



TYPE	Qualifying Examination
NAME	Qualifying Examination Appeal Policy
DATE APPROVED BY COUNCIL	December 12, 2014
DATE REVISED BY COUNCIL	December 5, 2025

INTENT

This policy outlines the guidelines and requirements for the appeal of results of the Multiple-Choice Question (MCQ) Examination and/or the Objective Structured Clinical Examination (OSCE) components of the Qualifying Examination (QE) for the College of Denturists of Ontario (the "College").

BACKGROUND

In accordance with Ontario Regulation 183/25, an examination candidate who is unsuccessful on one or both components of the Qualifying Examination and who meets specific criteria and requirements, has the right to appeal their result(s) to a person or body set or approved by the Council that has no involvement in the administration of the Qualifying Examination (the "Committee").

THE POLICY

An appeal is limited solely to the following issues:

1. Whether the process followed in sitting the qualifying examination (administration) was appropriate;
2. Whether a procedural irregularity occurred; or
3. Whether the applicant had an illness or personal emergency sufficient to warrant nullifying the results.

All other questions or circumstances will not be considered in an appeal. Only requests which meet the grounds for appeal will be accepted by the Registrar and forwarded to the Committee for its consideration. The Committee reserves the right to deny any appeal, including when there is insufficient supporting documentation.

A candidate who has attended the examination and experienced any perceived administrative and/or procedural irregularities, illness or personal emergency that impacted their 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 Chief Examiner will complete and sign the form for submission and ensure the incident is logged.

Appeals and any information or communication relating to appeals must be submitted in writing by the candidate. Appeals will not be accepted from third parties on behalf of any candidate. All appeals are treated impartially and confidentially.

Administrative and/or Procedural Irregularities

The fact that administrative and/or procedural irregularities occur is not in itself grounds for a successful appeal. It is incumbent upon the candidate to establish, to the satisfaction of the Committee, that had the perceived irregularity not occurred, it is more likely than not that the candidate would have been successful on the examination.

Illness on Examination Day

An appeal submitted on the grounds of illness on examination day must also include:

1. An original, signed report from a qualified medical or health care professional who has examined the candidate within three (3) business days following the examination date. The qualified professional must be appropriate for evaluating the candidate's illness and must have the authority to diagnose the condition on which the appeal is based. The 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, and must include the full name, telephone number, and mailing address of the qualified professional; and
2. A completed and signed Consent to Release Personal Health Information Form, permitting the College to obtain additional records and/or other information from the qualified medical or health care professional as deemed necessary to assist the Committee in its review.

Personal Emergency on Examination Day

An appeal submitted on the grounds of personal emergency on examination day (such as the death or serious, sudden illness or injury of a close family member or close personal friend) must also include:

1. Appropriate supporting documentation (e.g. a death certificate, obituary notice, or medical documentation outlining the details of the illness or injury of a close family member or close personal friend).

Appeal Process

In addition to any specific requirements set out for each of the circumstances outlined above, a candidate who wishes to appeal their Qualifying Examination result(s) must adhere to the following process:

1. Appeals must be made in writing to exams@denturists-cdo.com within fifteen (15) business days of the release of the Qualifying Examination results (the Appeal Deadline) with the subject line: *Notice of Appeal – LAST NAME, FIRST NAME*.

Notice of Appeal requests must describe the specific circumstances and grounds for appeal, based only on the three (3) specific grounds outlined within this policy. Candidates are permitted to appeal under more than one circumstance; however, for each circumstance, the candidate must provide the necessary supporting documentation.

2. The College will acknowledge receipt of a "Notice of Appeal", in writing, within fifteen (15) business days. If the request for appeal does not meet the grounds for appeal, the Registrar will notify the candidate that their appeal request will not be considered by the Committee and will indicate the circumstances why.
3. When considering an appeal, the Committee will review the Incident Report Form(s), Notice of Appeal, any supporting documents, and the candidate's Performance Report(s). The Committee may request additional information or documentation in order to consider the appeal.
4. Once the Committee has rendered a decision and reasons, the decision and reasons will be sent to the candidate in writing within sixty (60) business days of the Appeal Deadline, subject to rare exceptions. Appeal results will not be communicated verbally. Candidates must wait until they have received the results of their appeal before they are eligible to register for a future attempt of the Qualifying Examination.

Appeal Outcomes

The Committee has the ability to make a determination to either deny or grant an appeal. All decisions made by the Committee are final. The Committee cannot grant a passing score to the candidate.

In the event that the Committee's decision is to deny the candidate's appeal, the Committee will take no further action on the matter.

In the event that the Committee's decision is to grant the candidate's appeal, the Committee has the authority to make the following decisions, based on one or more of the specific grounds for appeal:

Administrative and/or Procedural Irregularities	Illness or Personal Emergency on Examination Day
<p>1. Nullification of attempt – the candidate’s appealed examination attempt will not count as one (1) of the three (3) permitted attempts at the Qualifying Examination;</p> <p>and/or</p> <p>2. Fee Adjustment – the candidate will be permitted to pay a future Qualifying Examination fee at an adjusted rate, to be determined by the Registrar.</p>	<p>1. Nullification of attempt – the candidate’s appealed examination attempt will not count as one (1) of the three (3) permitted attempts at the Qualifying Examination;</p> <p>and</p> <p>2. Fee Adjustment – the candidate will be permitted to pay a future Qualifying Examination fee at an adjusted rate, to be determined by the Registrar.</p>

Examination Confidentiality & Access to Qualifying Examination Material

No 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.

RELATED LEGISLATION AND DOCUMENTS

[Denturism Act, 1991](#)

[Ontario Regulation 183/25 \(Registration\)](#)

[Consent to Release Personal Health Information Form](#)

REVISION CONTROL

Date	Revision	Effective
December 5, 2025	Full Policy Update. Updates to reflect changes within O. Reg. 183/25.	June 1, 2026