

Appeal of NAECEB Examination Results

Policies:

- In the rare event that a problem arises in the administration of an examination, it may affect an individual or group of applicants. Problems may include, without limitation, power failures, defective equipment, or other disruptions of exam administrations such as natural disasters or other emergencies. When these atypical circumstances occur, the testing agency will conduct an investigation to provide information to the NAECEB. Based on this information, the NAECEB, at its sole discretion, may not score the exam, may withhold reporting of a score while the NAECEB reviews the matter, or may cancel/invalidate the test score. If the NAECEB deems it appropriate to do so, the NAECEB will work with the testing agency to give affected candidates the opportunity to retake the exam as soon as possible, at no additional cost. Affected applicants will be notified of the reasons for the cancellation and their options for retaking the exam.
- Applicants who do not pass the examination and believe irregular testing conditions (such as a disturbance) were a contributing factor may file an appeal with the NAECEB Admissions Committee Chair. All appeal requests must be filed no later than thirty (30) days after the applicant's examination administration date. All appeals must describe the suspected problem and the requested remedy. Appeals based on irregular testing conditions will be reviewed by the NAECEB only in the event the applicant does not pass the examination. If the applicant passes the examination, the appeal will be terminated without a decision on the appeal.
- Notice of the Admissions Committee Chair's final determination will be provided to the applicant, and the determination of the Chair will be final.
- Applicants may not:
 - Obtain copies of the examination
 - Appeal the content or interpretation of the NAECEB examination questions or examinations.

Procedures:

- Applicants wishing to appeal must submit a written letter requesting the appeal.
- The request for appeal may be sent via mail, facsimile or email.
 - If mailed, the appeal must be postmarked within thirty (30) days of the examination administration date.
 - NAECEB
 - 4001 E. Baseline Rd. Suite 206
 - Gilbert, AZ 85234
 - Phone: 877-408-0072
 - If sent via facsimile or email, it must be received within thirty (30) days of the examination administration date.
 - Email: info@NAECEB.org
 - Fax: 480-398-4081
- The applicant is responsible for verifying receipt of the appeal. The NAECEB is not be responsible for correspondence that is not received by the deadline. The recommended method for submitting an

appeal is via mail, using a method that provides the applicant with proof of mailing, e.g., certified mail.

- The letter must be addressed to the NAECB Admissions Committee Chair at the NAECB office. (Note: when published, include appropriate contact information).
- The request for appeal must include a detailed statement identifying the irregularity and a statement of the resolution requested by the applicant, e.g., ability to retest at no charge.
- The NAECB will endeavor to respond in a timely manner regarding the outcome of the appeal after completing an investigation, normally within thirty (30) days following the close of the investigation. The testing agency may respond on behalf of the NAECB if so requested.

(Revised 04/2016)