



## Policy on Transfers, Cancellation, No Shows, Refunds and Re-Examination

### POLICY

When an applicant is granted eligibility to take an Academy certification exam, that eligibility is granted for the exam period for which application was made. All eligible candidates are expected to schedule an exam appointment for, and take the examination during, the exam period for which eligibility was granted. The Academy does recognize that occasionally circumstances may prevent a candidate from testing in the originally scheduled exam period, or may require the candidate to retake the examination. Under certain circumstances, the Academy will grant eligibility for one additional exam period beyond the original period for which the candidate has applied. Eligibility will not be granted for an additional exam period in the event that the certification program eligibility requirements have changed from the most recent application period.

### Transfers

If a candidate is unable to test during the exam period for which he or she was originally approved, the candidate may request a one-time transfer to the next available exam period at no additional cost.

Transfer will only be made to the next available exam period. The transfer request can be made at any time between the time of initial approval and the last day of the exam period. The candidate must request a transfer by completing the Exam Transfer Request form. The candidate must cancel any previously scheduled appointments with the testing agency in order to take advantage of this option.

Candidates are allowed one transfer only. If a candidate has already transferred the exam one time, the candidate will not be able to do so again.

Transfer of eligibility and associated fees will be applied only to the original candidate and are not transferable to another person, even if paid for by a third party. Exam fees transferred may be used only toward the next exam and not toward other products or services.

### No Testing Appointment Scheduled

If a candidate does not schedule an appointment for, or take, the exam in the original exam period for which he or she was approved, and the candidate does not request a transfer before the close of the original exam period for which he or she was approved, the candidate will not be refunded the exam fee. Candidates will need to submit a new application, together with all current fees, to continue their pursuit of certification. Such reapplications will be subject to all eligibility criteria in effect at that time.

### Exam Cancellations

Occasionally, a candidate intends to test but circumstances prevent him or her from doing so. Candidates are permitted to cancel a scheduled exam up to five (5) days *before* the scheduled appointment by contacting the testing agency directly. Based on how far in advance the candidate cancels the scheduled appointment, there may be fees associated with the appointment cancellation.



It is mandatory that the candidate cancel their exam with both the testing agency and with the Academy. Candidates are to contact the testing agency directly first and then must contact the Academy. Only the candidate may request a cancellation, regardless of whether the exam fee was paid by the candidate or another party.

Cancellation requests received fewer than five (5) calendar days prior to a scheduled exam appointment will not be honored. Once an exam appointment is cancelled, a candidate may be eligible to request a Transfer to the next exam period.

#### No Shows

If a candidate schedules an exam appointment and fails to take the exam, he or she forfeits all fees.

If a candidate arrives late for a scheduled exam appointment, entrance to the testing area is at the discretion of the Test Center Administrator. A candidate may not be allowed to test and will not be eligible for a refund.

Refunds will not be given for exams that are missed because a candidate was not able to locate the testing center or arrived late.

#### Emergencies

If a candidate is unable to keep his or her exam appointment due to an emergency situation that arises within the five (5) days prior to his or her exam appointment, the candidate is required to submit an Emergency Cancellation Form and official documentation to the Academy in order to avoid forfeiting fees. This information must be received by the Academy within seven (7) calendar days after the candidate's scheduled exam appointment. The following situations will be considered with documentation:

- Emergency room visit or hospitalization
- Severe medical condition requiring hospitalization (e.g., spouse, child/dependent, parent, grandparent, sibling)
- Death of an immediate family member (e.g., spouse, child/dependent, parent, grandparent, sibling)
- Jury duty
- Call to active military duty

#### Refunds

If a candidate must cancel an exam appointment and is eligible to transfer his or her eligibility to the next exam period, the candidate may instead elect to receive a refund of exam fees. The only portion of the total amount submitted that will be refunded is the exam fee, provided that the request for cancellation is received at least five (5) calendar days *prior* to a scheduled exam appointment and the exam appointment has been cancelled. Application fees are non-refundable.



Refunds are not available to candidates who do not schedule an exam and fail to request a transfer, who cancel within five (5) days of the exam and do not provide sufficient documentation of an acceptable emergency, or who fail to show up for a scheduled exam appointment. Refund requests will be considered only if made by the candidate.

Applicants who do not meet the eligibility requirements for the exam (i.e., those who are ineligible), or who are ineligible due to an incomplete application, will receive a refund of the exam fee only, within three weeks of the final ineligibility notification.

Refund requests can be made by the candidate only. Employers supporting a candidate's fees cannot request a refund for fees paid to the Academy. Any refund will be sent to the party who initially made payment to the Academy. If payment was made by credit card, that card will receive the credit. If the payment was made by check, the Academy will mail a refund check to the original payer.

#### Re-Examination

Candidates who do not achieve a passing score on the certification examination will be allowed to re-take the exam in the next available exam period only without submitting a new application for a reduced re-examination fee.

If the candidate is not successful on this "re-take" examination, he or she will need to complete a new application and pay all fees in place at the time for any subsequent exams.

If a candidate chooses to transfer his or her first exam opportunity and, subsequently, does not pass, he or she will need to complete a new application, meet all eligibility criteria in effect at that time, and pay all fees in place at the time for any subsequent exams.

Candidates who do not achieve a passing score on their second attempt or who are unable to test again during the next exam period must submit a new application, together with all current fees, to continue their pursuit of certification. Such reapplications will be subject to all eligibility criteria in effect at that time.

#### **MONITORING AND REVIEW SCHEDULE**

Monitor as needed and review every three years.

#### **DATE APPROVED**

December 17, 2013

#### **DATES REVIEWED**

March 28, 2016

#### **DATES MODIFIED**

May 17, 2016