

Rescheduling, Cancelling or Failure to Appear Policy

Candidates may cancel or reschedule their exam no less than 72 hours before the scheduled exam time. If a candidate fails to provide the 72 hours prior notification, then the candidate will be charged a rescheduling fee. The candidate must submit the request to reissue an alternate testing date (ATD) and pay the appropriate processing fee within 7 business days following the original scheduled testing appointment to be reauthorized to reschedule for testing. The only recourse a candidate has is to request a waiver of the fee via email at info@grantcredentials.org from the GPCI Board to take the exam at a later date. The GPCI Board will grant waivers only in extreme circumstances.

Candidates must contact GPCI for the following:

- A) If a candidate fails to appear for a scheduled exam. Acceptable reasons for failing to appear for a scheduled exam include: Medical or personal emergency including sudden illness of either the candidate or an immediate family; death of immediate family member; disabling traffic accident; unexpected military duty call-up; court appearances that cannot be rescheduled. Candidates will be required to provide third party documentation.
- B) If a testing vendor reschedules the exam for unplanned circumstances
- C) Candidates who experience technical or other testing site issues during testing, must notify GPCI within 3 business days of the test. The candidate may request rescheduling if they were not able to complete the exam, or within 7 business days of notification of unsuccessful test results.
- D) If a Kryterion center is closed by the examination center manager or the emergency affects the availability of an online live remote proctor, the GPC Candidates must reschedule the date/time of the exam through the electronic testing system. The candidate must contact GPCI to report the interruption and for assistance with rescheduling via email at info@grantcredential.org within 3 business days.
- E) If power to a test center is temporarily interrupted during exam administration, the examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons, the questions will be scrambled.
- F) If an interruption other than candidate misconduct (i.e. power outages, severe weather) occurs, the online proctor will pause the test session until the interruption is resolved and allow the candidate to continue. If the interruptions cannot be resolved, the test session will be discontinued, and the candidate may reschedule the exam.

Candidates must send a notice of the reason for requesting an alternative testing date as well as accompanying documentation, to GPCI within seven (7) business days following the original scheduled testing date, along with the request form for reauthorization. GPCI reserves the right to request additional documentation to support a candidate's reason for failing to appear for testing appointment.