

## BACKGROUND

A registrant who has failed the registration examination may submit an appeal request in accordance with the [Examination Appeals Policy](#).

## INSTRUCTIONS FOR COMPLETION

1. Download and save this fillable form.
2. Type your answers in the boxes and sign the document.
3. Save the document.
4. Email the completed form, supporting documentation, and your examination results to [registration@crpo.ca](mailto:registration@crpo.ca) within 30 days of examination results being issued.

**1. EXAMINATION**

Exam date: \_\_\_\_\_ Location of Writing Centre: \_\_\_\_\_

**2. REASONS FOR APPEAL**

My appeal is related to the following (select one or more that apply):

Bereavement of a close relative or spouse

Exacerbation of chronic medical condition

Software features not working correctly

Software connectivity issues

Agreed upon accommodation not provided

Proctor failing to follow standard protocols

Sudden and unexpected physical or mental illness

Personal or family emergency

Being victim of a crime

Power failure

Loud construction

Lengthy internet outage

Other (please specify) \_\_\_\_\_

Please provide a detailed description of your selection(s) above, including how the procedural fairness of your examination sitting was impacted. If more space is required, attach additional pages.

### 3. REPORTING

I reported issues impacting my examination by (select one or more that apply):

Contacting CRPO/COMPASS prior to the examination in the case of medical or compassionate grounds

Notifying the proctor during the examination

Completing the post-examination survey

Contacting CRPO within seven days of writing the examination

Other (please specify) \_\_\_\_\_

None of the above (this appeal form is the first time I am notifying CRPO of issues)

Note: Correspondence with CRPO/COMPASS, proctor incident reports, and/or your post-examination survey will be included in the documentation reviewed by the Examination Committee as part of your appeal request.

### 4. SUPPORTING DOCUMENTATION

I am including the following supporting documentation in my appeal request (select one or more that apply):

Signed note/letter from health care professional

Police report

Signed note/letter from lawyer

Death certificate

Correspondence with CRPO/ COMPASS

Other (please specify) \_\_\_\_\_

None (please explain below)

Please provide a description of the supporting documentation you are including in your appeal request.

## 5. DECLARATION

By signing this form, I acknowledge all of the following:

1. I have reviewed each section of my appeal request for accuracy and I declare that the information (and supporting materials if any) I have provided, or will provide in my submission, are truthful, accurate and complete to the best of my knowledge. I understand that a false or misleading statement may result in the denial of my examination appeal request, revocation of a certificate of registration and/or a referral to the discipline process.
2. CRPO may verify information included in this request and any associated documents. CRPO may request additional information relating to this request, including from third parties.
3. I hereby consent to the release to CRPO of any information or document, held by any party, related to my appeal request. This page shall be the authority for any party to release the information or document to CRPO.

Registrant Name: \_\_\_\_\_

Registrant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(e.g. Jan 15, 2017)

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

## 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
<b>Level 1</b>	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
<b>Level 2</b>	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)		
<b>Level 3</b>	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](#)