



NBCE Administrative Irregularity Policy for Part IV Examination

An Administrative Irregularity means anything unexpected or unplanned that impacts the normal operation of an exam administration.

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. Administrative Irregularities include, without limit: weather events, natural disasters (e.g., hurricanes, floods, snowstorms, mudslides, tornados, earthquakes, fires), power failures, Internet outages, network outages, health, safety, or welfare concerns or emergencies, civil unrest, technology malfunctions, heating, ventilation or air conditioning problems, general test site facility problems, or any other event beyond the control of the NBCE 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, NBCE will attempt to contact every examinee affected by the cancellation by emailing 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. 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 during the administration of an examination, NBCE will verbally advise examinees at the test center of the suspension or interruption.

The NBCE will make reasonable efforts to accommodate any canceled, suspended, or interrupted exam. If the examinee is not able to take the examination on the re-scheduled administration date, if any, he or she can request to have their Part IV application 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 Part IV Diagnostic Imaging Examination

A "Technology Malfunction" means any problem with the computer hardware and/or software, 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 will diligently work to 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 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 examination administration within one hour of the report or detection of the issue, the examinee has the following options:

1. The examinee can request to move their Part IV application 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 three (3) business days of the failed examination administration to make arrangements.
2. 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 within three days of the failed examination administration.