



NATIONAL MUSIC CERTIFICATE PROGRAM

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Registration Policies

- Registrations may **not** be withdrawn once submitted to National Music Certificate Program.
- Once registered for a specific examination session, candidates may **not** change from one session to another.
- National Music Certificate Program will make reasonable efforts to accommodate special needs requests, however they **cannot be guaranteed**.
- National Music Certificate Program reserves the right to withhold marks and records of candidates with **outstanding fees or surcharges**.
- Candidates are responsible for confirming their examination schedule online 2 weeks before the start of the examination session.
- Candidates may access their results (including marks and/or examiner comments and/or marked theory papers) online by clicking on the “Examination Results” section from the homepage.
- National Music Certificate Program will share a candidate’s examination history and results with the teacher indicated during registration, if applicable.
- Registrants will be charged:
 - \$20.00 for a returned check.
 - \$25.00 for the processing of incomplete registration forms.
 - \$40.00 late processing fee for online registrations submitted after the deadline date. Faxed or mailed applications postmarked after the deadline date will not be accepted.

Piano Applications

On-line

- Prior to the registration deadline, registered piano candidates may choose a date and time for their examination and may change their schedule **as availability permits**.
- Examination timeslots are available on a **first-come, first-served basis**.
- Once timeslots for a particular examination center are filled, candidates will be assigned a timeslot either in the **original center of their choice or at the nearest available center**.
- Piano candidates agree to appear for the examination **as scheduled**.
- Scheduling and availability of examinations are at the sole discretion of the National Music Certificate Program.

By Fax or Mail

- Requests for specific examination timeslots on mailed or faxed registrations **cannot be accommodated**.
- By submitting a mailed or faxed registration, piano candidates agree to appear for the examination **as scheduled**.
- Scheduling of mailed or faxed registrations begins once the on-line application service is no longer available.

- National Music Certificate Program can only confirm receipt of mailed or faxed registrations through “Examination Scheduling” on our website.
- Candidates **may be transferred to a nearby center** if all timeslots at their chosen center have been filled.
- Examination schedule information will be available online under “Examination Scheduling” 3-4 weeks after the registration deadline.

Non-piano Applications

On-line, Fax or Mail

- National Music Certificate Program can only confirm receipt of mailed or faxed registrations through “Examination Scheduling” on our website.
- Scheduling information is available online starting approximately 3 - 4 weeks after the deadline and is updated on an on-going basis as examinations are scheduled.
- Scheduling and availability of examinations are at the sole discretion of National Music Certificate Program.
- By submitting a registration, non-piano candidates agree to appear for the examination as scheduled.
- Non-piano examinations are not guaranteed to take place in all centers. Non-piano candidates whose examinations cannot be scheduled in the center originally requested will be notified by National Music Certificate Program. These candidates may be transferred to another center or may request a Credit.

Credit/Refund Policies

- No refunds are granted to candidates who fail to appear for their scheduled examination (there are no academic penalties for missed examinations).
- Candidates who apply for an examination and are subsequently unable to attend will not be eligible for a Credit/Refund except for medical emergencies or direct time conflicts with school examinations.
- For medical emergencies, candidates must submit a **doctor's letter/certificate, on official letterhead, signed and dated by the doctor**.
- For direct time conflicts with school examinations, candidates must submit a **letter from the school on official school letterhead indicating the exact date and time of the conflict. The letter must be signed and dated by a school official**.
- Such candidates may request a credit for the examination fee (excluding any additional surcharges), or a 50% refund.
- A Credit once granted may be applied to any examination within **one year** and may not be re-extended.
- Candidates must submit a new registration for the session of their choice within the one year period.
- Credits are not transferable.
- Credits requests **must** be received in writing within **two weeks** following the missed examination.
- No credits and/or refunds **on amounts under \$10.00**.