

## 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.

### COVID

- If you have COVID or have been exposed to COVID, you will not be allowed to test.
- Do not report.
- You must provide to me your COVID report, or the COVID report of the person you were exposed to.
- You will be scheduled for the next test.

### Weather

- If the campus is closed due to weather (blizzard, flooding), testing is cancelled.
- There is no other weather-related reason that testing is cancelled.
- If the weather is bad, make sure you leave early so that you arrive on time. We all know and expect poor weather, plan accordingly.

### 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 30 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.