initial payment.

If any specific, unavoidable, and non-refundable travel costs were incurred by the candidate due to a LANGUAGECERT® cancellation, we commit to refunding these, up to a maximum of £300, where sufficient and valid evidence (e.g., receipts for travel fares) is provided

When a candidate's behaviour is deemed to compromise the integrity of their and/or others' test and/or the integrity of SELT itself, we reserve the right to cancel the test. In such cases, no free rescheduling or refund will apply.

6 What if I am not happy with the decision?

We will endeavour to resolve all refund requests to the candidate's satisfaction. However, if you disagree with the outcome, you may file a formal complaint, which will be processed according to our SELT Complaints Policy. Complaints must be submitted to complaints@languagecert.org

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languagecert.org | info@languagecert.org