

RECAO Policy Document Deferral and Non-Attendance

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Policy is for the use of:	Current RECAO centres, Centre Staff, Learners and AO Staff.
Associated Policies:	Centre Handbook, Centre Agreement

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15/09/25	SC		New Document

Introduction

RECAO is a Regulated Awarding and End Point Assessment Organisation offering qualifications and end point assessments linked to the recruitment sector.

At the RECAO we recognise that on occasion an individual, through no fault of their own, is unable to attend an examination they have been registered for.

However, non-attendance can incur additional costs to the Awarding Organisation cost This policy sets out the approach we take with deferrals and candidate non-attendance, and it is important to note that the decision to grant a deferral is at our discretion, not guaranteed and may incur a fee.

It may also have additional specific conditions attached, such as a time limit on when the deferred exam must be taken by.

If you have any questions or feedback about this document, or the fees we charge, please email centres@rec.uk.com in the first instance.

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1. Definitions

- 1.1. **Deferral** – The postponement of their assessment due to exceptional circumstances, such as serious illness, family bereavement or unforeseen issues.
- 1.2. **Non-attendance** – The act of failing to appear for an assessment at the published time and without prior notification or communication to the Awarding Organisation.
- 1.3. **Deferral Fee** – Is a payment separate to the registration fee that we charge to cover the time and expense the awarding organisation incurs through candidate late notification deferrals and non-attendance at an assessment.

2. Timeline for deferrals

- 2.1. If for any reason, you are unable to attend an assessment, you must inform us at the earliest opportunity to mitigate any late notice fees.
- 2.2. Our assessments currently run on the first Thursday of each month from February to November and the cut off for notification of deferral is midnight on the Tuesday of the previous week.
- 2.3. All deferrals must be completed within six months of the original booked examination date.

3. How to notify us of a deferral

- 3.1. Notification must be made in writing, with a valid reason for the deferral and supporting evidence.
- 3.2. Valid reasons include, but are not limited to:
 - 3.2.1. Serious illness.
 - 3.2.2. Accident.
 - 3.2.3. Family bereavement.
 - 3.2.4. Hospital appointments
- 3.3. We do not consider work commitments, or not being ready to take an assessment, as being a valid reason for non-attendance. Issues such as these should have been discussed with the centre prior to enrolment on the assessment.
- 3.4. Notification of deferral should be emailed to awarding@rec.uk.com in the first instance. Please remember to include your centre in the notification.

4. Deferral and Non-Attendance Fees

- 4.1. To ensure fairness we use a sliding scale to determine the late notification deferrals and non-attendance fee, we will charge.
- 4.2. Our fees

Notification	Fee
Up to the cutoff date	No charge
Wednesday to Friday - week before the assessment	50% of the registration fee
Saturday to Wednesday before the assessment	75% of registration fee
On the day of the assessment	100% of Fee
Non-Attendance without notification	100% of Fee

- 4.3. All fees are in addition to the initial registration fee.
- 4.4. We will normally invoice the centre for any late deferral or non-attendance fees.

5. Appeals

If you are unhappy with our decision regarding the application of Deferral or Non-attendance fees, you have the right to appeal our decision.

For more information about appeals, please refer to the Result Enquiries and Appeals Policy available on our website: <https://www.rec.uk.com/about-the-rec/awarding-organisation>.

Please be aware that the appeals process is subject to additional charging, refunded should the appeal be successful.

6. Next Steps

If, after fully exhausting the appeals process, any candidate or centre remains unhappy with the outcome and decision relating to deferral or non-attendance fees charged, they may contact our Qualifications Regulator, Ofqual.

For more information about Ofqual please visit: <https://www.gov.uk/government/organisations/ofqual>

Contact Details:

Ofqual
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH
Email: public.enquiries@ofqual.gov.uk
Telephone: 0300 303 3344