

Type of policy: Examination	Approved by: Examination Committee
Date approved: March 12, 2021	Review date:

Examination Appeals Policy

Purpose

This policy is intended to ensure just and equitable treatment of registrants who, due to unfairness, fail the registration examination. It does so by providing registrants and the Examination Committee with criteria against which an examination appeal will be considered and granted. An appeal granted for reasons unrelated to fairness would not be in the public interest since failing the examination may indicate gaps in the registrant's competence.

Sources of Authority

Registration Regulation

Appeal

22. (1) An applicant who fails a registration examination may appeal the results of the examination to the Examination Committee and the appeal will be decided by that Committee.

(2) An appeal under subsection (1) shall be limited solely to the question of whether the process followed in sitting the examination was fair.

(3) In deciding an appeal under subsection (1), the Examination Committee shall not determine that an applicant has passed the examination unless the applicant did, in fact, pass the examination.

(4) Where an appeal under subsection (1) is successful, the results of the examination shall be nullified and the examination does not count against the applicant for any purpose, including the application of subsection 6 (4).

Policy

It is the responsibility of registrants to assess their own personal circumstances in determining when to take the examination within the time span prescribed by CRPO. When unforeseen circumstances arise immediately prior to a registrant's selected examination date, registrants are required to alert CRPO of such personal circumstances before attempting the examination. Registrants who choose to write the examination can appeal the examination results based on the following categories:

Compassionate consideration. Compassionate consideration may be given whereby the registrant has provided evidence that unforeseen circumstances outside of the registrant's control were severe enough to have reasonably impacted their exam performance. Compassionate consideration may include, but is not limited to:

- recent bereavement of a close relative or spouse;
- personal or family emergency; or
- being victim of a crime.

Medical reasons. Registrants may request an appeal due to medical reasons. Medical documentation is required to demonstrate how the illness or injury may have impacted the registrant's exam performance. Medical reasons may include, but are not limited to:

- sudden and unforeseeable physical or mental illness; or
- unforeseeable exacerbation of chronic medical condition.

Process irregularities. Registrants may request an appeal due to process irregularities that are beyond their control and that adversely affect their ability to navigate the examination. Process irregularities include examination process issues that are outside of the registrant’s control and are the responsibility of the exam administrator and any sub-contractors of the exam administrator involved in the administration of the exam. Process irregularities must be significant enough to affect the ability of the registrant to effectively navigate the examination and may include, but are not limited to:

- software features not working correctly*;
- software connectivity issues*;
- power failures**;
- loud construction**;
- lengthy internet outages**;
- the proctor failing to follow standard protocols; or
- the candidate not provided with agreed upon accommodation in the booking parameters.

*Applicable only to issues related to the examination software that is the responsibility of the exam administrator and any sub-contractors of the exam administrator involved in the administration of the exam. If writing via remote proctoring, unmet minimum standards for technological requirements as set out in the Candidate Agreement will not be grounds for appeal.

**Applicable only to writing in person at a test centre. If writing via remote proctoring, unmet minimum standards for environmental requirements as set out in the Candidate Agreement will not be grounds for appeal.

An examination appeal must be received by CRPO staff within 30 days of examination results being issued. The appeal must be made in writing and supported by evidence.

A registrant’s grounds for appeal must present a compelling and substantiated reason for the examination failure. For the appeal to be compelling and substantiated, the Examination Committee strongly considers whether:

- the registrant reported issues impacting their ability to write the examination by:
 - contacting CRPO prior to the exam in the case of medical or compassionate grounds;
 - notifying the proctor during the examination;
 - completing the post-examination survey; and/or
 - contacting CRPO within seven days of writing the examination.
- the registrant’s report is consistent with the proctor’s report and/or exam administrator’s investigation.
- the registrant requested an accommodation with acceptable supporting documentation by the examination surveying deadline if the appeal is on the grounds of process irregularity related to lack of accommodation.

Substantiated process irregularities will be assigned a severity rating which will guide the Examination Committee in determining the appeal outcome. Severity ratings will be assigned as follows:

Rating	Details of Process Irregularity	Impact on examination results	Possible Outcomes
-	No process irregularity occurred (e.g. appeal based on exam content or format) Minor software issues (e.g. candidate navigation errors)	None	Appeal denied
Level 1	A process irregularity occurred, but not severe enough to affect the examination outcomes (e.g. appeal based on password reset, minor delay to start of exam, or slow exam loading)	Low	Appeal denied
Level 2	More than one Level 1 process irregularity occurred or one Level 2, that affected the total examination experience (e.g. appeal based on two occurrences of software failure or one major occurrence of	Moderate	Appeal considered

	software failure in which there was no successful solution to the software malfunction)		
Level 3	More than one Level 2 process irregularity occurred or one Level 3, that significantly affected the examination outcomes (e.g. appeal based on two major occurrences of software failure or one severe occurrence of software failure that could not be resolved)	High	Appeal granted

Related Document

[Examination Appeal Form](#)