

References:	PRO BOARD CRITERIA: PA5, PA6 OG 5911, 5925, EVALUATOR MANUAL	
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1.0 GENERAL INFORMATION

- 1.1. **PURPOSE:** To provide a written, formal policy regarding the procedure of addressing written exam failures or unsuccessful practical skills evaluation to ensure procedures are performed in a professional and consistent manner at all times.
- 1.2. **RESPONSIBILITY:** It is the responsibility of all evaluators and proctors that are involved in administering and evaluating written exams and/or practical skills evaluations to be familiar with this guideline and it is the responsibility of the Academy to ensure that they have been given the proper training to conduct the duties as an evaluator or proctor.

2.0 PROCEDURES

- 2.1. **Failure of a Written Exam:**
 - 2.1.1. The Academy will notify the employer of the candidate in writing of his/her failure (pass mark is 75%).
 - 2.1.2. All re-evaluations are subject to the same procedures as the initial evaluation.
 - 2.1.3. The Academy will advise the employer of the candidate that he/she must request in writing their request to a re-write of the written exam, as per OG 5911, and using the Re-Evaluation Request form (VIERA014).
 - 2.1.4. At the date and time of the original exam, the proctor will explain to the candidate(s) that there is the opportunity to request a re-write of a written exam. Re-write policy:
 - 2.1.4.1. first re-write at the next scheduled evaluation session or a mutually suitable date for the proctor and candidate;
 - 2.1.4.2. subsequent re-writes – no more than one request per 30 day period, and not more than 2 requests. After two unsuccessful rewrites, the candidate must retake the course.
 - 2.1.4.3. re-write exams will be subject to a fee.
 - 2.1.5. On the selected re-write date and time, the candidate will complete the re-write exam under the supervision of a proctor.
 - 2.1.6. Upon completion of the re-write, the exam will be marked by the Academy and results will be forwarded to the employer of the candidate as per OG 5925.

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2.2. **Failure of a Practical Skills Evaluation:**

- 2.2.1. Immediately upon completion of the practical skills evaluation, the evaluator will inform the candidate if he/she is either successful or unsuccessful. The pass mark for a practical skills evaluation is 100% of the requisite skills being tested for that NFPA standard.
- 2.2.2. Evaluation check sheets will be used to determine the candidates' results.
- 2.2.3. Scoring of requisite skills is based on one skill equals one mark.
- 2.2.4. At the discretion of the lead evaluator, the unsuccessful candidate may be re-evaluated immediately, or at a mutually agreed upon future date.

The unsuccessful candidate must request a re-evaluation, one re-evaluation is permitted and in the event of a repeat failure, the candidate will be marked as unsuccessful and will not be entitled to request a re-evaluation for 30 days.

2.3. **Failure of Project evaluation:**

- 2.3.1. The Evaluator(s) marking project assignments will be subject matter experts and will be pre-approved by the Academy.
 - 2.3.1.1. Once the project assignments have been received by the Academy have been the accreditation manager will assign the assignments to an approved subject matter expert evaluator for marking.
 - 2.3.1.2. The evaluator will use the applicable JPR(s) checksheets to mark the assignments.
 - 2.3.1.3. Grading of the assignments will be successful or unsuccessful.
 - 2.3.1.4. Unsuccessful candidates will be given feedback from the evaluator and the opportunity to resubmit the assignment.

2.4. **Re-Evaluation Procedures:** All re-evaluations are subject to the same procedures as the initial evaluation.

- 2.4.1. The request for re-evaluation will be made to the Academy by the candidate's sponsor or employer.
- 2.4.2. The Academy will notify the sponsor or employer of available evaluation dates.
- 2.4.3. Certification will not be issued until the candidate has received a successful grade on all applicable evaluations, I.E. written, practical and project evaluations.

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2.5. Appeals:

- 2.5.1. Written - Any candidate wishing to dispute or appeal the exam results will be given a copy of OG 5911 and the Appeals Submission form (VIERA013), which includes instructions the candidate must follow to file an appeal.
- 2.5.2. Practical - Any candidate wishing to dispute or appeal an evaluator's decision on a practical evaluation will be given a copy of OG 5911 and the Appeals Submission form (VIERA013), which includes instructions the candidate must follow to file an appeal.



Karen Fry
Academy Director

April 18, 2019

Date