

**Policy Type:** Examination  
**Approval Date:** November 24, 2023  
**Revision Date(s):**

**Policy Number:**  
**Last Review Date:**  
**Scheduled Review Date:**

#### **Purpose**

The purpose of this policy is to define refunds applicable to candidates who have paid for the COPR Entry to Practice Examination and are unable to write the examination on the date they applied to write.

#### **Policy**

Candidates must purchase the examination at the time of application via the COPR portal and reserve a seat as instructed by the examination provider. Examination fees include a non-refundable administration fee of \$150.00 plus tax.

#### **Applicable Refunds**

Candidates who cancel their examination application a minimum of 14 calendar days prior to the examination (defined as 10:00 PM CST on the 14<sup>th</sup> calendar day prior to the examination) will receive 100% refund, less the administrative fee.

Candidates who cancel their examination application after 10:00 PM CST on the 14<sup>th</sup> calendar day prior to the examination will not receive a refund unless it is due to extenuating circumstances, as outlined below.

Candidates who do not reserve their seat or submit their transcripts 14 calendar days prior to the examination forfeit their examination and will receive a 100% refund, less the administrative fee.

#### **Failure to take the Examination**

No refund will be provided to a candidate who does not take the examination at the scheduled date/time (no show) unless the failure to take the examination is due to the following extenuating circumstances:

1. Death in the immediate family; or
2. Sudden incapacitating illness or injury; or
3. Other circumstances deemed by COPR to be beyond the candidate's control.

Candidates have 10 business days after the examination date to submit a refund request for extenuating circumstances, with supporting documentation, to the COPR Examination Manager outlining the situation that prevented them from taking the Examination on the scheduled examination day. If the refund request is approved, 100% of the examination fee, less the administration fee, may be refunded.

#### **Late Arrival to the Examination**

Candidates who arrive 30 minutes late at a test centre or connect to an online proctoring session 30 minutes late may be denied access and not receive a refund for their examination. This does not apply if the online proctor or test centre causes a delay.