

How to cancel a previously scheduled exam booking

Though there is no available rescheduling function for a previously scheduled exam booking, a learner can perform a self-service drop of the exam section from their learner portal, effectively cancelling the exam booking. This removes the learner from the exam list and initiates an automatic refund minus the mandatory admin fee provided they are within the timeframe set by the drop policy (i.e. greater than 7 days before the exam section start date). Rescheduling the exam would involve first performing the drop process listed below then registering for the desired section as a new enrollment then scheduling a new exam booking for the desired date, time and location.

1. From the home page of the learner portal, select the enrollment history menu option
2. From the list of available exams, identify the exam for which the drop will be applied
3. Choose "Request Drop"
4. Select a drop reason from the drop down list provided
5. Click "Submit"
6. The drop process is now complete, the dropped exam will now appear under the "Dropped" tab within the learner's enrollment history






My Enrollment History Sonel One
X000097 — X000097

Click here to review our policies. Contact us at (555) 555-5555 or email@school.edu if you have questions about making any changes to your enrollments.

Enrolled **Completed** Dropped

My Current Courses

Your currently enrolled courses. Contact us at (555) 555-5555 or email@school.edu if you have any questions.

Course No. and Title	Enrolled	Term	Actions and Status
 BKRC-3010A - 001 - Course 1: Planning & Start-Up	Nov 26, 2018	Program Year 1 - T2018	Print... 
 BKRC-3010A - 008 - Course 1: Planning & Start-Up	Nov 28, 2018	Program Year 1 - T2018	Request Drop  Print... 

Required fields are indicated by *

Learner Home Sone1 One
 X000097 — X000097

My Profile

My Enrollment History

My Course Schedule

My Applications

My Programs

My Account History

My Saved Items

Forms and Policies

Special Requests

Announcements

Help

Drop Request

You have requested to drop
 BKRC-3010A - 008 - Course 1: Planning & Start-Up

Provide a reason for your drop request. We will attempt to process your drop and any applicable refunds immediately. If your drop request requires review by a staff member you will receive a decision by email.

Select a drop reason.*

Other:

Required fields are indicated by *

POWERED BY DISTRICT One

Learner Home Sone1 One
 X000097 — X000097

My Profile

My Enrollment History

My Course Schedule

My Applications

My Programs

My Account History

My Saved Items

Forms and Policies

Special Requests

Announcements

Help


My Enrollment History

Click here to review our policies. Contact us at (555) 555-5555 or email@school.edu if you have questions about making any changes to your enrollments.

Enrolled Completed **Dropped**

My Dropped Courses

Courses you have dropped from. Contact us at (555) 555-5555 or email@school.edu if you have any questions.

Course No. and Title	Dropped	Actions and Status
 BKRC-3010A - 008 - Course 1: Planning & Start-Up	Nov 28, 2018	Dropped Nov 28, 2018

Required fields are indicated by *