

Registration Terms and Conditions

General

- Applications may not be withdrawn once submitted to The Royal Conservatory.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.
- Candidates may be asked to present photo identification before being admitted to the examination room.

Scheduling of 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 Royal Conservatory. 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 Royal Conservatory. 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.
- Candidates are responsible for confirming their examination schedule online two weeks before the start of the examination session.
- Requests for specific examination timeslots on mailed or faxed applications cannot be accommodated.

Examination Charges and Additional Fees

- There is a \$45.00 late processing fee for all applications submitted after the deadline date. Paper applications before or after the registration deadline are subject to a \$20 paper handling fee. Returned cheques are subject to a \$20.00 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.
- 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.
- Download the Examination Credit and Refund Form at: <https://examinations.rcmusic.ca/forms-and-services/credits-and-refunds>

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

Fax: (416) 408-3151
 Email attachment: candidateservices@rcmusic.ca
 Mail to: Credit/Refunds Committee
 The Royal Conservatory
 273 Bloor Street West
 Toronto, ON M5S 1W2

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: <https://examinations.rcmusic.ca/forms-and-services/additional-services#Re-Evaluations>
- 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.