

Examination Scheduling

Policy No.:	62.03
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Intent

Establish the requirements for scheduling or re-scheduling a certification examination for the National Registry.

Scope

The policy applies to individuals who need to schedule and test for a National Registry certification examination.

Definitions

Authorization to Test (ATT) – Notice of approval to test including instructions for scheduling an examination appointment.

Test Network Administrator – The administrator of the test network for the certification examinations.

Policy

Candidates and certificants who meet the established eligibility requirements may schedule an examination appointment to complete the required examination. The National Registry communicates the requirements to schedule, cancel, or re-schedule an examination appointment. This includes scheduling for candidates and certificants who are granted accommodation.

Computer-Based Certification Examinations

After meeting all eligibility criteria and completing the application, the National Registry issues approved candidates an “Authorization to Test (ATT)” that provides instructions on how to schedule the examination. The ATT is valid for 90 days from the day it is posted in the candidate’s account. Approved candidates schedule an examination appointment directly with the test administrator.

Candidates may re-schedule or cancel the examination by contacting the test administrator at least 24 hours prior to the examination appointment. The National Registry or examination vendor may establish fees for re-scheduling the examination.

Candidates who fail to notify the test administrator via phone call or online at least 24 hours before the scheduled test are classified as a “no-show” and results in forfeiture of the examination payment.

Candidates can appeal this decision for extenuating circumstances. Appeals are submitted to the National Registry Certification staff. National Registry Certification staff review and determine the outcome of the appeal. All decisions by the National Registry staff are final. All appeals are considered, but those that fall outside the following list are typically not approved. Extenuating circumstances which may be considered include, but not limited to:

- Medical emergencies for candidate or candidate’s immediate family

- Death of immediate family member
- Employer mandate – EMS PERSONNEL ONLY
- County or statewide weather/natural disaster emergency

Rationale

The National Registry provides fair and standardized testing for its certification examinations by establishing and consistently implementing policies for scheduling and re-scheduling examination appointments.

Related Policy and Procedures

Appeals Policy

Authorization to Test Policy

Accommodations Policy

Candidate Handbook

References

Institute for Credentialing Excellence (I.C.E). (2021). *NCCA accreditation standards*.

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

Document History

2021-06-09	Created and Approved by National Registry Board of Directors (v1)
2023-11-08	Updated for ALS Redesign removal of psychomotor (v2)
2024-06-11	Approved by the Board of Directors (v2)
2025-01-29	Copied to new policy template (v2)