

Open Awards Remote Invigilation Service

Terms and Conditions

1 Price

1.1 The cost for Open Awards to provide a remote invigilation service can be found in the current [pricing leaflet](#) on our website. This is in addition to the normal learner registration fee. If your centre uses purchase order numbers you should email to finance@openawards.org.uk when you schedule the assessment.

2 Booking

2.1 By scheduling a learner for assessment in the Xams platform and selecting the “Open Awards Invigilated” option, your centre has opted for Open Awards to provide a remote invigilation service for that learner.

2.2 To use the Open Awards Remote Invigilation service the selection above **must** be made at least 5 business days before the assessment.

2.3 It is the centre’s responsibility to ensure that parents/carers of young adults or vulnerable learners give informed consent that the learner’s contact details will be shared with Open Awards for the purpose of assessment.

3 Cancellation charges

3.1 Cancelling an assessment with less than five (5) working days’ notice prior to the assessment date, will result in 100% of the full remote invigilation charge.

3.2 Cancellations earlier than five (5) business days prior to the assessment will incur a £15 cancellation fee.

3.3 Non-attendance of assessment by the learner for any reason whatsoever is deemed to be a cancellation without notice and payment from the centre is due in full.

3.4 For cancellations of an assessment or failure to complete for reasons not related to the centre or learner the remote invigilation fee will not be chargeable. The centre must report any issues in writing to Open Awards within 1 working day of the assessment by emailing customerservice@openawards.org.uk.

3.5 Open Awards may have to cancel the assessment in exceptional circumstances. In this event, Open Awards will take all reasonable steps to mitigate any adverse effect on the learner and will work to re-schedule an assessment as soon as mutually convenient. No additional fees for re-scheduling will be chargeable.

4 Rescheduling an Assessment

4.1 An assessment undertaken using Open Awards remote invigilation service can be re-scheduled at least five (5) working days in advance of assessment by cancelling and re-scheduling. You must inform Open Awards by email at customerservice@openawards.org.uk. A £15 re-scheduling administration fee will apply, unless condition 2.5 applies.

Version	Date	Change(s) made	Section(s)	Publication source(s)
V1.0	Feb 2021	New		Website, Portal