National Council on Family Relations (NCFR)
Certified Family Life Educator (CFLE)
Examination Policies and Procedures

This form includes information relevant to those who plan to take the CFLE Exam. Please read and note the following important additional information prior to arriving for the CFLE examination.

- **Candidate Admission Letter:** You must present your notification letter to the testing center or proctor in order to be admitted. You will receive a copy of this letter via email from Iso-Quality Testing (IQT) when they confirm that they have received your registration and you have scheduled your exam.

- **Arriving for Your Appointment:** Please arrive on time as the examination process will begin promptly at the specified time. You will be given up to three hours to complete the exam.

- **Identification:** You must present a Photo ID with signature in order to be admitted to the examination. Approved forms of ID are: Drivers License, Government Issued ID Card (must have photo and signature), Passport, Military ID Card. No other forms of identification will be accepted.

- **Rescheduling/Cancellation:** The CFLE Exam fee is non-refundable. However, if you cancel your application prior to having scheduled a testing time with IQT, NCFR will refund the application fee less a $50 processing fee for Provisional applications or a $100 processing fee for those seeking Full Certification.

  - If you fail to show up for your examination at the appointment time, or you cannot be admitted because of improper identification, your examination fee is forfeited in its entirety. You must reschedule your appointment and pay a new examination fee. This fee must be paid by the candidate prior to being permitted to reschedule.

  - Please notify IQT and the NCFR office if you need to **reschedule** an exam. You will be assessed a $25 rescheduling fee. This fee is charged by IQT and passed on to the candidate. This fee must be paid by the candidate prior to being permitted to reschedule.

  - Please notify IQT and the NCFR office if you need to **cancel** an exam. If you cancel an exam **more than 5 days prior to the exam date**, you will be assessed a $25 cancellation fee. This fee is charged by IQT and passed on to the candidate. The fee paid for the exam will be applied to the next scheduled exam.

  - Please notify IQT and the NCFR office if you need to **cancel** an exam. If you need to cancel an exam **less than 5 days prior to the exam date**, the exam fee is forfeited in its entirety. You must reschedule your appointment and pay a new examination fee prior to being permitted to reschedule

- **Food and Drink:** No food or drink will be permitted in the examination room.

- **Authorized Materials Only:** Candidates are asked to bring as few items as possible to the testing area. A pen or pencil is allowed. If you are completing the exam via paper and pencil you will need to bring several #2 pencils with erasers.
sharpeners or erasers will be available. Please do not bring cell-phones to the examination. If you have questions about what you are permitted to bring into the examination room, please email CFLE@NCFR.org

■ Examination Security: Failure to follow the Proctor instructions will result in your application being voided and forfeiture of your examination fee. Conduct that results in violation of security or disrupts the administration of the examination could result in cancellation of your examination and dismissal from the testing center. In addition, your examination will be considered void and will not be scored. Examples of misconduct include, but are not limited to, the following: writing on anything other than the test booklet or the NCFR provided scratch paper provided to you, looking at another candidates’ test booklet, talking with other candidates anytime during the entire examination period. You are particularly cautioned not to do so after you have completed the examination, as other candidates in the area may not have completed the examination. You may not copy any portion of the examination for any reason. No examination information may leave the test room under any circumstances. No unauthorized persons will be admitted into the testing area.

Please be further advised that all examination content is strictly confidential. You may only communicate about the test, or questions on the test, using the appropriate forms provided within the examination delivery system. At no other time, before, during or after the examination, may you communicate orally, electronically or in writing with any person or entity about the content of the examination or individual examination questions.

■ Examination Site: While the site climate is controlled to the extent possible, be prepared for either warm or cool temperatures at the testing site. Cellular phones and beepers are prohibited in the testing area. The use of headphones inside the testing area is prohibited. Electrical outlets will not be available for any reason. Earplugs for sound suppression are allowed. No smoking or use of tobacco products will be allowed inside the testing area. You must vacate the testing area after you have completed the examination.

■ Accommodations: If you require accommodation, you must contact NCFR at least three weeks in advance of the examination date. If you need special accommodations due to a disability you must provide written verification from an appropriate professional. Due to limited parking facilities at some testing centers, please allow ample time to park and reach the testing area.

■ Inclement Weather Policy: If your area is experiencing inclement weather, you must contact NCFR directly at 888-781-9331 to reschedule your examination for a later date. There are no additional costs for such reschedules as long as you contact NCFR prior to the scheduled exam time.

■ Retake Policy
If you fail the CFLE exam, you must wait at least three months from the exam date before taking it again. In the event you fail the exam a third time, you must wait three months and in addition, must submit evidence of continuing education or study. To apply to retake the CFLE exam please log in to my.ncfr.org and click on the Retake Exam button under My CFLE Certification. Please note there is a $140 retake fee.

Thank you for registering for the NCFR Certified Family Life Educator (CFLE) examination. If you have any questions or require assistance, please contact the CFLE program at CFLE@NCFR.org. We wish you the best of luck on your exam!