

EXTERNAL CANDIDATE FREQUENTLY ASKED QUESTIONS

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These questions relate specifically for external candidates looking to sit examinations in London at Woburn House, near Euston (Level 2 only) or RHS Headquarters in Vincent Square (Level 3 only).

Q: Where can I find the examination timetable?

A: The examination timetable can be found on our website under the Support tab titled Examination Dates 2018.

Q: How many units can I sit?

A: You can sit an examination for as many units as you wish. You can sit an examination for just one unit or all the units for the qualification. A certificate for the full qualification will not be awarded until you pass all four units.

Q: Where is the examination venue in London?

A: Level 2 examinations will be held at Woburn House in Bloomsbury, this venue is a four minute walk from Euston station or a short walk from Kings Cross St Pancras tube station. Level 3 examinations will be held at RHS headquarters, Vincent Square.

Q: Where do I find directions to the examination venue?

A: Directions to the examination venue can be obtained from RHS Qualifications.

Q: How do I apply?

A: Applying to sit exams in London is extremely easy. All you need to do is complete our application form and submit to RHS Qualifications along with your payment.

Q: How do I know my place is booked?

A: Once we receive your application and payment in full, we will send you an email confirming your place for the exam and the units you have been entered for. Your place is not guaranteed until you receive a confirmation email from RHS Qualifications.

Q: What are the fees?

A: Examination entry costs for Level 2 are £14 per unit or £25 per unit for Level 3, plus £35 administration fee per candidate, per day.

Q: How do I pay for the fees?

A: Examination fees must be paid in full by cheque or via WorldPay. Worldpay is a secure online payment system with advanced fraud protection. Once we receive your examination application we will send a link to WorldPay with the transaction details for you to make the payment.

Once payment is received in full we will be able to confirm your examination entry.

Due to legislative changes we are no longer able to handle card details or take card payments over the phone.

Q: If I cancel before the examination date will I get a refund?

A: Once payment has been taken the examination entry fee(s) and administration fee are non-refundable. Please ensure you are able to attend the examinations you have applied for.

Q: Will I receive information nearer the time?

A: Yes, we will send an email nearer the time providing you with all the information you need to ensure you are fully prepared for the examination day.

Q: Are access arrangements available?

A: Due to the location we are unable to accommodate access arrangements however we advise you discuss your requirements with RHS Qualifications.

Q: What happens if I am unable to attend the examination due to illness, bereavement or personal circumstance?

A: You must notify RHS Qualifications immediately so we are aware if you are unable to attend the examination. If you choose not to sit the exam, you will need to provide a reason as to why you were unable to attend.

Q: When will I receive my results?

A: 2018 examination results will be issued on:

- Wednesday 29th August 2018 for June exams

All results can be viewed on the RHS Web Portal. We will provide you with details of how to set up your learner account on our Web Portal once your place is booked. If you have created an account you can view your results as soon as they are released.

Q: When will I receive my certificate?

A: Certificates will be posted to the address on your application form shortly after results have been released. If there are any changes to your address during this period please provide us with the correct information.

Q. Can I have my paper remarked if I am not happy with my results?

A: Yes, we offer an Enquiry about Results Service where your paper will be re-marked and an individual report will be provided. This service is only available for a short period of time after results are issued and an application form can be obtained from RHS Qualifications. There is a fee for this service which can be found on our website under RHS Qualifications Fees Notice.