

Type of policy: Examination	Approved by: Examination Committee
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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 proscribed 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.

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, if applicable.
- the registrant requested an accommodation with acceptable supporting documentation by the examination confirmation deadline (generally ten weeks before an exam sitting) if the appeal is on the grounds of process irregularity related to lack of accommodation.

Registrants who choose to write the examination can appeal the examination results based on the following categories:

Compassionate consideration. Compassionate consideration may be given where the registrant has provided evidence that unforeseen circumstances outside their control were severe enough to have reasonably impacted their exam performance. Evidence may include a doctor's letter speaking to the impact of the circumstances on the registrant's exam performance, notice of immediate family member's death, or police report. Compassionate consideration may involve, without limitation:

- bereavement of a close relative or spouse;
- personal or family emergency;
- being victim of a crime; or
- personal crisis or other extenuating circumstances that impacted the registrant's ability to cope with additional responsibilities.

The Examination Committee will consider whether there is evidence supporting that the extenuating circumstances existed at the time the registrant wrote the exam.

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 involve, without limitation:

- 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 registrant 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. It does not include software issues occurring based on user misuse of features. 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.

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, format, exam preparation resources, or technological or environmental requirements that are the responsibility of the registrant) Minor software issues originating from the registrant's personal computer configuration (e.g., applications that conflict with the exam software that cannot be disabled) User errors (e.g., registrant navigation errors)	None	Appeal denied
Level 1	A process irregularity occurred, but not severe enough to affect the examination outcomes (e.g., appeal based on queuing delays; delays caused by registrant having not previously undertaken Internet speed checks or required downloads or not having administrator rights; failing to plug in devices as required resulting in power loss or functionality loss; or slow exam loading)	Low	Appeal denied
Level 2	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 or hardware failure unrelated to Internet, software or hardware failure in which there was no successful solution to the software or hardware malfunction)	Moderate	Appeal considered
Level 3	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 unrelated to Internet connectivity or software failure that could not be resolved)	High	Appeal granted

If an appeal is granted for a registrant's first or third examination attempt, the registrant will be required to make an examination attempt within their original first or third examination attempt deadline. That is, the same deadlines still apply. If the nullified examination attempt occurred at the last administration of the examination offered prior to registrant's first or third examination attempt deadline, the Examination Committee will grant an extension to the next administration of the examination.

Refunds of the examination fee after the examination has been administered are at the sole discretion of the exam administrator.

Related Documents

[Examination Appeal Form](#)

[Candidate Agreement](#)