

## Application Refund Policy

Policy No.:	31.01
Version No:	3
Effective Date:	July 16, 2025

### Intent

This policy ensures that certification application-related refunds are processed in a consistent and equitable manner for all requests received.

### Scope

Refund policy will be maintained for all refund requests processed by National Registry staff specific to recertification and initial certification applications.

### Definitions

None

### Policy

Initial Certification: payments are fully refundable up to 90 days as long as an individual has not tested and an exam is not scheduled through Pearson VUE. Refunds will be issued back to the original method of payment, when available, however will be issued through check payment if the original payment method is not available.

Recertification:

Recertification by Examination: payments are fully refundable up to 90 days as long as an individual has not tested, and an exam is not scheduled through Pearson VUE. Refunds will be issued back to the original method of payment, when available, however will be issued through check payment if the original payment method is not available.

Traditional Recertification by application: payments are non-refundable.

### Rationale

This policy documents current refund processes and will allow for a process to document changes in refund policy moving forward. The refund policy is for both initial and recertification application pathways and centers around National Registry providing a service including but not limited to application review. A refund policy that is publicly available creates transparency in the certification application process and reversal of application fees.

### Related Policy and Procedures

OnVue Case Resolution Procedure

Revenue Policy

Recertification Audit Policy

## References

International Organization for Standardization. (2012). *ISO/IEC 17024:2012: Conformity assessment - General requirements for bodies operating certification of persons*.

- 9: Certification Process Requirements
  - 9.1: Application process- 9.1.1

## Document History

2014-01-01	Created and approved (v1)
2021-01-22	Copied to Policy Template
2024-10-18	Revised and updated on audit (v2)
2025-01-14	Approved by Executive Director (v2)
2025-07-16	Updated to policy format