



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 one (1) full business day prior to the scheduled exam date and the new date 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 one (1) business day before the scheduled exam.

Procedure

1. Candidates will reschedule their exam using the SCHEDULE NOW link in their BCEN account or by calling Pearson VUE 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.

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