

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 information prior to arriving for the CFLE examination.**

- **Candidate Admission Letter:** You must present your notification letter to the testing center or proctor 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. **Please note that the name on your letter must match the name on your ID.**
- **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 to be admitted to the examination. Approved forms of ID are Driver's License, Government Issued ID Card (must have photo and signature), Passport, and Military ID Card. No other forms of identification will be accepted. **Please note that the name on your ID must match the name on your letter.**
- **Exam Scheduling:** You must schedule your CFLE exam within the given time frame for your chosen exam window. If you do not schedule your exam—or notify the NCFR office and IQT/Prometric about needing to extend your exam window by the end of your chosen testing window—your application will be denied, and your examination fee will be forfeited in its entirety. You will be required to reapply to take the exam and pay an examination retake fee should you wish to schedule and take the CFLE Exam in future.
- **Exam Rescheduling/Cancellation:** The CFLE exam fee is non-refundable.
 - Please notify IQT and the NCFR office if you need to **reschedule** a previously scheduled exam *a minimum of five days prior* to your scheduled exam date. IQT will assess a \$35 rescheduling fee. You must pay this fee prior to being permitted to reschedule.
 - Requests to reschedule a previously scheduled exam outside of your testing window must be submitted to the NCFR office *a minimum of five days prior to the end of your testing window*. Any requests for an extended exam window made after your testing window will not be considered and your exam application fee will be forfeited in its entirety. You will be required to reapply to take the exam and pay an examination retake fee should you wish to reschedule.
 - 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 an examination retake fee of **\$153**. You must pay this fee 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*, IQT will assess a \$35 cancellation fee. The fee paid for the exam will be applied to the next scheduled exam. If you 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 retake fee of **\$153** prior to being permitted to reschedule.

Administration of the CFLE exam

The computer-based version of the exam is administered through Iso-Quality Testing at specified Prometric (SMT) testing sites throughout the world and via remote proctoring. You have the option of selecting *onsite testing* or *remote proctoring* at the time that you schedule your exam. For more information on remote proctoring refer to the [Prometric Remote Proctoring Guide](#).

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

■ **Authorized Materials Only:** You 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. No sharpeners or erasers will be available. Please do not bring cellphones 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 scratch paper provided to you by NCFR (for onsite exam administrations), 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 their 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 special 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 if 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 (i.e: If your exam date was January 2, 2024, you must wait to re-apply for the February 15 deadline with the testing window of March 15 to June 15). 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 additional 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 \$153 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 success on your exam!