

Refund Policy for Cambridge International Examinations

1.0. Stage One- before the final entries deadline

- i. A candidate may withdraw from a subject (not from an individual component) and apply for a refund before the final entries deadline, published by the Lyceum Assessments (LYA), by following the instruction stated in 3.0.
- ii. A refund will be made charging an administrative fee (to be deducted from the refunded amount) of Rs. 1,750/- per subject.
- iii. Please note that it will take at least 5 weeks from the local closing date to process the approved refund.
- iv. Refund payments will be deposited to the account mentioned in the refund application form.

2.0. Stage Two- After the final entries and during the examination period

- i. A candidate may withdraw from a subject (not from an individual component) and apply for a refund on the following grounds during the examination period. Evidence of why the candidate was unable to take the exam should be attached to the refund request.
 - a. Illness or injury
A formal medical certificate from a Sri Lanka Medical Council (SLMC) registered Medical Practitioner/Dental Surgeon, who is attached to a recognised hospital/registered medical centre. The medical certificate must include the diagnosis, effective period and the candidate's inability/unfitness to attend the examination. Further, the medical certificate should be on a respective letterhead and certified with the official seal.
 - b. Loss or bereavement of an immediate family member (e.g. a parent, sibling or guardian).
Death certificate along with relevant documents to prove the relationship need to be submitted.
 - c. Victim of emergency exigencies like accidents, crime, trauma & disasters. (Police or Grama Niladhari reports)

- ii. In any of the above circumstances you will be required to submit an application (as specified in 3.0) for a refund, no more than 3 working days after the last missed test date. Such refunds will be granted only with the approval of the examination board. Upon approval by the exam board Lyceum Assessments will make the refund charging an administrative fee of Rs. 2,250/- per subject.
- iii. For practical/oral components, a refund will be made deducting the following processing fee, in addition to the above-mentioned administrative fee (to be deducted from the refunded amount)
 - a. Science -Rs. 3000/- per practical component.
 - b. ICT - Rs. 2000/- per practical component.
 - c. Speaking - Rs. 2000/- per speaking component.
- iv. Please note that approved refunds will take at least 12 weeks to process from the local closing date. However, the processing time may vary depending on the approval date of the board of exams.

3.0. Procedure to Submit Refund Requests

- i. Below mentioned documents should be handed or couriered to Exam Officer, Lyceum Assessments, #3/1, Raymond Road, Nugegoda within the specified time period.
 - a) Completed LYA Refund Request form.
 - b) School /Private candidates: attach a copy of the payment confirmation.
 - c) Original documentary evidence as prescribed in 2.0.
 - d) Copy of the statement of entry.
 - e) Consent letter from the school signed by the principal or a nominee (only for school candidates)
 - f) Copy of bank passbook/ statement details page (mandatory)

4.0. Guidelines to be Followed

- i. All documents must be English. If it is not in English, the candidate must submit:
 - a) Original document.
 - b) A copy of the English translation of the document with a certification from the sworn translator.
 - c) Translators must not be family members.
- ii. Inability to take an exam due to illness is not given in cases of;
 - a) Fluctuations in physical fitness
 - b) A minor cold (without fever)
 - c) Permanent disorders, which characterize the normal performance capability of the candidate as individual dispositions, such as ADHD, metabolic disorders, low or high blood pressure. Permanent disorders/afflictions with fluctuating symptoms, such as depression, are not considered to result in an inability to take an exam.
 - d) Exam stress and anxiety can originate from the exam situation and are part of the normal risk of the candidate (e.g., anxiety disorders, blackout, and personal problems).
 - e) Self-induced indispositions and indispositions as a result of decisions taken at the candidate's own risk (e.g., adverse effects from an overdose of medication treating the symptoms of anxiety, concentration problems due to nicotine withdrawal symptoms)