

Credits and Refunds Request

Please select your country of origin X

Canada

CandidateServices@rcmusic.ca

USA

USAccountServices@rcmusic.ca



By submitting this completed form, the candidate confirms they have read and agree to abide by the Credits/Refunds policies outlined on page two of this document, and agree to cancel the currently scheduled examination.

STEP 1: Request a Credit or Refund

Please check one: (once granted credit requests cannot be changed to a refund request)

- Credit for full amount of the examination fee to the RCME number. Credit will be applied automatically to the next exam registration provided the credit has not passed the expiration date.
- 50% refund of the examination fee to the credit card used to purchase the exam.

STEP 2: Candidate Information

RCM No.:

Fill in your 8- or 10-digit number

Date of Birth: / /

MM/DD/YY

Last Name: _____ First Name: _____

Address: _____

City: _____ Province/State: _____

Postal/Zip Code: _____ Daytime Phone Number: (_____) _____ - _____

Home Phone Number: (_____) _____ - _____

Email: _____

STEP 3: Examination Details (for the exam you are/were unable to attend)

Please check one: Dec/Jan Session April Session* May/June Session August Session

* Canada only

Candidate's 7-digit Confirmation Number:

Credit/Refund Requests must be received no later than 2 weeks after the close of the Session.

IMPORTANT: Candidates wishing to use their approved credit in the Session immediately after their cancelled exam must submit this form a minimum of 5 business days before the registration deadline of the Session you are registering for. Late fees and paper registration fees will apply to registrations if the Credit Request is not received in this timeframe.

STEP 4: Reason and Supporting Documents for Credit/Refund Request

Please check one:

- Medical Doctor's note must be attached.
- School or Employment Conflict Direct conflict with a school examination time, that is, your RCM exam is currently scheduled for the exact same time slot as your school examination.

STEP 5: Submitting Your Request

CDA: 273 Bloor Street West, Toronto, ON M5S 1W2 Tel: 416.408.5019 | 1.800.461.6058
Email: CandidateServices@rcmusic.ca

USA: 60 Industrial Parkway, Suite 882
Cheektowaga, NY 14227-13 USA
Tel: 1.866.716.2223
Email: USAccountServices@rcmusic.ca



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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.
- The Examination will be cancelled immediately upon receipt of this form.
- 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.
- No credits and/or refunds on amounts under \$15.00.
- An administrative fee may apply in special circumstances.

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

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

Email: USaccounts@rcmusic.ca (**USA**)
Mail to: Credit/Refunds Committee (**USA**)
The Royal Conservatory
60 Industrial Parkway, Suite 882
Cheektowaga, New York
14227-2713