

References: PRO BOARD CRITERIA: PA1, PA5, PA6, TA6, TA7

Revised: DECEMBER 22, 2017

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### 1.0 GENERAL INFORMATION

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- 1.1. **PURPOSE:** To provide a written, formal policy for candidate appeals and disputes for failure of a written exam or unsuccessful completion of a practical skills evaluation.
- 1.2. **RESPONSIBILITY:** It is the responsibility of all instructors, evaluators, proctors and the Academy to be familiar with this guideline so candidates are given consistent and accurate information for an appeal or dispute. It is the responsibility of the Academy Director to ensure this guideline is adhered to and to ensure that all candidates have an equal and fair opportunity to file an appeal or dispute.

### 2.0 PROCEDURES

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- 2.1. The Academy accepts appeals from candidates and clients in three main categories:
  - 2.1.1. Candidate test item appeals – Candidates may appeal any cognitive test question in writing to the Academy Accreditation Manager after the written evaluation is completed. There are no informal appeals allowed during the test administration.
  - 2.1.2. Candidate test item appeals – Candidates may appeal any skill sheet or project assignment after the testing session is finished. There are no informal appeals allowed during the test administration.
  - 2.1.3. Candidate skills test result appeals – Candidate skills test result appeals – Candidates may appeal their skills test results (pass/fail result) upon receipt of the result from the Evaluator.
  - 2.1.4. Appeals regarding Academy policies and procedures – Candidates and clients may appeal any Academy policy or procedure they believe negatively impacts themselves.
- 2.2. All appeals are to be directed to the Accreditation Manager in writing, within 15 days of the test session, by completing the form VIERA013 and submitting it either in hard copy to the Academy Administration at 580 Fitzwilliam St or electronically to [viera@nanaimo.ca](mailto:viera@nanaimo.ca).
- 2.3. Within 15 days of receipt, the Accreditation Manager will investigate the appeal including interviewing necessary staff, contractors, and candidates to understand the situation. Within 30 days, the Accreditation Manager will respond in writing to the appellant with a decision.
- 2.4. The appellant can, within 15 days of receipt of the Accreditation Manager's decision, submit an appeal of that decision to the Academy Director for reconsideration. The appeal for reconsideration will be submitted with the same form and process as the initial appeal.
- 2.5. The Academy Director will respond to the appellant within 30 days with a decision that is final.

  
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Karen Fry  
Academy Director

December 22, 2017  
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Date