



Policy 6.22 Exam Rescheduling

Policy

Candidates may reschedule the date of their certification exam (CEN®, CFRN®, CTRN®, CPEN® or TCRN®) at no cost, as many times as necessary, during their 90-day exam authorization window. All appointments must be rescheduled at least 48 hours prior to the scheduled exam and the new appointment must be within the candidate's current exam authorization window. The candidate must schedule and take the exam before the 90-day exam authorization window expires. If the candidate's testing window expires and an exam has not been taken or scheduled, the candidate may contact BCEN to request a new 90-day exam authorization window for a fee, pursuant to Policy 6.9.

Candidates may not reschedule their exam if any of the following situations have occurred:

- If a candidate did not show up at the testing center for a scheduled exam date.
- If a candidate's eligibility (90-day exam authorization) window has closed.
- If it is less than 48 hours before the scheduled exam.

Procedure

1. Candidates will reschedule their exam using the scheduling link in their BCEN account or by calling PSI customer service.
2. If an exam cannot be rescheduled or the 90-day exam authorization window has expired, the candidate may contact the BCEN office to purchase a new 90-day exam authorization window.
3. BCEN staff will follow approved company procedures for processing a new 90-day exam authorization window.

Created and Approved: May 2019

Revised: June 2020

Revised: January 2021