

Updated NBCE Exam Interruption Policy

In the event of an emergency or administrative irregularity, the NBCE reserves the right to make adjustments in exam administration procedures, to withhold the reporting of scores, and/or to order the re-administration of an examination.

An emergency or administrative irregularity might include, but is not limited to, any natural disaster (hurricane, flood, tornado, earthquake, fire, etc.), power failure, technology malfunction, or other facility breakdown, which, in the opinion of the NBCE, could affect the validity of examination scores.

If there is an exam interruption or cancellation, the NBCE will post information on www.mynbce.org/examinfo. View this webpage for up-to-date information and details about contacting the NBCE.

Technology Malfunction (Computer-Based Testing)

In the event of a technology malfunction that interrupts the administration of the exam, the NBCE may attempt to resolve the issue and resume the computer exam. If computer testing is not able to restart within 60 minutes, the NBCE may convert to a paper and pencil version of the exam. Technology failures that occur in the middle of a subject exam will require you to start the paper and pencil exam from the beginning of that subject exam.

Exam Cancellation

If you decline to complete the exam in the paper and pencil format **OR**; the NBCE does not offer the exam in the paper and pencil format; you will have the following options:

1. Take the computer version of the affected exams at the next scheduled computer-based administration, free of charge.
2. Request a refund of exam fees for the exams affected by the malfunction.

You must contact the NBCE within 3 days of the exam interruption with your selection. Please visit www.mynbce.org/examinfo for information about your choices, or how to contact the NBCE.

Rescheduling Exams

Depending on the circumstances surrounding the technology failure, the NBCE (at its sole discretion) may decide to offer an additional opportunity to reschedule the affected exams before the next published exam administration. The NBCE will post information about any special re-administration dates and locations on www.mynbce.org/examinfo.