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# ADMINISTRATIVE POLICIES

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## Transfer Policy

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If you are unable to take the exam on the date or at the location for which you are registered, you may transfer your registration by contacting the Exam Department no later than seven days before your original exam date. Exam registrations cannot be transferred to another person.

- Call 888-746-2378, ext. 118 or 103, and specify the date and site to which you wish to transfer.
- The date and site that you wish to transfer into must be open for registration. You cannot register for or transfer into an exam after the registration deadline.
- Your transfer payment must be received by the registration deadline. If your transfer form and payment are not received by the deadline, your registration fee will be forfeited and you will be required to reregister and provide the appropriate registration fee.

### Fees

- Candidates wishing to transfer to a different date and site but remain in the same certification program need to provide a \$75 transfer fee.
- The transfer fee increases to \$100 for change of location/ date AND type of exam (i.e., CSCS to NSCA-CPT).

## Cancellation and Refund Policy

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Notice of cancellation must be in writing. A 50% refund will be provided when written notice of cancellation is received at least seven days before the scheduled exam date. No refunds will be made after that date.

Should fewer than 15 candidates register for a site, the NSCA Certification Commission Executive Council retains the right to cancel the examination site. Those affected will be notified no later than four weeks after the registration cutoff date and offered the opportunity to transfer to a different date/site at no additional cost. The Commission is not responsible for expenses incurred by a candidate due to a canceled examination (e.g. airfare, hotel, etc.).

### If You Move

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If you change your mailing address after registering for an exam, be sure to provide prompt notification of your new address to prevent your admission ticket(s) from being delayed or lost in the mail. You may change your address by visiting [www.nasca-cc.org](http://www.nasca-cc.org), and selecting **Update Your Contact Information** located in the **Contact Us** section.

## Reporting of Results/ Release of Information

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NSCA Certification Commission examinations are administered and scored by an independent examination service that mails score reports directly to candidates six to eight weeks after the exam. (Refer to page 6 if you are a college senior taking the CSCS exam.)

Test results are not released to candidates who indicate that they are NSCA members but whose membership status cannot be verified by the NSCA office. Exam scores cannot be given over the phone or via e-mail. Candidates are not able to see their scored answer sheets or learn the specific questions that they missed.

## Passing Score

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The minimum for passing is a scaled score of 70 for each section of the examination. (CSCS has two sections; NSCA-CPT has one section.) To earn the CSCS credential, both sections of the examination must be passed. In the event a passing score on either or both sections is not achieved, you may retake the section(s) not passed at a later date. There is no limit on the number of times an exam may be retaken; however, a retake registration fee must be paid each time.

## Reapplying for the Exam

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In situations where it is imperative that you earn the CSCS or NSCA-CPT credential, you can register for another exam administration even if you do not have your score reports from the previous exam. Just complete and submit the registration with the appropriate registration fee. In the event that you are successful in passing the first exam, contact the NSCA Certification Commission in writing to obtain a refund of your second registration payment (less a \$25 processing fee).

## No-Shows

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Candidates who do not arrive to take the examination and who do not cancel or transfer their registration forfeit their entire registration fee. Should they wish to take the exam at a later date, they would need to register again and provide the full registration fee.



### [www.nasca-cc.org/downloads](http://www.nasca-cc.org/downloads)

- CSCS Candidate Handbook
- NSCA-CPT Candidate Handbook



### Fax on Demand

- Documents 131 and 134



### Telephone

- 888-746-2378
  - 402-476-6669
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