



## **Reconsideration of Adverse Examination Administration Decisions**

---

Date Approved: June 2014; 2/29/2020

### **Reconsideration of Examination Administration Issues**

---

In the rare event that a problem arises in the administration of an examination, it may affect an individual or group of applicants. Problems may include, without limitation, power failures, defective equipment, or other disruptions of exam administrations such as natural disasters or other emergencies. When these atypical circumstances occur, the testing agency will conduct an investigation to provide information to CBDCE. Based on this information, CBDCE, at its sole discretion, may not score the exam, may withhold reporting of a score while CBDCE reviews the matter, or may cancel/invalidate the test score. If CBDCE deems it appropriate to do so, CBDCE will work with the testing agency to give affected candidates the opportunity to retake the exam as soon as possible, at no additional cost. Affected applicants will be notified of the reasons for the cancellation and their options for retaking the exam.

Applicants who do not pass the examination and believe irregular testing conditions (such as a disturbance) were a contributing factor may file an appeal with the CEO.

### **Procedure for Submitting a Request for Reconsideration of Adverse Exam Administration**

---

The right to an appeal is available for examination individuals:

- who believe an irregular testing condition occurred during the examination administration which resulted in a failure of the examination

There shall not be any right of appeal based on the applicant's failure to submit a complete application (including any required audit documentation), pay the required application fees, or pass the CBDCE certification examination, nor shall there be any right of appeal based on the certificant's failure to submit a complete application for renewal by examination, pay the required fees, or respond to requests for additional information. These applications shall be deemed incomplete.



All appeal requests must be filed not later than thirty (30) days after the applicant's examination administration date. An individual who fails to file a timely appeal shall forfeit the right to an appeal. An individual who chooses to file an appeal (the appellant) shall be responsible for any expenses that he or she incurs in connection with this process.

Those who elect to appeal a determination by CBDCE based on the criteria listed above must submit via mail, facsimile, or email a written letter to the CEO requesting the reconsideration.

- If mailed, the appeal must be postmarked within thirty (30) days of the examination administration date.
- If sent via facsimile or email, it must be received within thirty (30) days of the examination administration date.

The request must be clearly and distinctly stated and include at least the following information:

- Applicant name and address
- A statement of indication that the correspondence is being submitted as a formal appeal of the specific adverse decision
- Date of the examination and examination location
- Detailed description of the suspected problem identifying the irregularity or breach of policy that occurred during the test administration
- Statement of the resolution requested
- Any additional information in support of the appeal

## **Appeal Process**

---

If the individual files a timely appeal with the CEO, staff will:

- Acknowledge receipt via email of the appeal, when possible, within 5 business days of receipt. Appellant must follow up with CBDCE if no acknowledgement is received within the appeal timeframe.
- Submit the appeal request to the Testing Agency for investigation. Investigations normally take 10 business days to complete, but may take longer depending on the incident.
- If the appeal is warranted/substantiated, the affected candidate may be given the opportunity to retake the examination at no additional cost and the Testing Agency will work with the candidate for the examination rescheduling.



- CBDCE or its Testing Agency will endeavor to respond in a timely manner regarding the outcome of the appeal after completing an investigation, normally within thirty (30) days following the close of the investigation.
- The testing agency will respond on behalf of CBDCE.

## **Final Determination**

---

The Testing Agency will provide CBDCE the final disposition of the appeal and, on behalf of the CEO, will provide notice of the final determination directly to the applicant and that determination will be final.

Applicants may not:

- Obtain copies of the examination
- Appeal the content or interpretation of CBDCE's examination questions or examinations.

An individual's certification status is not confidential and may be made available to the public upon request.