

CANCELLATION/TRANSFER/NO SHOW POLICY

REFUNDS + CANCELLATIONS

If a registrant is unable to attend the exam, written notice must be submitted 15 days prior to the exam date to be eligible for a refund. Email cancellation notices to exams@ibao.on.ca.

EXAM DATE TRANSFERS

If a registrant needs to transfer to a different exam date, written notice must be submitted 15 days prior to the exam date. If the transfer request comes within the 15-day window, an administrative fee of \$75 will be charged.

NO SHOWS

Registrants who fail to attend or complete their scheduled exam must provide supporting documentation (i.e. a medical note) to be eligible for a refund.

INELIGIBILITY

- If a registrant isn't eligible to write the exam, the exam fee isn't refundable (see eligibility requirements listed on each exam page).
- If a registrant writes and passes their exam but doesn't submit their licensing application to RIBO, the exam fee isn't refundable.
- If a registrant selects the wrong exam, a change request must be submitted 15 days prior to the exam date in order to receive a refund.

ACCOMMODATION POLICY

IBAO will make every effort to accommodate candidates who may require alternative arrangements to write their exam. Full details are needed on the nature of your accommodation request, your disability and/or how your ability to write an exam is affected.

Requests must be made no later than 2 weeks prior to the exam date. Medical documentation may be requested. To discuss accommodation arrangements, email exams@ibao.on.ca.

When the accommodation request has been approved, you will be notified via email or phone.

REQUESTS

- Additional time
- Use of a translation dictionary
- Reading questions out loud
- Medication required on your desk

REQUESTS FOR A PAPER EXAM VS ONLINE EXAM

If an individual is unable to write an exam online, please submit a detailed personal statement that describes your functional limitations and associated accommodation needs on why you CAN NOT

If your reason is medical, please submit a detailed letter or report on official letterhead from a treating medical professional who is qualified to evaluate your functional limitations and associated accommodation needs, that includes:

- A description of your functional limitations and associated accommodation needs as relating to the context of the exam(s)
- Specific recommendations for test accommodations, including the use of any assistive devices or equipment required, with an explanation of why they are needed and appropriate

All requests must be emailed to exams@ibao.on.ca for review.

IBAO will make every effort to accommodate your specific needs.

Important note: Only in rare circumstances is unreliable WiFi connection or lack of equipment considered a valid reason for paper exam accommodation. However, these rare circumstances will also be reviewed.