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| <b>TYPE</b>                     | <b>DOLIL</b> <input type="checkbox"/> | <b>DPLDWLR</b> <input type="checkbox"/> |                                       |                                      |
| <b>NAME</b>                     | <b>DOLIL</b> <input type="checkbox"/> | <b>DPLDWLR</b> <input type="checkbox"/> | <b>SSHDO</b> <input type="checkbox"/> | <b>ROLF</b> <input type="checkbox"/> |
| <b>DATE APPROVED BY COUNCIL</b> |                                       |   |                                       |                                      |
| <b>REVISED DATES</b>            |                                       |   |                                       |                                      |

### **3.1.1**

An examination candidate who fails one or both parts of the qualifying examination ("the examination") and who meets specific criteria and requirements, has the right to appeal his/her result(s) to the Qualifying Examination Appeals Committee.

### **3.1.2**

A candidate must submit a written request, stating "Notice of Appeal", within fifteen (15) business days of the release of the examination results, if he/she wishes the Qualifying Examination Appeals Committee to review the specific circumstances that, in the candidate's opinion, have affected the candidate's examination performance.

The Qualifying Examination Appeals Committee does not consider complaints regarding the content of the examination or possible responses to examination questions. Therefore, the content of the examination is not subject to appeal.

All appeals, or information or communication relating to an appeal must be submitted in writing.

### **3.1.3**

Where a candidate believes that a failing examination result was due to one or more of the specified circumstances outlined below and the candidate files an appeal, the Qualifying Examination Appeals Committee will review the candidate's specific circumstances to determine which of the remedies outlined below may be provided. An appeal will be considered by the Committee only if the candidate claims that failing the examination is due to one or more of the following specific circumstances:

- Illness on examination day
- Personal emergency
- Procedural irregularities

#### **1. Illness on examination day**

A candidate must submit in writing to the Qualifying Examination Appeals Committee, a "Notice of Appeal" letter that describes his/her illness and demonstrates how the illness had a negative impact on the candidate's performance on the examination.

The candidate must include an original, signed medical report from a qualified physician or regulated

health care professional who has the authority to diagnose a medical condition and who has examined the candidate within three (3) business days after the examination date.

This report must outline the nature of the relevant condition and the extent to which the condition would have impaired the candidate's performance on the examination. The letter must include the full name, telephone number, and mailing address of the medical or health care professional.

The candidate must give written consent, permitting the College to obtain such additional records and/or other *information* from the medical or health care professional as deemed necessary to assist the Committee in its review. The candidate should obtain a *Consent to Provide Personal Health Information Form* from the College prior to submitting his/her appeal.

**A candidate who has attended the examination and experienced illness that has impacted his/her capacity to successfully complete the examination MUST complete and sign an *Incident Report Form* before leaving the examination site. In situations where this is not possible, the invigilator will complete the form for submission. The invigilator will sign the *Incident Report Form* and enter the incident in the *Incident Log Book*.**

## 2. Personal emergency

If a candidate experiences difficulty during an examination due to an unforeseen emergency or trauma, such as the death or serious, sudden illness or injury of a close family member or close personal friend, the candidate must submit in writing to the Qualifying Examination Appeals Committee a "Notice of Appeal" letter, along with appropriate supporting documents (e.g. a death certificate, obituary notice, or other similar documents) or medical document outlining the details of the illness or injury of the close family member or close personal friend.

**A candidate who has attended the examination and experienced a personal emergency that has impacted his/her capacity to successfully complete the examination MUST complete and sign an *Incident Report Form* before leaving the examination site. In situations where this is not possible, the invigilator will complete the form for submission. The invigilator will sign the *Incident Report Form* and enter the incident in the *Incident Log Book*.**

## 3. Procedural irregularities

A candidate must submit in writing to the Qualifying Examination Appeals Committee, a "Notice of Appeal" letter describing any perceived procedural irregularities in the administration of the examination and any perceived irregularities in the environment while the examination was in progress.

The appeal must include facts demonstrating that the procedural and/or environmental perceived irregularities had a negative impact on the candidate's performance on the examination. It is incumbent upon the candidate to establish, to the satisfaction of the Committee, that had the procedural and/or environmental perceived irregularities not occurred, it is more likely than not that the candidate would have passed the examination.

**Before leaving the examination site, the candidate MUST complete and sign an *Incident Report Form* outlining the specific procedural and/or environmental perceived irregularity. The candidate should provide the *Incident Report Form* to the invigilator who will sign it and who will enter the incident into the *Incident Log Book*.**

## Monitoring of Appeals

The Qualifying Examination Administrator is responsible for overseeing and managing the administration of the qualifying examination appeals process, including monitoring the progress of appeals and ensuring adherence to timeframes.

All appeals submitted under the Qualifying Examination Appeal Policy will be treated impartially and confidentially.

## RELATED LEGISLATION AND DOCUMENTS

*Denturism Act, 1991*

Ontario Regulation 833/93 (Registration)

Qualifying Examination Protocols

Referral of a Registration Application to the Registration Committee Policy

Registration Appeal Policy

## PROCESS AND PROCEDURES

### Appeals Procedure

In addition to the specific procedures and requirements set out for each of the specific circumstances outlined above, the following procedures MUST be adhered to in order for an appeal to be considered by the Qualifying Examination Appeals Committee. Candidates are strongly advised to review the Qualifying Examination Appeal Policy and any other relevant materials, such as the Qualifying Examination Protocols, before requesting an appeal. If the procedures and requirements are not followed, the request for an appeal may not be considered by the Committee.

1. The candidate must deliver to the College a "Notice of Appeal" letter within fifteen (15) business days of the release of the examination results.
2. In the candidate's "Notice of Appeal" letter, the candidate must outline the specific circumstances on which the request is based. If the request is not based on one of the three circumstances listed in the Qualifying Examination Appeal Policy, the request for an appeal will not be considered. The candidate is permitted to appeal under more than one circumstance. For each circumstance, the candidate must provide the necessary documents.
3. The "Notice of Appeal" letter must include all of the information, facts, and supporting documents upon which the candidate intends to rely. Failure to provide the required documentation under each circumstance may cause the candidate's appeal not to be considered.
4. The Qualifying Examination Administrator will acknowledge receipt of a candidate's request for an appeal, in writing, within fifteen (15) business days of receiving the "Notice of Appeal" letter.
5. A request for an appeal which meets these criteria will be forwarded to the Committee for its consideration.
6. If a request for an appeal does not meet the procedures and requirements outlined above, the Registrar will notify the candidate in writing that the request for an appeal will not be considered by the Committee and indicate the circumstances why.
7. The Committee will review the following documentation:
  - a) The candidate's Incident Report Form(s);
  - b) The candidate's "Notice of Appeal" letter and all supporting documents;
  - c) The candidate's performance report.

Once the Committee has rendered a decision and reasons, the decision will be sent to the candidate via registered mail only. No appeal results will be communicated verbally.

The candidate must wait until she/he has received the results of the appeal before she/he will be allowed to register for another attempt at the examination. Subject to rare exceptions, a decision will be mailed to the candidate within sixty (60) business days of receipt of the "Notice of Appeal" from the candidate.

The decision by the Qualifying Examination Appeals Committee is final. A candidate may have a decision of the Committee reviewed by a panel of the Registration Committee.

### **Possible Outcomes of an Appeal**

The Qualifying Examination Appeals Committee will make one of the following determinations:

1. Deny the appeal

Should the Committee's decision be to deny the candidate's appeal, the Committee will take no further action on the matter.

2. Grant the appeal

Should the Committee's decision be to grant the candidate's appeal, the Committee has the authority to make the following decisions based on one or more of the specific circumstances:

- I. Illness on examination day and personal emergency
  - To allow the candidate to attempt the examination without the appealed attempt being counted as one of the three permitted attempts; and
  - To allow the candidate to pay the examination fee at an adjusted rate to be determined by the Registrar.
- II. Procedural irregularities
  - To allow the candidate to attempt the examination without the appealed attempt being counted as one of the three permitted attempts; and/or
  - To allow the candidate to pay the examination fee at an adjusted rate to be determined by the Registrar.

The Committee cannot grant a passing score to the candidate.

### **Accessing Qualifying Examination Material**

No examination candidate shall be given access to any information that would undermine the integrity and security of the examination content or process which is not already public.

### **DEFINITIONS**

"College" means the College of Denturists of Ontario

"Committee" means the Qualifying Examination Appeals Committee (QEAC)

"Invigilator" means the Chief Examiner or his/her designate

"Qualifying Examination Administrator" means the staff person as designated by the Registrar

### **REVISION CONTROL**

| Date | Revision | Effective |
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|      |          |           |