



Exam Policies

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CPHR ALBERTA EXAM POLICIES

Refunds

Exam Registrants are able to request to cancel or defer their exam online and will be reimbursed as follows:

- 60 days or more before the exam, 100% refund for exam cancellation
- 30 - 60 days before the exam, exams can only be deferred. There is no cost to defer in this time period and the exam fee is transferred to the new exam date.
- 7 – 30 days before the exam, registrants can defer the exam but there is a deferral fee of \$200.00
- Within 7 days of the exam, exams cannot be cancelled and can only be deferred for serious medical reasons with documentation provided to CPHR Alberta. Deferrals approved in this time can be subject to the same deferral fee of \$200.00.
- Exams that have been deferred cannot later be cancelled and refunded if the registration deadline for the initial exam date has passed.

Deferral Policies

- Prior to the exam registration deadline, registrants can either cancel their exam registration or defer to the next examination date. After the exam registration deadline has passed, registrants cannot cancel their exam registration. Instead, they must defer to the next exam sitting. Those who choose not to defer but who do not show up at the exam will be considered a "no show" for the exam and will forfeit the exam fee. Their exam will be recorded as "failed".
- Registrants who defer to a future sitting and then cancel their registration any time prior to this sitting will forfeit their initial exam fee plus any deferral fee paid.
- A maximum of two deferrals are allowed per exam. If someone has reached the maximum of two deferrals but cannot write the exam, they can request to cancel the exam but will not be reimbursed any part of the exam fee.
- If an exam registrant becomes ill on the day of the exam and cannot attend, they have a maximum of one week following the exam to submit a doctor's note to CPHR Alberta to confirm the medical situation. If a doctor's note is received in this time, the exam can be deferred to the next exam session. If a doctor's note is not received in time, the registrant will be recorded as a "no show" for the exam and their exam will be recorded as "failed".

Accommodations for Exams

Please note that with clear documentation provided by a medical professional, CPHR Alberta can make accommodations for exam writers such as: extra time to write the exam; and, a private room in which to write the exam.



CPHR Alberta will work to meet requests for accommodation and create a reasonable accommodation without causing undue financial hardship to CPHR Alberta.

If the date of the exam interferes with a religious observation of an exam writer, CPHR Alberta will make arrangements to have the exam written on a different date - usually the Friday before the nationally scheduled exam date.

****All requests for accommodation must be sent in writing to CPHR Alberta no later than 8 weeks in advance of the exam date.****

Limited Attempts to Pass the National Knowledge Examination

Associates are allowed three attempts to pass the exam. If, after three attempts they have not passed, they must take a one-year break before they sit for the examination a fourth and final time.

Those who had written the National Knowledge Exam prior to this policy's introduction will not have past sittings of the exam counted toward these three failures.