



## Policies and Procedures for Appealing an Exam Eligibility Decision

The IBLCE certification program is more than an exam. It is a process that includes eligibility requirements, and ongoing recertification. Eligibility requirements are established to be sure that candidates are reasonably well prepared for the exam by virtue of their education and experience. These background characteristics do not guarantee passing the exam, but they do correlate with exam performance.

Reviewing and quantifying a candidate's education and experience is somewhat subjective. Education is structured differently among countries, and experience varies considerably in both quality and quantity. Due to this inherent level of subjectivity, it is possible that a candidate may be considered, erroneously, to be *ineligible* to sit for the exam.

Candidates who believe that their applications and exam eligibility were evaluated incorrectly may appeal the denial of eligibility. Candidates who wish to do so should submit the Eligibility Appeals Form, along with any applicable fee, to the IBLCE Regional Director for the country in which the candidate resides. The requirements associated with this process, including corresponding fees, are described below.

Appealing a determination of being *ineligible* to sit for the exam is potentially a 2-level process. All appeals begin at Level 1. A Level 1 appeal is addressed to the Regional Director for the country in which the candidate resides. A candidate who is not satisfied with the outcome of the appeal at the regional level *may* elevate the appeal to the IBLCE Board level, which is Level 2. Appeals at Level 2 are evaluated by the Board's Appeals Committee. However, a candidate whose Level 1 appeal is not successful is not required to file a Level 2 appeal.

The first step in filing an appeal is to complete the Eligibility Appeals Form provided on the IBLCE website that serves your country of residence, and send it to the Regional Director by mail, fax or electronic transmission. Submission of the form is required in order for evaluation of the Level 1 appeal to begin. All Level 1 appeals must be submitted within two weeks following the date on which that ineligibility notice was sent to the candidate.

Candidates who are not satisfied with the outcome of a Level 1 appeal and wish to file a Level 2 must complete and submit another Eligibility Appeals Form, indicating the Level 2 status of the appeal. Submission of the form is required in order for evaluation of the Level 2 appeal to begin. The completed Eligibility Appeals Form should be submitted to the Regional Director of the IBLCE regional office that serves your country of residence. A Level 2 appeal must be submitted within two weeks following the date on which the Level 1 appeal outcome was sent to the candidate.

In evaluating an appeal at both levels, IBLCE considers all available, relevant information. This includes statements from prior instructors, supervisors, or other professionals who can document the candidate's qualifications to sit for the exam and the supporting documentation provided by the candidate with the Eligibility Appeals form.

***In signing the appeals form, the candidate acknowledges that the decision of the IBLCE Appeals Committee is final.***