

## NBCE Administrative Irregularity Policy for the Parts I, II, III, and Physiotherapy Exams

In the event of an Administrative Irregularity, the NBCE reserves the right to cancel, suspend, and/or interrupt examination administrations, withhold the reporting of scores, and/or to require the re-administration of an examination that was canceled, suspended, delayed or interrupted. Administrative Irregularities include, but are not limited to: weather events, natural disasters (e.g., hurricanes, floods, snowstorms, mudslides, tornados, earthquakes, fires), power failures, Internet outages, network outages, police emergencies, civil unrest, technology malfunctions, heating, ventilation or air conditioning problems, or other test site facility problems, which, in the sole discretion of the NBCE, could substantially interfere with examination administration or affect the validity of examination scores.

If the NBCE cancels an examination administration due to an Administrative Irregularity prior to the time of the scheduled examination, the NBCE or Prometric will attempt to contact every examinee affected by the cancellation by emailing, calling and/or text messaging each examinee (at the email address and/or phone number provided to NBCE by the examinee). The NBCE will also post information about cancellations on [www.mynbce.org/examinfo](http://www.mynbce.org/examinfo). View this webpage for up-to-date information and details about contacting the NBCE.

If the NBCE suspends or interrupts an examination administration due to an Administrative Irregularity after the time of the scheduled examination (including during the administration of an examination), NBCE or Prometric will verbally advise examinees at the test center of the suspension or interruption.

The NBCE will make reasonable efforts to reschedule any canceled, suspended, or interrupted examination within fourteen (14) calendar days of the originally scheduled examination date, at no charge to the examinee. If an examinee is able to take the examination on the re-scheduled administration date, the examinee's score will be delivered on the same date that it would have been delivered if the examinee took the examination on the originally scheduled date. If the examinee is not able to take the examination on the re-scheduled administration date, he or she can request to have the examination appointment moved to the next scheduled administration, at no charge to the examinee. NBCE will *not* pay or reimburse for travel expenses.

## Technology Malfunction Policy for the Parts I, II, III, and Physiotherapy Exams

A "Technology Malfunction" means any problem with the computer hardware, software, Internet connection or server required to administer the examination that fails to work properly and thereby causes a delay or interruption of testing on the day of the examination administration. Examinees have an obligation to promptly report to test site staff any Technology Malfunction. NBCE and/or Prometric will diligently work to promptly and completely resolve any reported or detected Technology Malfunction.

In the event of a reported or detected Technology Malfunction that delays or interrupts testing for less than one hour on the scheduled date of the examination, the examinee will begin or resume testing on that day and will be expected to complete the examination. NBCE and/or Prometric will document the Technology Malfunction, and NBCE or its designee will conduct an investigation of the matter after the exam administration is complete to reduce the likelihood of similar Technology Malfunctions occurring in the future.

In the event of a reported or detected Technology Malfunction that delays or interrupts the administration of the exam where NBCE or its designee is not able to correct the malfunction and start or resume the exam administration within one hour of the report or detection of the issue, the examinee has the following options:

1. If there are appointments available later in the day, or the next day, the examinee can reschedule their exam at no additional charge for another appointment time that weekend. If there are not **any** available appointments for that weekend, the NBCE will contact the examinee within two business days of their failed appointment to reschedule an exam appointment within the next two weeks, at no additional charge. The scores for the re-scheduled exam will be posted by the date indicated for the original administration.
2. The examinee can move their appointment to the next scheduled administration at no additional charge. Scores will be posted according to the published dates for the future administration. Please contact the NBCE within 3 business days of the failed appointment to make arrangements.
3. The examinee can request a refund of the exam fees paid. They will need to submit a new application and will be required to pay the applicable examination fees to test again in the future. Please email your request to [support@nbce.org](mailto:support@nbce.org) within three days of the failed testing appointment.