

Registration Terms and Conditions

General

- The Royal Conservatory reserves the right to substitute an in-person examination with an online examination per government direction and guidelines on social and physical distancing. Should this happen, no refunds or credits will be given, unless the student is unable to meet the online exam conditions.
- All Remote Exams will be recorded for quality assurance and safety purposes. Recordings will be kept confidential and will not be published.
- For exams deferred by the RCM or credit requests, please verify that the credit is in your account prior to payment. It will appear on the confirmation screen (Step 5 of registration). If you do not see a credit, it has not yet been processed. Credits cannot be retroactively applied to this exam. Credits must be used no later than the expiry date specified in your 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. A credit will be issued instead.
- Applications may not be withdrawn once submitted to The Royal Conservatory. All registrations are final.
- Once registered for a specific examination session, candidates may not change from one session to another.
- The Royal Conservatory will make every effort to accommodate special needs requests, subject to receiving adequate notification.
- 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 These videos will remain confidential and will not be published.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.
- Candidates may be asked to present photo identification before being admitted to the examination room.
- A second adjudicator may be present during examinations for quality assurance and training purposes. The exam will be evaluated by the assigned examiner.

Scheduling of In-Person Exam Times

- Prior to the application deadline, registered piano and theory 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 charge 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 online approximately 3 – 4 weeks before the exam session begins.
- For non-piano candidates, scheduling information is available online 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 RCM Certificate Program. These candidates may be transferred to another centre or may request a Fee Credit.
- Scheduling and availability of examinations are at the sole discretion of The RCM Certificate Program. By submitting an application, candidates agree to appear for the examination as scheduled. Once registered for a specific examination session, candidates may not change from one session to another.
- Requests for specific examination time slots on mailed applications cannot be accommodated.

Scheduling of Remote Practical Examination Times

- Candidates may choose their three preferred examination dates and times at the time of registration. Note that there is no ranking for the dates and times chosen – all choices will be equally considered. You cannot change your examination date and time selections once you have submitted your registration.
- 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.
- Scheduling and availability of examinations are at the sole discretion of The RCM Certificate Program. By submitting an application, candidates agree to appear for the examination as scheduled. Once registered, candidates may not change from one examination session/format to another.

Additional Fees

- All paper applications are subject to an additional \$20 fee. There is an additional \$45 late processing fee for all applications submitted after the exam registration deadline.

- All late registration webform applications are subject to a \$65 fee in addition to the applicable examination fee.
- Returned cheques are subject to a \$20 handling fee.

Examination Deferrals, Postponements, and Session Switches

- Once registered for a specific examination session, candidates may not change from one session to another. Exam Cancellation, Credits, and Refunds Policies
- No refunds or credits are granted to candidates who fail to appear for their scheduled examination (there are no academic penalties for missed examinations).
- Candidates should notify The Royal Conservatory immediately if they will not be attending a scheduled examination.
- Candidates who apply for an examination and are subsequently unable to attend will not be eligible for an Examination Credit/Refund except for medical emergencies that involve the candidate or direct time conflicts with school examinations.
- For medical emergencies that involve the candidate, candidates must submit a doctor's letter/certificate, on official letterhead, signed and dated by the doctor along with a Credit and Refund Request form.
- 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, along with a Credit and Refund Request form. 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 of the examination fee. Changes are not permitted after submission.
- Examination Credit and Refund requests must be received in writing within two weeks following the missed examination. Requests received after this time will be denied.
- Approved examination credits must be used within one year for one of the examination sessions stipulated in the Credits and Refund Request form. Credits are non-transferable and cannot be extended beyond one year. Once granted, a credit request may not be changed to a refund request.
- Approved examination credits may only be used once. No additional credits, extensions or refunds will be provided for examination credits once they have been used.
- Examination credits cannot be applied to the purchase of RCM Digital Resources, including online courses and examinations.
- To redeem an examination credit, candidates should apply for the examination online at which point the credit will automatically be applied. The Royal Conservatory will NOT automatically register you for another session.
- Approved refunds will be processed to the original payee via the original method of payment.
- No credits and/or refunds on amounts under \$15.
- Download the Examination Credit and Refund Form at: www.rcmusic.com/forms-and-services

Credits and Refund requests must be submitted to the Credits/Refunds Committee by:

CANADA

Email attachment: candidateservices@rcmusic.ca
 Mail to: Credit/Refunds Committee, The Royal Conservatory
 273 Bloor Street West
 Toronto, ON M5S 1W2, Canada

USA

Email attachment: usaccounts@rcmusic.ca
 Mail to: Credit/Refunds Committee, The RCM Certificate Program
 60 Industrial Parkway, Suite 882
 Cheektowaga NY 14227-2713 USA

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, 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
- Practical examination results are final.
- Candidate results (including marks and/or examiner comments and/or marked theory papers) may be accessed online by logging into an RCM account and selecting "My Exams", "View Family Exams", or "View Students' Exams" depending on the role selected when the account was created. Results will not be mailed to candidates.