

COVID-19 refund policy (this policy will be in place from 1 November 2020 until December 2021)

This refund policy applies where an examination entry has been cancelled or prevented due to COVID-19* issues, and only in the event that the applicant is unable to take advantage of either the rescheduling/carry forward or video assessment options. So as not to disadvantage learners, the RAD would encourage that the alternative options are explored fully to ensure that the learners get the opportunity of an RAD assessment.

1. *Cancelled by COVID-19 means examinations that have not been able to go ahead due to:
 - a. Changes in government guidance about who/how many can meet and for what purpose
 - b. lockdown measures being put into place.
 - c. restrictions on travel meaning that the examiner/teacher and candidates cannot attend the planned examination day
 - d. the examiner, teacher or candidate contracting COVID-19 or symptoms of COVID-19
 - e. the teacher or candidate needing to self-isolate in alignment with government guidance.
2. Teachers should contact their organising RAD office to inform them of the postponement or cancellation and the reason.

Face to face exams

3. If the issue only affects some candidates, and the rest of the exam day can continue safely, then it should do so, and the affected candidates can either rearrange their exam, or film their exam entry and submit this via video assessment. Contact your local RAD office for more detail on video assessments.
4. If the whole examination day is affected, discuss options with your local RAD office. If possible/practical, 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).
5. Where exams are prevented from going ahead, the exam fee will be carried over for any available session within a 12 month period. Alternatively, teachers can choose to film their exams on a suitable date within 12 months of the planned exam day.
6. If some of the examination day goes ahead, the candidates who were not able to attend, or take their examination, will be allowed to carry over their fee for 12 months, or to film their exams within 12 months. You should liaise with your local RAD office to notify them of your plans.
7. If exams cannot go ahead, and there is no realistic expectation of them being able to be rearranged or filmed within the next 12 months (from the exam date) teachers may apply for a 90% refund by writing to their local office with the details of the cancellation. Refunds are offered at the discretion of the Royal Academy of Dance and your request will be reviewed by your local office.

Filmed exams

8. If the issue only affects some candidates, and the rest of the exam day can continue safely, then it should do so, and the affected candidates can film their exam later and add this to the entry. To note, where filmed entries are waiting for additional footage of candidates, the entry will not be processed until footage from all the candidates is received.

9. If the whole examination day is affected, inform your local RAD office, and liaise to identify an alternative time to film. Ensure that your entry is updated in your RAD Online exams entry information.
10. If filmed exams cannot go ahead, and there is no realistic expectation of them being able to be filmed within the next twelve months (from the exam date) teachers may apply for a 90% refund.