	CREATION DATE February 15, 2012	DATE REVISED July 26, 2024
	POLICY AREA / CATEGORY	DATE APPROVED / EFFECTIVE DATE March 01, 2012
POLICY TITLE CANCELLATIONS	VERSION	DATE REVIEWED July 26, 2024

SUMMARY & PURPOSE:

Candidates shall be able to cancel their scheduled examination time. Depending on the circumstances, there are different rules that apply regarding any change fees or other requirements, this document outlines those rules.

DEFINITIONS:

None

POLICY:

Candidates shall be able to cancel their scheduled examination time utilizing the following guidelines:

- Testing Center originated cancellation: there exist circumstances where the testing center may have to cancel a scheduled examination. The candidate shall be notified by the testing center/vendor, and arrangements for a rescheduled examination will be made at no cost to the candidate.
- Candidate originated cancellation due to emergencies or inclement weather: the candidate shall notify the testing center immediately when it is determined that attendance at a scheduled examination is no longer possible. There is no fee for this type of rescheduling.
- Other circumstances for cancellation: a candidate may have to cancel a previously scheduled examination due to other changes such as when a schedule conflict arises. Candidates may reschedule the examination up to five (5) calendar days before the examination date (six days or more previous to the scheduled day). Rescheduling fees apply to process the request, the amounts are indicated in the candidate handbook. The candidate should contact the testing company directly to reschedule the examination and submit the rescheduling fee.
- If the cancellation is within five (5) calendar days or less, candidates will not be allowed to cancel or reschedule the examination unless one of the following four situations has occurred: death in the immediate family, military deployment, jury duty, or sickness. Documentation is required for any of these four situations. The rescheduling fee would still apply in these situations.
- Any candidate who misses a scheduled examination or does not follow the rescheduling guidelines above will forfeit the application fee and will be required to submit a new fee in order to schedule a new examination date.

SCOPE/APPLICABILITY:

CHSE and CHSOS certification programs.

Applies to all candidates who have a scheduled examination (confirmed date, time, and location).

PROCEDURES TO ENSURE COMPLIANCE:

The vendor is primarily responsible for handling the scheduling, cancellation, and rescheduling of examination dates and times for candidates. The vendor shall contact SSH for any guidance or advice in any situation where there exist circumstances that are not clearly understood or do not fit within the guidelines listed in the policy statements.

SUPPORTING/REFERENCE DOCUMENTATION:


- CHSE Handbook
- CHSOS Handbook

RELATED POLICIES & PROCEDURES AND ASSOCIATED FORMS:

None

ASSOCIATED NCCA STANDARD(S):

- 6C, 7C, 18

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POSTED PUBLICLY: YES