

Policy number	E-07
Policy name	Examination result appeal
Approved	April 12, 2019
Last reviewed	May 30, 2025
Next scheduled review	Q2 2027

POLICY

Council of the College of Alberta Denturists is required pursuant to section s. 3(1)(c) of the *Denturists Profession Regulation*, to approve a registration examination in denturism acceptable in matters related to registration as a regulated member.

Appeal

All candidates have the right to appeal their exam result. The reasons for the appeal must be documented in writing and received by the Registrar no later than 15 working days following the release of the exam results. A fee of \$250.00 will apply and must be received with the written request and the documentation supporting the appeal. All appeals, or information or communication relating to an appeal must be submitted in writing.




An appeal will be heard by a Canadian Denturist Multijurisdictional Registration Examination Appeal panel.

The appeal panel 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.

Any candidate who submits an appeal must have completed and signed an Incident Report Form on the day of the multiple-choice exam or before leaving the OSCE administration site. In situations where this is not possible, a proctor or exam staff will complete the form for submission.

Grounds for appeal

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 registration examination appeal 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

i. illness on examination day

A candidate must submit, in writing, a letter to the appeal panel that describes the candidate's illness and demonstrates how the illness had a negative impact on the candidate's exam performance.

The candidate must include an original, signed medical report from a qualified healthcare professional who has the authority to diagnose a medical condition and who has examined the candidate within three business days after the examination



COLLEGE OF
ALBERTA DENTURISTS

date. The report must outline the nature of the relevant condition and the extent to which the condition would impact the candidate's exam performance. The letter must be on the professional's business letterhead.

The candidate must give written consent, permitting the College to obtain additional medical records applicable, or reasonably believe to be applicable, to the appeal.

- ii. **personal emergency**
If a candidate experiences difficulty during, or immediately before an exam administration, due to an unforeseen emergency or trauma (i.e., death or sudden illness or injury of self or a close family member or friend), the candidate must submit, in writing, to the appeal panel, a letter and appropriate supporting documentation outlining the details of the situation.
- iii. **procedural irregularities**
If a candidate perceives a procedural irregularity in the examination or environment, during the exam administration, they must submit a written letter describing the irregularity(ies) and demonstrating how they had a negative impact on the candidate's exam performance. It is incumbent on the candidate to establish that had the irregularity not occurred, it is more likely than not that the candidate would have passed the examination.

Decision

The decision from the registration examination appeal committee will depend on the circumstances of each individual. The decision will be communicated to the candidate within 60 working days of receipt of all documentation related to the appeal.





The appeal panel will make one of the following determinations:

1. Deny the appeal

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

2. Grant the appeal

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

- i. **illness on examination day and/or 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 panel cannot grant a passing score to the candidate.

The decision of the appeal panel will be final.

DEFINITIONS

none

APPENDICES

none

REFERENCES

Government of Alberta. (2002). *Health Professions Act – Denturists Profession Regulation*. Alberta, Author. Available at: http://www.qp.alberta.ca/documents/Regs/2002_186.pdf

DOCUMENT HISTORY

Date	Action	Rationale
12/04/19	Initial approval	N/A
09/04/21	Review and update	Accommodate for the multijurisdictional exam
30/05/25	Review and update	As scheduled