

1.2 Refund Policy

Date of Approval:	July 14, 2020	Effective Date:	November 1, 2020
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I. Definitions:

“**CADTR**” means the Canadian Alliance of Dental Technology Regulators

“**DTETPA**” means the Dental Technology Entry to Practice Assessment

II. Scope:

This policy applies to all applicants applying for the credentialing education equivalency assessment and eligible candidates attempting the DTETPA.

III. Principles:

This policy is written in accordance with the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications principles of fairness, transparency, timeliness and consistency and in consideration with the minimum standards of the approved dental technology programs in Canada.

IV. Purpose:

The purpose of this policy is to set out the conditions in which CADTR will provide a refund for candidates.

V. Policy:

Credentialing Fees

All Credentialing fees, once paid, are **non-refundable**, unless otherwise expressly provided herein.

DTETPA Fees

If a candidate provides written notice with the intention to withdraw from the scheduled assessment time **at least 14 days prior** to the date, CADTR will refund **50%** of the assessment fee that was paid.

If a candidate is unable to provide written notice of their intention to withdraw at least 14 days prior to the scheduled assessment date due to circumstances beyond their control, candidates shall submit evidence and documentation of such circumstances to CADTR for review. The Credentialing and Assessment Manager (CAS) shall review on a case by case basis to determine an appropriate refund schedule.

If the CAS Manager is unable to make a determination, then the request will be reviewed by the Credentialing and Assessment Committee.

If a candidate wishes to reschedule or defer their scheduled assessment date, written notice must be received **at least 14 days prior**, in which case CADTR will hold the assessment fees and reschedule the candidate to the next assessment sitting date.

Candidates who do not provide written notice of their intention to withdraw or reschedule from their scheduled assessment time at least 14 days prior to the date will forfeit all assessment fees paid and be recorded as an unsuccessful assessment attempt.

VI. Associated Policies, Procedures and Guidelines:

Non applicable.

VII. Review:

This policy is subject to review every three (3) years.

VIII. Disclaimer

If there is a discrepancy between these electronic policies and the written copies held by the policy owner, the written copies prevail.