

## Learner absence through illness Policy

What happens if a learner is ill and cannot attend the assessment?

A candidate who is ill and cannot take the assessment may apply, via their centre, for a half-fee credit for re-entry within six months, enclosing a medical certificate. The application must be made by the Centre to English Speaking Board (International) Ltd. within 30 days of the original assessment date.

Applications should be sent by email to [customer@esbuk.org](mailto:customer@esbuk.org) and include the following information:

- Candidate Name
- Original booking number
- Date of original assessment
- A medical certificate

Applications and medical evidence should be sent by email to [customer@esbuk.org](mailto:customer@esbuk.org) ensuring appropriate levels of data protection are applied due to the personal and special personal data.

Non-medical reasons for half-fee re-entry credits are not normally acceptable, although ESB International will be sympathetic to bona fide cases where appropriate evidence is provided. Applications and evidence should also be sent by email to [customer@esbuk.org](mailto:customer@esbuk.org) and include the following information:

- Candidate Name
- Original booking number
- Date of original assessment
- A clear explanation of the non-medical reasons for application

Once approved, ESB International will issue a half-fee credit for an assessment at the same level in the same subject, which can be used for an assessment within 6 months of the original date on payment of half the current entry fee.

If there should be another critical illness pandemic, such as COVID, flu or SARS, ESB International will issue specific guidance on the website.

Revision No	Change to previous release	Reason for change
3	Centre to apply on behalf of a learner. Amendment to the pandemic information	Update to the process steps Covid impact
4	Layout	Improved clarity of process and data required