

ROYAL ACADEMY OF DANCE EXAM REFUND, CARRYING OVER OF FEES & LATE ENTRY POLICIES 2023

REFUNDS

If a candidate withdraws or is absent from their exam and applies for a refund, this information must be sent to the appropriate RAD office no later than four weeks after the exam date.

The RAD, at its discretion, may ask for supporting evidence of this claim.

The RAD will review the evidence, and where agreed, will process a 50% refund within eight weeks of the exam tour being completed. Refunds are normally paid to the applicant; however, it may be possible to arrange payment to another person (e.g. parent of a candidate) if requested.

If an entire examination entry has been cancelled or prevented due to wide reaching pandemic eg COVID-19* issues, and only if the applicant is unable to take advantage of either the rescheduling/carry forward or filmed assessment options the following guidelines apply:

(So that learners are not disadvantaged, we would suggest that the alternative options are explored fully to ensure that they get the opportunity to have an RAD assessment.)

*Cancelled by COVID-19 means an entire examination entry is unable to go ahead due to:

- a. sudden wide-reaching changes in local government guidance about who/how many can meet and for what purpose, put into place after the examination entry has been submitted,
- b. lockdown measures being put into place after the examination entry has been submitted, or
- c. wide-reaching restrictions on travel put into place after the examination entry has been submitted meaning that the examiner/teacher and candidates cannot attend the planned examination day.

In the cases described above, your teacher should contact your local RAD office to inform them of the situation and discuss options. If possible, the office will help you rearrange face-to-face exams at a safe time, or will help you arrange to film your examinations (sometimes filming is possible where live exams are not).

Where face-to-face exams are prevented from going ahead, the examinations should be filmed if possible. If this is not possible then the exam fee will be carried over for the next available session. If filmed exams are postponed, these should be rearranged as soon as possible, teacher is to contact your office for support.

If a COVID-19 issue only affects some candidates (e.g. absence due to infection or a requirement to isolate), and the rest of the exam day can continue safely, then it should do so and the affected candidates should follow the normal refund policy and procedure – e.g.

affected candidates can either carry forward their entry to the next session, or film their exam entry and submit this via video assessment within 3 months of the original exam date. If the whole exam day is being filmed, then affected students can be filmed later and added to the entry before it is submitted, or filmed and submitted as individual entries. Teacher to contact your local RAD office for more detail on video assessments.

Where the whole examination entry needs to be cancelled (based on reasons a – c above), and there is no realistic expectation of the entry being able to be rearranged or filmed within the next 12 months (from the exam date) teachers may apply for a refund (less administration charges - usually 10%) by writing to their local RAD office with the details of the cancellation. Refunds are offered at the discretion of the RAD and your request will be reviewed by your local office.

Where, after a refund is requested, there is no response to correspondence from the RAD after four weeks, the RAD reserves the right to terminate the refund process. Where an exam has been partially completed, no award will be given where a credit note or refund is applied for and given.

For refunds where an exam session is cancelled by the RAD or the applicant, see Cancellation of exams.

CARRYING OVER OF FEES

In certain circumstances, the RAD may be able to carry forward the fee for the affected candidate to the next session (i.e. issue a credit note) or allow the entry to be filmed within 3 months of the original exam date. Where fees have increased in the intervening period, the balance will be payable on re-entry. The candidate may enter for the same level or a higher level exam.

If the exam venue changes from AEC to RAV or vice versa, then the fee will be in accordance with the new venue – e.g. the candidate will be required to make up the difference (AEC to RAV), or will be refunded the difference (RAV to AEC) in the exams overall cost.

If this is not possible or practical, the entry fee will be refunded, following the timeframe/guidance above.

Where a candidate wishes to carry forward their exam fee to take the exam in another country, and where this is agreed by the relevant offices, a full refund will need to be issued, and the candidate re-entered, paying the appropriate fee to the new local office. An administrative surcharge may apply.

Instances where refunds or credit notes cannot be provided Credit notes or refunds will not be given:

- where a teacher withdraws a candidate after the entry has been submitted
- for clashes with events in the candidate's school, college or university calendar as these should have been foreseen at the time of entry (this includes exams, holidays, rehearsals or school trips)

- where candidates' 'impossible dates' availability is changed after the entry has been submitted
- where candidates' lessons have been curtailed before an exam due to a dispute between the applicant and the candidate (or candidate's parent/guardian)
- where a candidate withdraws from an exam due to a pre-requisite not being passed
- where a candidate withdraws from an exam because they have not yet reached the required minimum age
- for demonstration classes
- where a candidate does not arrive for their exam
- where a candidate changes their mind about wishing to take their exam.

This list is indicative and not exhaustive

LATE ENTRIES

These are accepted at the RAD's discretion and medical or other evidence may be required. Where late entries are accepted, a 10% surcharge will be applied to the fees for all entries received up to seven days after the closing date, and a 20% surcharge for entries received between seven and fourteen days after the closing date. (This regulation applies to complete entries or additional candidates.)

No entries can be accepted, nor can changes to entries be received, later than two weeks after the closing date unless there are exceptional circumstances (e.g. in order to allow a transfer of candidates between centres).