

# Registration Terms and Conditions

## General

- The Royal Conservatory reserves the right to substitute an in-person examination with an online examination, or an online examination with an in-person examination, per government direction and guidelines on social and physical distancing or RCM's sole discretion. Should there be a need for this to occur, no refunds or vouchers will be provided.
- For exams deferred by the RCM or credit requests, please verify that the credit is in your account prior to making a payment. The credit will automatically appear on the confirmation screen upon checkout (Step 5 of registration). If you do not see a credit, it has not yet been processed. Credits cannot be retroactively applied to registrations and they must be used no later than the expiry date specified in the confirmation email.
- If you are currently registered for an examination and choose to register in another session for the same discipline, a refund will not be provided. Either exam's details can be switched online to another session, discipline, and/or level. Alternatively, an exam voucher can be issued instead that can be used to register for a future examination.
- Applications cannot be withdrawn once submitted to The Royal Conservatory. All registrations are final.
- The Royal Conservatory will make every effort to accommodate accessibility requests, subject to receiving adequate notification.
- Candidates may be asked to present photo identification before being admitted to the examination room.
- Remote Exams are recorded by the RCM Certificate Program for quality assurance and safety reasons. These videos will remain confidential and will not be published. By registering for an exam, candidates consent to this recording. Candidates and their families are not permitted to record the online component of their practical examination as this compromises the academic integrity of the Program. Recording this exam may result in the Certificate being annulled and cancellation of the candidate's future participation in the RCM Certificate Program.
- A second adjudicator may be present during examinations for quality assurance and training purposes. The exam will be evaluated by the assigned examiner.

## Scheduling In-Person Practical Exams

- Prior to the application deadline, piano candidates may choose a date and time for their examination during the online registration process. Examination timeslots are available on a first-come, first-served basis.
- Candidates may change their examination details at no cost until online registration closes. Once timeslots for a particular examination centre are filled, candidates will be assigned a timeslot either in the original centre of their choice or at the nearest available centre. Examination schedule information will be available in your MyRCM account approximately 3-4 weeks before the exam session begins.
- For non-piano candidates, scheduling information is available in your MyRCM account starting approximately 3-4 weeks before the exam session begins and is updated on an on-going basis as examinations are scheduled. Non-piano examinations are not guaranteed to take place in all centres. Non-piano candidates whose examinations cannot be scheduled in the centre originally requested will be notified by The Royal Conservatory. These candidates may be transferred to another centre or may be set up with a remote examiner instead.
- Scheduling and availability of examinations are at the sole discretion of The Royal Conservatory.
- Requests for specific examination time slots on mailed applications cannot be accommodated.
- After successful registration, a confirmation email with exam details will be sent to the email address on file with the RCM.

## Scheduling Remote Practical Exams

- Upon registration, candidates must submit three different dates and times as availability for their exam. Examination timeslots are available on a first-come, first-served basis.
- Remote exams are offered Wednesday-Saturday, and additional days of the week may occasionally be offered at the RCM's discretion.
- Candidates are responsible for ensuring, prior to registration, that they are able to conduct their examination online per the [General and Specific Conditions](#) for their discipline and level.
- Candidates may reschedule their examination at no cost within 24 hours of registration. Examination schedule information will be available in your MyRCM account approximately 10 days after registration.
- Candidates must ensure that they remain available for all three options, until the RCM confirms which date was selected.
- Scheduling options are not submitted with any priority or preference in mind, and any of these three dates may be chosen for the exam.
- After successful registration, a confirmation email with exam details will be sent to the email address on file with the RCM.

## Scheduling In-Person Theory Exams

- Prior to the application deadline, theory candidates may choose a date and time for their examination during the online registration process.
- Candidates may change their examination details at no cost until online registration closes. Should registration numbers be too few at a particular centre, candidates will be assigned a timeslot at the nearest available centre instead.

- Examination schedule information is available in your MyRCM account starting approximately 3-4 weeks before the exam session begins and is updated on an on-going basis as examinations are scheduled.
- Scheduling and availability of examinations are at the sole discretion of The Royal Conservatory.
- After successful registration, a confirmation email with exam details will be sent to the email address on file with the RCM.

## Additional Fees

- There is a late processing fee for all applications submitted after the deadline date. Paper applications before or after the registration deadline are subject to a paper handling fee. Returned cheques are subject to a handling fee.
- The late fee is non-refundable. Should the candidate switch to a later in-person session or a remote session, the initial late fee will not be refunded.
- All Examination & Service fees can be found [here](#).

## Examination Deferrals, Rescheduling, and Session Switches

- In order to reschedule an exam, please log into your MyRCM account, go to My Exams & Results, and select the correct family member to view their exam details.
- Exams can be rescheduled to any other available session, whether in-person or remote.
- Rescheduling is free of charge before the registration deadline for any in-person exam. Rescheduling a remote practical exam is free of charge within 24 hours of registration. Outside of these times, rescheduling comes with a fee.
- Rescheduling any in-person exam is only permitted until 14 days prior to the start of the session for which the candidate is currently enrolled. Rescheduling a practical exam held over Zoom is only permitted until 7 days prior to the original exam time.
- Customers rescheduling due to medical/school conflicts can request a full refund of the rescheduling fee.

## Online Theory Extensions

- Online Standalone Exam and Study Guide products cannot be rescheduled. However, Study Guide products may be extended by an additional 90 days, for a fee. In order to extend an online theory exam, please log into your MyRCM account, and request an extension through My Courses, Learning and Resources.
- Thirty (30) days can be granted without charge for medical/personal reasons. Students wishing to be granted an extension for medical/personal reasons will initiate the process by contacting Candidate Services.
- Customers must not have completed the exam, and have no final mark assigned.
- Extensions can be purchased starting 1 month prior to, and up to 3 months after the completion deadline.

## Examination Cancellations

- In order to cancel an exam, please log into your MyRCM account, go to My Exams & Results, and select the correct family member to view a cancellation option.
- After registration, customers have a grace period of 24 hours to cancel any exam free of charge and receive a full refund. This also applies to digital learning products, unless the candidate has already begun the course or exam.
- After the 24 hour grace period, customers who choose to cancel their exam will not receive a voucher or refund.
- Candidates who fail to appear for their exam or complete their exam on time, will not receive a voucher or refund.
- There are no academic penalties for missed examinations or incomplete online courses and exams.

## Marks

- The Royal Conservatory reserves the right to withhold marks and records of candidates with outstanding fees or surcharges.
- The Royal Conservatory will make a candidate's examination history and results available to the teacher indicated on the application. The RCM may also make a candidate's examination history and results available to the music school indicated on the application, if applicable.
- Candidates may request a Re-evaluation or a Recalculation of a Theory Examination result, please see the following link for details: [www.rcmusic.com/forms-and-services](http://www.rcmusic.com/forms-and-services)
- Practical examination results are final.
- Candidate results (including marks and/or examiner comments and/or marked theory papers) may be accessed online through a MyRCM account.