

Exam Policies

Reschedule Policy

1. Once you are notified your application has been accepted, you may reschedule your exam, but it must be made in writing to the CLM Certification Center a minimum of five (5) days prior to the scheduled test date.
2. Examinations may be rescheduled **only once** and must be rescheduled for an examination date within 20 months of the original test date. You need to send a letter of request that includes your full name and mailing address, along with the \$50.00 rescheduling fee.
3. Thereafter, if you are unable to attend your rescheduled exam, you must submit a new application with full fees.

Retake Policy

1. A candidate who fails the examination is allowed to retake the examination two (2) times within a four-year period from the date of the original exam.
2. The fee for the second and third examinations taken within a four-year period is \$150 each.
3. Candidates who wish to schedule an examination retake should submit a letter of intent, a copy of the Exam Notice, and the \$150 examination retake fee to the CLM Certification Center before the stated application deadline.

Re-application Policy

After the third failed examination, or after four years from the first exam, the candidate who wishes to retake the examination will be required to reapply for the examination, meeting all employment, experience and education criteria as described on pages 5-7, including:

1. New educational documentation
2. Full certification examination fee

Refund Policy

1. Only examination fees (*less the nonrefundable \$55 Application Processing Fee*) are subject to a refund.
2. Any fees submitted for services other than examination fees are nonrefundable. Those canceling before the scheduled examination date will receive a refund of 80% of the examination fee.
3. Those who do not cancel prior to the scheduled examination date, but notify the CLM Certification Center within 14 days after the scheduled examination date, will receive a refund of 50% of the examination fee if requested.
4. Those who fail to appear for the scheduled examination and fail to communicate in writing to the CLM Certification Center within 14 days after the scheduled examination forfeit any refund.

Requests for Refund

Requests for refund of examination fees must be made in writing to the CLM Certification Center. The request must contain the applicant's full name, mailing address, test date and location.

Refunds will be made only to the individual or organization that made the exam fee payment. If the refund is to be payable to an organization, the organization's tax identification number must be provided.

Telephone requests for refunds of examination fees will not be accepted. Refunds will be mailed approximately four to six weeks after the written refund request is received.

Policy Statement

Persons designated as Certified Legal Managers are experienced administrators who have demonstrated knowledge of legal administration through successfully passing an examination. The Association of Legal Administrators, its officers, directors and members do not guarantee or endorse the competence or character of persons who receive the designation of CLM.

Special Exam Accommodations

Non-Saturday/Sunday Examination

Applicants whose religious convictions prohibit their taking the certification examination on a Saturday/Sunday may request a special test date. To request a non-Saturday/Sunday test administration, applicants must provide to the CLM Certification Center:

- A letter requesting a non-Saturday/Sunday test administration and the reason the request is being made. ALA will determine the specific day and the location where the non-Saturday/Sunday test will take place.
- Completed application materials and fee payment. There is no additional fee for a non-Saturday/Sunday test administration.
- Application deadlines for a non-Saturday/Sunday test administration are the same as those for Saturday/Sunday test administrations.

Applicants with Disabilities

ALA's certification examination complies with the Americans With Disabilities Act regulations governing both facilities and administration. Applicants requiring special arrangements because of a disability must provide the CLM Certification Center with:

- Completed application materials and fee payment.
- A current letter from a licensed physician, optometrist, social worker or psychologist (including title, address and telephone number on professional letterhead) describing the nature of the functional limitation as it applies to taking a standardized, multiple-choice examination and the specific accommodations requested for testing.

All published application deadlines apply to applicants requesting special arrangements because of a disability. There is no additional fee for accommodations for applicants with disabilities.

Address Change

The letter of confirmation and the examination score report will be sent to the preferred address provided on your application unless the CLM Certification Center is notified in writing of a change of address.

Denial and Revocation of Certification

Certification will be denied or revoked if a candidate fails the examination, or if there is evidence of misrepresentation of qualifications, falsification or cheating.

Failure to meet recertification requirements will also cause the designation to be revoked.