



## **Bookings and Enrolments for ITEC Examinations**

## BOOKINGS AND ENROLMENTS FOR ITEC EXAMINATIONS

- Centres can book examination dates up to 12 months ahead if they wish to secure dates for candidates. Booking forms must be submitted a minimum of *12 weeks* prior to the examination date to enable ITEC to schedule examiners and meet its customer service arrangements. At peak times ITEC cannot guarantee dates when they have not been booked well in advance.
- Colleges/Centres should use the booking form (enclosed in the Appendix) to book all examinations: practical, theory and re-sits.
- ITEC cannot accept telephone bookings. It is possible to telephone to check current availability of dates but they will not be reserved until ITEC receives the booking form.

### BOOKING FORM

- Bookings must be made on the ITEC booking form (different versions exist for the UK, Ireland and overseas).
- The form must be completed in full so that ITEC can provide all of the information you will need for your examination. Incomplete forms will be returned which could cause delay.
- It is essential that colleges/centres clearly state the title of the qualification in full as it appears in the Schedule of Fees.
- For each examination, the expected number of candidates must be stated.
- For Practical Exams **three** alternative dates must be indicated in order of preference. Overseas colleges must indicate dates that fall within ITEC's overseas examination schedule.
- The number of days required in full/half days should be stated in the appropriate box.
- The number of couches available in the practical examination room must be stated (Examiners will not usually examine more than 10 candidates per group). Examinations officers should liaise with college lecturers regarding practical examination bookings and arrangements.
- The qualifications to be examined on each day of the booking should be stated to enable ITEC to select an examiner who is able to examine all subjects required and/or send you the required number of theory papers.

*NOTE: Examiners can examine a number of different subjects within a booking. Up to two subjects can be examined in one group without prior permission from ITEC*

- For Practical Exams evening and weekend examinations are not always available. If required, they should be requested well in advance of the examination date.

*NOTE: Although ITEC qualifications are now expressed in units, the ITEC examination procedure requires all units within a qualification to be examined within one period of 30 days, including both theory and practical exams and case studies. All practical assessments for each qualification will be examined in one visit by the ITEC examiner. Where candidates are enrolled for individual units outside of the standard procedure (with prior written agreement from ITEC), fees charged will be per unit, not per qualification (see Schedule of Fees).*

## **CONFIRMATION OF BOOKING**

Upon receipt of a fully completed booking form, ITEC will:

- Book the date(s) for examinations and assign an ITEC practical examiner if applicable (only after all bookings have been received for all colleges involved with overseas schedules).
- Confirm the booking in writing.

## **CANCELLATIONS**

- If a college/centre cancels a booking, or any half/full day booked, it will be liable for a cancellation fee if ITEC is unable to reassign the examiner (particularly for late cancellations).
- ITEC will always give special consideration where appropriate (see special consideration procedure).
- Cancellation fees are listed on the Schedule of Fees.

## **REARRANGED DATES**

- Where a college/centre wishes to change a confirmed booking ITEC will charge a late booking fee (see Schedule of Fees) unless there are extenuating circumstances.
- ITEC cannot guarantee it will assign an Examiner when bookings are rearranged, especially at peak times.

## **ALTERNATIVE ARRANGEMENTS**

### **Host colleges**

- It is sometimes possible to arrange for candidates to be examined at host ITEC registered colleges/centres. This is done on a goodwill basis by such colleges and a charge may be made by the host centre.
- ITEC charges an arrangement fee per booking (not per candidate) – see Schedule of Fees. See guidance notes for transfer of candidates for further information.

## **SELECTING THEORY DATES**

- Colleges select their own dates.
- The dates of examinations for *all units* within a qualification (theory and practical) must be within one month of each other.

- The planned dates must be notified to ITEC on the booking form and enrolment form. These dates must not change without notification in writing to ITEC. This enables ITEC to prepare and send papers for the required date.
- Where the examination is theory only, ITEC must still be notified on the examination enrolment form with all candidates listed at least 8 weeks prior to the examination date.
- ITEC will conduct theory examination spot checks from time to time to ensure that Colleges/Centres adhere to ITEC Regulations and Procedures for Theory Examinations.

### **LATE APPLICATIONS**

- Late applications will incur the late booking fees per candidate – candidates re-sitting within 3 months of notification of a previous result will not be considered late applications.
- ITEC will not credit late booking fees under any circumstances.

### **NOTIFICATION OF CHANGES IN THEORY DATES**

- If theory dates or times are changed, the new dates/times must be notified to ITEC in writing *at least 6 weeks prior* to the original date by letter, fax or e-mail (not by telephone). Failure to do so constitutes malpractice (see ITEC Malpractice procedure).

### **EXAMINATION ENROLMENT**

- **Enrolments now available online – please contact the ITEC office for further details.**
- Examinations will not be conducted without ITEC having received the completed examination enrolment form(s) and payment for ALL examinations.
- ITEC enrolment forms must list all candidates for examination and any details regarding possible accreditation of prior learning. Please see the ITEC Procedure for Accreditation of Prior Learning.
- For Theory Examinations; if a language other than English is required ITEC will supply Theory Examinations in the native language of the country in question. If a particular language is requested that is not the native language then a fee may be charged.

### **DIPLOMA OF BUSINESS COMPETENCE EXAMINATION BOOKING/ENROLMENT**

- Examinations are available on demand provided that ITEC receives 10 working notice.
- Complete and return the ITEC Enrolment Form ensuring that all fields are completed including examination date.

## **LATE BOOKINGS AND ENROLMENTS**

- Requests for practical examinations and/or theory papers made later than 6 weeks before the first date requested will be subject to a late booking charge per candidate. This also applies to additional candidates added to booked examinations (see Schedule of Fees).
- Such late applications may also result in charges for courier services to deliver papers.

## **COMPLETION OF THEORY AND PRACTICAL EXAMINATIONS**

- Candidates must take all units of the examination (practical and theory) within *one calendar month*.
- ITEC requires candidates to demonstrate both their theoretical knowledge and their practical skills concurrently as they would in practice. Exceptions are only:
  1. Re-sits which must be taken within 3 months of notification of results.
  2. Candidates with Particular Requirements (see Particular Requirements procedure).
  3. Candidates requiring Special Consideration (see Special Consideration procedure).

## **COMPLETING THE ENROLMENT FORM**

- The enrolment form must be completed for each qualification separately (one form for each award).
- All units within a qualification should be enrolled on one form.
- All candidates for each individual award should be listed, including their names in the format that they should be stated on the diploma/certificate.
- Include: date of birth, postcode (UK) or home town (Ireland and overseas) and ITEC ID number if known.
- Incorrectly spelled names will result in charges to the college for replacing certificates/ diplomas.

## **ETHNIC ORIGIN (UK ONLY)**

- The form has a column to state the ethnic origin of each candidate. ITEC is required to capture this data for the QCA for UK examinations only.
- Ethnic origin codes to be used are listed with the enrolment form.

## **RESITS**

- Where candidates are resitting examinations, please indicate this in the appropriate column and ensure that their candidate number is stated.

## **ADJUSTMENTS – ADDITIONAL CANDIDATES**

- If a college/centre has additional candidates after submitting the examination enrolment form, they may be added by sending an *additional* enrolment form. If this information is submitted later than 6 weeks prior to the examination date, the late booking fee will be charged per candidate (see Schedule of Fees).

## **ADJUSTMENTS – FEWER CANDIDATES**

- If a college/centre has less than 10 candidates, a minimum fee will be charged (please see Schedule of Fees).
- If a large number of candidates withdraw and the time required for practical examinations is therefore reduced, the college/centre will be charged a fee if the practical examiner cannot be rescheduled at another college/centre.

## **CANDIDATE ID NUMBERS**

- ITEC issues a unique number to each candidate. This number is used to identify the candidate throughout the examination process and remains in the ITEC database. Colleges/Centres should advise candidates of their numbers as these will also be used should they proceed onto further ITEC courses or join any linked professional associations.
- Please always use the ID number when booking further examinations for candidates or any re-sits and to apply for APL at a later date.

## **PROVISION OF EXAMINATION FORMS AND INVOICING**

- An invoice will be sent with the practical examination Forms (5P) 6 weeks before the examination date.
- Please check and approve the invoice (which contains the names of all candidates enrolled for the examination) and ensure that the invoice is paid at least 6 weeks *prior to* the examination date. ITEC reserves the right to postpone examinations where payment has not been received on time.
- Practical examination forms (5Ps) should be retained within the Examinations Office to be handed to the examiner on the examination date.
- Examination forms for theory (5T) are sent inside the secure theory examination papers envelope and should be locked safely in the Examinations Office until the theory examination date. The unit to be examined is indicated on the label sealing the examination envelope and the number of papers contained is clearly shown. Additionally, a list of candidate names for examination is included outside the envelope so that those enrolled can be checked. Should there be any candidates not listed, colleges/centres should contact the ITEC office immediately.