

Cancellations & Refunds for Nursing Assistant Testing



A member of Minnesota State
1601 Jefferson Street | Alexandria, MN 56308
320-762-4510 | atcc-customized@alextech.edu

If you are unable to attend your scheduled test event, you are expected to communicate at your earliest convenience: Call 320-762-4510 or Email atcc-customized@alextech.edu

Minimum 3 business day cancellation required to receive a full refund

For example, if testing is on Thursday, you would need to cancel by Monday – if there were no holidays in between. This allows time to contact candidates on the waiting list.

Note that if you fail to present current photo-bearing identification that matches the name on your registration, you will not be allowed to test and a refund will not be provided.

EXCEPTIONS

Weather

- If the campus is closed due to weather (blizzard, flooding), testing is cancelled.
- We expect poor weather to happen, call with questions 320-762-4510.

Illness

- If you are ill and cannot attend testing, to be eligible for a refund you are expected to provide a written statement from your healthcare provider explaining the circumstance within 2 business days.
- Covid 19 - to receive a refund, you must provide ATCC your COVID report or picture of Covid at-home-test results, date and name of candidate within 2 business days.

Family Crisis

- Death in the immediate family or hospitalization of immediate family member is considered a family crisis.
- Provide documentation (obituary and program memorial or written statement from the healthcare provider) to be eligible for a refund within 10 business days.

Vehicle Breakdown/Accident

- Provide copy of tow bill, police report or other documentation within 2 business days.

Submit Exception Documents

- Submit exception documentation to atcc-customized@alextech.edu

Rescheduling will be initiated by ATCC staff after review of exception documentation.

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

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.