

Scheduling the Examination

Examination Test Centers

JCAHPO's computerized exams are administered at Prometric Test Centers conveniently located throughout the U.S. and Canada. You may refer to Prometric's web site for a current list of test sites at www.prometric.com.

Foreign Testing Sites

JCAHPO will consider requests to administer exams to groups of candidates outside of the U.S. and Canada, but we cannot guarantee that such testing will be available. Contact the Certification Department for more information on testing at foreign locations. An additional fee may be charged for international administration, and exam formats may differ.

Confirmation Letter

Candidates approved for eligibility will receive a letter confirming acceptance of the exam application. The confirmation letter will provide a toll-free number and other scheduling information. You have 90 days in which to schedule the exam with JCAHPO's testing vendor.

JCAHPO does not control test site availability or exam scheduling. To avoid scheduling complications, please schedule your examination shortly after receiving the confirmation letter. The testing service will provide each candidate with a confirmation number that must be presented when you arrive at the test center on the day of your exam.

Eligibility Extensions, Appointment Changes, and Fee Refunds

JCAHPO's policies regarding scheduling, canceling, and changing appointments are:

1. If you fail to schedule an appointment within the 90-day eligibility period indicated in your confirmation letter, you will forfeit your application fee. A new application and examination fee are required to reapply for the examination.
2. Requests to cancel an application (before you have scheduled an appointment with the testing service) must be received in writing before the end of your 90-day eligibility period. A processing fee is retained.
3. To cancel a scheduled exam appointment without a fee, you must call JCAHPO's testing service at the toll-free telephone number you received with your acceptance letter at least 30 days prior to your scheduled appointment. If you cancel 5 – 29 days before the scheduled test date, the testing center vendor will collect a \$25 fee. Cancellation less than five days before the test date or failure to appear will result in forfeiture of your examination fee or incur a no-show fee.
4. If you cancel within the allowed time period, you may either reschedule with the testing center or request a refund in writing from JCAHPO. All requests for refunds must be received before the end of your 90-day eligibility period and a processing fee is retained. No refunds will be issued for cancellations that do not conform to the above policy.
5. If you fail to appear for the examination or arrive at the test center more than 15 minutes late for your appointment, you will not be tested and you must pay a no-show fee prior to rescheduling your exam.
6. If you are not admitted to the test center for failure to provide proper identification, you will be charged a no-show fee, which must be paid prior to rescheduling your exam.
7. If you are unable to take the examination within the eligibility period indicated in your acceptance letter, you may apply for a one-time 30-day eligibility extension by submitting a written request and paying an extension fee. The written request must be received by the end of the 90-day eligibility period.
8. If you are unable to take the examination and cannot cancel or reschedule within the required time period due to a personal emergency, you may request consideration to reschedule the examination without paying an additional fee by contacting JCAHPO in writing within 15 days of the scheduled testing session. A description of the emergency must be included in the written request, and supporting documentation (for example, a doctor's excuse) must accompany the request. Rescheduling without an additional fee will be considered on a case-by-case basis.