

## Cancellations and Refunds for CNA Testing

### 5 business day cancellation required - at a minimum

- For example, testing is on Wednesday. You would have to cancel by the previous Wednesday - if there were no holidays in between.
- This allows time to contact others that might be waiting for testing.

### Weather

- If the campus is closed due to weather (blizzard, flooding), testing is cancelled.

### Illness

If you are so ill you cannot attend testing, to be eligible for a refund provide a written statement from the healthcare provider explaining the medical circumstance.

### Family Crisis

- Death in the immediate family or hospitalization of immediate family member is considered a family crisis.
- Provide documentation (obituary and program memorial; written statement from the healthcare provider) to be eligible for a refund.

Submit the documentation to [Ndscs.Cna@ndscs.edu](mailto:Ndscs.Cna@ndscs.edu) within 10 days of the CNA testing date.

The reason for these strict rules is that when someone does not show up for testing, another person has been kept from getting tested. NDSCS conducts testing as a service to the healthcare community and operates with minimal profit.

Unfortunately, during the years that NDSCS has conducted testing, it has become necessary to become stricter about what is an acceptable reason to cancel with less than 5 business days' notice. In fairness to all and in understanding of how important CNA certification is to people's livelihood and academic careers, we appreciate your compliance with these policies.