

EXAM CANCELLATION AND SITE CHANGE POLICY

Please note that NCRA is does not defer registration fees between examinations.

CANCELLATIONS – SKILLS EXAM

To cancel your skills exam with a refund, **you must submit your request form to NCRA before the deadline.** NCRA will retain the **non-refundable \$35 processing fee**, and you will be refunded the balance of your registration. If you submit your request to NCRA after the deadline, your exam will be cancelled, but you will not receive a refund except in cases of extenuating circumstances. Requests must be submitted in writing via U.S. mail or fax. The cancellation form is available for download at www.ncraonline.org/testing.

CANCELLING AFTER THE DEADLINE – SKILLS EXAM

If you wish to cancel your skills exam registration after the deadline, you must be able to **provide documentation of either a family or medical emergency.** Adequate forms of documentation include but are not limited to: doctor's notes, church bulletins, and obituaries. If you are able to provide sufficient documentation after the deadline, you will receive a refund minus the non-refundable processing fee. If you are unable to document your extenuating circumstance, you may cancel your exam without a refund.

CANCELLATIONS – WRITTEN EXAM

If you wish to cancel or reschedule your written exam, you must contact Pearson VUE one business day prior to your exam appointment. To receive a refund of your exam fee, you must then submit a cancellation form to NCRA. **Your exam must already be canceled with Pearson VUE upon receipt of your request.** Candidates who cancel with Pearson VUE at least one business day before the exam is scheduled to be taken will be issued a refund minus the \$35 processing fee. Candidates who do not cancel within one business day before the exam is scheduled to be taken will forfeit the entire registration fee. Additionally, no shows will forfeit their entire registration fee unless they are able to provide documentation of an extenuating circumstance within 30 days of their scheduled exam. Adequate forms of documentation include but are not limited to: doctor's notes, church bulletins, and obituaries.

SITE CHANGES - SKILLS EXAM

IMPORTANT: Sites requested may already be full. Completed site changes are final only when the candidate receives an updated confirmation. NCRA cannot guarantee a site change. If you have received an incorrect site or would like to change your exam location, you may do so before the deadline. **It is the responsibility of the candidate to verify his or her exam site prior to test day.** Requests must be submitted in writing via U.S. mail or fax. The site change form is available for download at www.ncraonline.org/testing. If you wish to change the location of your written exam, please contact Pearson VUE directly.

SITE CHANGES AFTER THE DEADLINE - SKILLS EXAM

If you wish to change your site after the deadline, you must be able to provide documentation of either a family or medical emergency for the change. Adequate forms of documentation include but are not limited to: doctor's notes, church bulletins, and obituaries. If you received your confirmation after the deadline, NCRA will change your site without penalty.

SITE CLOSINGS

In the unlikely event a site must close due to elements beyond NCRA's control, all candidates will receive a full refund of their registration fee including the processing fee.

If you have questions regarding this policy, please contact our Member Services Information Center at 1-800-272-6272, or the Department of Certification and Testing at testing@ncrahq.org.

**You may mail or fax requests to:
ATTN: Lindsey Toms
National Court Reporters Association
8224 Old Courthouse Road
Vienna, VA 22182-3808
Fax: 703-556-6291**