Emergency Exam Deferment Policy

This policy is reviewed biennially to ensure compliance with current regulations

Approved/reviewed by	
ABPI Director of Examinations August 2026	
Date of next review	August 2028

Learners are responsible for checking that they have booked the correct examination units at the time of booking, and that examination session timings are suitable. Learners MUST be aware there is a 72 hour scheduling wait time when managing a booking. It is the responsibility of the learner to plan ahead with exam timings and not leave scheduling or sitting examinations too close to the deadline for attempting each examination and for completing the qualification – the ABPI will not be able make exceptions to operations to accommodate poor examination session planning and time management, as it is NOT POSSIBLE TO OVERRIDE THE SCHEDULING SYSTEM.

The standard refund policy on an exam seat purchase is covered by section 3 of the ABPI Terms and Conditions, which allows for cancellations made within 14 (fourteen) days of the original purchase date receiving a full refund of the fee in accordance with the Consumer Contracts Regulations. For full details see HERE: Terms and Conditions

If, within the above 14-day cancellation period, a learner uses their exam seat purchase to request and book an examination session, then that learner expressly acknowledges that ABPI will begin performance of the examination service. If the same learner then subsequently cancels the aforementioned examination session booking within 24 hours of the scheduled examination session timeslot, ABPI reserves the right to recover any reasonable charges incurred as a result of that cancellation.

Outside of the above 14-day cancellation period, if it is more than 24 hours before a scheduled examination session timeslot and a learner finds it is no longer possible to keep the scheduled examination session, it is the responsibility of the learner to cancel and, subsequently, reschedule the examination session – this can be done by clicking ‘Manage booking’ and cancelling the session. Following cancellation of the examination session, it will be possible to reschedule. If an examination session is cancelled, the 72 hour scheduling window wait time will automatically be reset and start afresh. A cancelled examination session does not count as an attempt. There is no penalty for rescheduling, provided this action is taken more than 24 hours in advance of the examination session timeslot.

The ABPI Examinations Team does not reschedule examinations on behalf of learners. Examination fees will be forfeited if a learner fails to cancel and/or reschedule more than 24 hours in advance of the exam sitting. Please find the instructions on how to reschedule your exam **here**.

The ABPI recognises there may be exceptional circumstances where, at short notice (less than 24 hours in advance of the examination session timeslot), a learner finds themself unable to attend a scheduled examination(s) - in such a situation, a learner can apply for an emergency exam deferment (EED).

Any application for an EED will be taken on a case by case basis, and **will only be considered where supporting documentation is provided.**

When applying for an EED, the following supporting information only will be considered when associated with the following reasons (these reasons being a complete list of circumstances, and the only circumstances that will be considered):

- Personal illness within 24 hours of the examination timeslot (including severe flare-up of a chronic condition), for which appropriate personal medical evidence from a qualified medical doctor obtained and dated within 24 hours of the examination session timeslot must be provided. For a chronic condition, appropriate personal medical evidence from a qualified medical doctor is also required although need not be for a consultation taking place within 24 hours of the examination timeslot. Illness suffered by a dependent within 24 hours of the examination timeslot for which appropriate medical evidence dated within 24 hours of the examination timeslot must be provided
- Bereavement of immediate family within 7 days of the examination timeslot for which a copy of the death certificate of the family member when available must be supplied (up to a maximum of 8 weeks post original examination timeslot). A family member would be mother, father, spouse, partner, sibling or child
- Pregnancy related issue (not pregnancy *per se*) within 24 hours of the examination timeslot for which suitable medical documentation confirming pregnancy must be supplied (learner only and limited to one deferral per one term of pregnancy)
- Very serious and disruptive domestic crisis within 24 hours of the examination timeslot for which a Police crime reference number and/or Police report, or restraining order documentation must be provided
- Mandatory military deployment of the learner, notification of which is within 24 hours of the examination timeslot for which official deployment orders, letter from commanding officer, Military service notice, Government or defence ministry documentation or Employer confirmation (for reservists) must be provided

If you do not meet the criteria for an EED, your request will be denied and you will forfeit your original exam seat fees. Equally, if you do qualify but cannot provide the proper documentation within 8 weeks of the examination timeslot, your request will be denied and you will forfeit your original exam seat fees. **The deferment will only be sanctioned and actioned if correctly dated and appropriate required supporting information as listed above is provided within 8 weeks of the date of the EED application. The original EED application must be made within 48**

hours of the missed examination timeslot – even if the learner does not yet have the required supporting evidence, as this can be provided at a later date as noted above.

Note: illness of non-dependent relatives, side effects of new medication, natural disasters, extreme weather and major transport disruption are amongst issues which will not be considered for an EED.

Where an EED is approved on the above basis and actioned, the examination session at the point of EED approval can then be scheduled by the learner, taking into account the 72-hour scheduling window. An examination being deferred as an EED may be deferred for up to 12 months from the date of the examination session timeslot, beyond which, examination fees would be forfeited.

The ABPI examinations team can assist with rescheduling post deferment as required.

Steps for applying for EED:

1. The learner must contact the ABPI Examinations Team either within 24 hours ahead of the examination session timeslot, or up to a maximum of 48 hours after the examination session timeslot, by completing the **application form** available on the exams website.
2. The learner must follow up with supporting documentation as soon as possible, and no later than within 8 weeks following the original examination session timeslot.
3. On receipt of the supporting documentation, the application for EED will be considered by the Examinations Director and an outcome communicated to the learner in as timely a way as possible.
4. The Examinations Director's decision on applications for EED is final.