



Policies and Procedures for Submitting Exam Administration Complaints, Requesting a Hand Score, or Appealing an Exam Outcome

The IBLCE expends significant effort in creating a standardized and uniform testing environment, and in verifying the accuracy of scores. However, candidates who believe that they were tested under adverse conditions or that their scores are not accurate may file a complaint regarding the exam administration, request a hand score, or appeal an exam outcome. Candidates who wish to do so should submit the appropriate form, along with any applicable fee, to the appropriate IBLCE regional office. The requirements associated with this process, including corresponding fees, are described below.

Exam Administration Complaints

Candidates who believe that their testing environment was below IBLCE standards are expected to report their concerns to the exam administrator during the exam and inform IBLCE of the circumstances by submitting a completed Exam Administration Complaint Form to the IBLCE Regional Director that serves your country of residence.

The complaint should be as specific as possible. For example, if the exam center was noisy, it is important to indicate the nature and source of the noise. As an illustration, a candidate could note that construction noise from outside the testing room created continual loud noise and frequent vibrations, or perhaps, that the test center was on an ambulance route and there were frequent loud sirens. In addition, candidates are encouraged to inform IBLCE of any administrative practices that deviate from the published exam day schedule by including any such deviations on the exam administration complaint form.

There are no fees required to file an exam administration complaint. The IBLCE recognizes, and candidates need to be aware, that despite IBLCE's extensive planning and rigorous efforts, environmental conditions are not always going to be ideal or equivalent. By filing a complaint, candidates increase IBLCE's awareness of improvements that may be implemented. However, it is important for candidates to be aware that no additional points can be awarded if it is determined that an exam room had problems with lighting, noise, temperature control, or other physical distraction or discomfort.

All complaints must be submitted within one month following the date that the exam was administered. Contact the IBLCE regional office that serves your country to request the Exam Administration Complaint Form. When completed, the form may be mailed, faxed, or transmitted electronically to the IBLCE Regional Director for the country in which the candidate resides.

Hand Scores

If taken as a paper and pencil exam, scoring of the IBLCE exam is based on optical scanning of candidates' answer sheets. For computer-based testing, the candidate's response is electronically evaluated against the answer key provided by IBLCE. Ultimately, all candidates are scored by computer, and IBLCE conducts quality control procedures to be sure that all scores are accurate. However, candidates who believe that they were not scored correctly may request a hand verification of their score or a re-scoring of their computer-based testing responses. A prepaid fee must accompany the request, which corresponds to the additional work required for this process. If a scoring error is discovered, the fee will be refunded; otherwise it is nonrefundable.

All hand score requests must be submitted within one month following the date that the exam results were released. Contact the IBLCE regional office that serves your country to request the Hand Score Request Form. Submission of the form and fee are required in order for the hand scoring to begin. When completed, the form may be mailed, faxed, or transmitted electronically to the IBLCE Regional Director for the country in which the candidate resides.

Exam Outcome Appeals

Candidates who believe that they failed the exam due to a flaw in the exam or other irregularity may file an appeal. Any appeal should be as specific as possible, detailing the basis of the appeal. For example, candidates may believe that a exam item referred to a medication that is not available in their country and therefore, they should not have been scored on that exam item. However, candidates should be aware of the measures that IBLCE takes to ensure that flaws of this nature are discovered prior to the computation of final scores. In addition, quality control procedures, including linguistic and cultural sensitivity reviews, are conducted both prior to and after the exam administration.

Appealing the results of an 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 exam outcome appeal is to complete the Exam Outcome Appeals Form and send it to the Regional Director for the country in which the candidate resides by mail, fax or electronic transmission. Contact the IBLCE regional office that serves your country to request the Exam Outcome Appeals Form. Submission of the form is required in order for evaluation of the Level 1 appeal to begin. 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 Exam Outcome 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 Exam Outcome Appeals Form should be submitted to the IBLCE Regional Director for the country in which the candidate resides.

All Level 1 appeals must be submitted within one month following the date that the exam results were released. A Level 2 appeal must be submitted within one month following the date that the Level 1 appeal outcome was sent to the candidate. In evaluating an appeal at both levels, IBLCE considers all available information including exam critiques, performance statistics, exam proctor (invigilator) reports, and any additional relevant information that the candidate may wish to provide.

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