



**ADA Examination Scheduling and Cancellation Guidelines**

Examination	Policies Pertaining to this Examination
<p><b>CBNC Examination</b></p> <ul style="list-style-type: none"> <li>• Windowed Examination **</li> <li>• Examination Administration Window dates: 11/13/18 - 12/7/18</li> <li>• To schedule your examination, you must first apply and then receive an Examination Confirmation Letter (ECL) email. A Certification Number will be assigned to you and can be found in the ECL email.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Extension Policy</b> - Extensions are not available for windowed examinations.</li> <li>• <b>Examination Score</b> - Examination results and a diagnostic score report will be available approximately 10 weeks after the close of the examination and will be accessible via your MY APCA account. At that time, an email will be sent to the examinee’s email address on file.</li> <li>• <b>Scheduling Policy:</b> You must schedule and sit for the listed examination(s) with the Pearson VUE Testing Center by the dates listed. <b>To ensure a test date is available, it is recommended that you schedule an examination appointment upon receipt of your Examination Confirmation Letter (ECL) email.</b></li> <li>• <b>ADA Accommodations:</b> Due to the unique nature of your authorization, you will not have the ability to schedule your appointment online. <b><u>You will need to contact the Pearson VUE Special Accommodations Scheduling Department at 1-800-466-0450 to schedule or reschedule your appointment.</u></b> Once you have been scheduled you will be able to view your testing appointment by using the Pearson VUE on-line reservation website, <a href="http://www.pearsonvue.com/apca">www.pearsonvue.com/apca</a>, or by contacting Pearson VUE by phone at 877-258-9220.</li> <li>• <b>ID and Password:</b> To successfully view your examination appointment, when using the Pearson VUE on-line reservation website, <a href="http://www.pearsonvue.com/apca">www.pearsonvue.com/apca</a>, you will be required to create a User ID and Password. You are only required to create a User ID and Password once; this is the User ID and Password that you will use to schedule/access all future examination appointments online. You are not required to create a User ID and Password to schedule an examination appointment by telephone.</li> </ul>

\*\* **WINDOWED EXAMINATIONS** - the application is only open during certain "windows" of time (see specific examination for details).



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### PEARSON VUE TEST CENTER ADMISSION AND IDENTIFICATION

At the testing center, you must present **one** form of valid identification (ID) that must exactly match the first and last name on the Examination Confirmation Letter email. For a list of acceptable forms of ID and requirements, visit [www.APCA.org/CheckID](http://www.APCA.org/CheckID). Please carefully review test center admission requirements prior to taking the examination.

Failure to present acceptable ID will prevent you from being allowed entry into the test center to take the examination. If this occurs, you will be marked "Absent" and will forfeit the entire examination fee and seat. A candidate is NOT ALLOWED to leave the testing center to obtain their IDs, and the candidate is NOT ALLOWED to have someone bring them their IDs while they wait at the testing center.

Please note that you will NOT be able to update your primary contact information with Pearson VUE. To update your primary contact information, please log in to your CBNC Account. For changes to your first and last name due to a legal name change, submit copies of notarized documentation and a SIGNED request to [CBNC@apca.org](mailto:CBNC@apca.org). When making a name change, make sure that you have an unexpired, government issued ID with your signature that matches the requested name change.

### TEST CENTER EXPERIENCE

While you are at the test center, please relate any concerns about your examination experience or a specific test question presented in the examination to the Pearson VUE proctor and note the same on your exit survey. All concerns about a specific test question must include the question number or staff will not be able to review the matter.

### SPECIAL ACCOMODATIONS RESCHEDULING POLICY

By scheduling an appointment to take your examination, you have reserved a seat at the test center of your choice and you have requested a Pearson VUE proctor to be available at the appointment time.

If you must reschedule your appointment with Pearson VUE, you must do so within a minimum of 96 business hours prior to the scheduled appointment time. **The Pearson VUE Special Accommodations Scheduling Department can be reached by dialing 1-800-466-0450.** You will be provided with an emailed confirmation notice indicating your new examination date, time and location. If you do not receive a confirmation email from Pearson VUE, your examination appointment has not been rescheduled and you will need to contact Pearson VUE directly.

### CANCELLATION POLICY

If you decide for any reason to withdraw from participation in the examination, you must cancel your appointment with Pearson VUE. To cancel an examination appointment, you must contact Pearson VUE by visiting the [Pearson VUE/APCA website](#) or by calling Pearson VUE at 1-877-258-9220, or the regional contact number if outside of North America. You must cancel the scheduled appointment no later than 96 business hours prior to the scheduled examination appointment time. Once you have done this, you will receive a cancellation email from Pearson VUE.



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To request a partial refund from CBNC, you must submit a SIGNED cancellation/partial refund request via email, [CBNC@apca.org](mailto:CBNC@apca.org), or by fax to 301-424-0875 no later than Friday, November 2, 2018. If applicable, please include your Pearson VUE cancellation email with your request. Be advised, it may take up to 24 hours for your Pearson VUE cancellation to appear in our system.

### FORFEITURE

**The entire examination fee and seat are forfeited if:** the cancellation request is received too late, an appointment is never made, an appointment is not cancelled or the Applicant does not keep a scheduled appointment.