

APPEALS POLICY & APPLICATION FORM

The FoodCert Certification is a professional credential that aims to recognize individuals that meet the industry standard. The process is voluntary and involves rigorous assessment methods and evidence of relevant experience.

Appeals Policy:

Candidates who fail the online knowledge exam or performance assessment (if applicable) have the right to register an appeal on the results of their examination. Candidates are informed of their right to appeal when results are issued. Appeals must be submitted in writing within 60 days of completing their online knowledge exam or performance assessment. The Certification Governance Committee will provide judgment on an appealed case.

All appeals are directed to the FoodCert Team, who will determine the process to be followed. For example, have appointed members of the committee review the case, advise the candidate of re-writing opportunities, or another action. Appeals will be forwarded to the Certification Governance Committee as required. The Chair of the Certification Governance Committee will supply members with procedural instructions (e.g. each failed element of an assessment should be re-scored or checked).

It is the responsibility of the Governance Committee to review written appeals and determine what action to take. At times committee members may decide there is a need for candidates to defend their case or answer questions.

Candidates are responsible for all costs associated with the appeal. Please refer to the fee schedule. If the committee rules in the candidates' favour, these costs will be reimbursed. The Governance Committee makes the final determination on appeals and candidates have no further opportunity to challenge the appeal decision. For this reason, the process will be carefully documented and scrutinized by the Certification Governance Committee to ensure that candidates have a fair hearing.

Appeals Application Form:

Candidates who are unsuccessful in the online knowledge exam, or in performance assessment have the right to register for an appeal. **An appeal must be based on reasonable and compelling grounds, demonstrating that a candidate was unsuccessful as a result of having been disadvantaged or a significant error occurring.**

Candidate Contact Information:

FULL NAME	PHONE NUMBER
FULL MAILING ADDRESS	E-MAIL ADDRESS
TYPE OF APPEAL: <input type="radio"/> Knowledge Exam <input type="radio"/> Performance Assessment	

Please Note:

Appeals must be submitted using this form within 60 days of completing the online knowledge exam or performance assessment. The *Appeals Application* form should be filed with the certifying agent or submitted to: foodcert@fp-sc-ctac.com The cost of an appeal is \$50.00 CAD. Methods of payment will be communicated to you upon filing for an appeal.

The following are NOT considered valid reasons for an exam appeal:

- Candidates that have failed the exam and are just short of meeting the pass mark;
- Candidates facing personal or financial hardships that may have affected their ability to do well on the exam;
- The pass mark is not set to the candidate's satisfaction.

For security purposes, the specific content of any exam will not be released.

If the documents submitted contain the personal information of someone other than the appellant, a signed letter from that person must be included in the appeal.

The FoodCert Team will report on the results of the appeal within 20 business days of receiving a complete application and payment. If the Certification Governance Committee rules in the candidate's favour, **the appeals fee will be reimbursed.** The ruling on the appeal is final. Candidates have no opportunity to re-challenge their case.

