

	CREATION DATE February 15, 2012	DATE REVISED July 26, 2024
	POLICY AREA / CATEGORY	DATE APPROVED / EFFECTIVE DATE March 01, 2012
POLICY TITLE RETESTING	VERSION	DATE REVIEWED July 26, 2024

SUMMARY & PURPOSE:

This covers the key concepts related to retesting when a candidate has not passed the examination.

DEFINITIONS:

None

POLICY:

When a candidate has not passed the examination, they shall be allowed to retake the examination given the following:

- Minimum 90 day wait from the time of taking the unsuccessful examination before testing again. The 90-day wait period was made in consultation with the testing vendor with regards to the number of forms and items in the system as well as the practice in the credentialing industry. The rationale is so that the candidate:
 - has the time to address the results of the previous examination as indicated in the feedback.
 - may partake in additional preparation as determined by the candidate.
 - is less likely to answer items based on memorization.
- The candidate has not had any change of status that would mean they no longer meet the eligibility criteria.

It is recognized that there may be exceptional or unusual circumstances. The candidate can register a complaint or an appeal if they feel that either of these applies.

There is no maximum number of times that a candidate can retest.

SCOPE/APPLICABILITY:

This applies to all individuals who have not successfully passed either the CHSE and/or CHSOS examination.

PROCEDURES TO ENSURE COMPLIANCE:

- The candidate management system has safeguards in place to prevent any retesting that does not meet the guidelines of this policy.
- The Director of Certification shall be responsible for ensuring that the systems work properly, and to support any candidate inquiries.

SUPPORTING/REFERENCE DOCUMENTATION:

- None

RELATED POLICIES & PROCEDURES AND ASSOCIATED FORMS:

- Appeals Policy
- Complaint Policy

ASSOCIATED NCCA STANDARD(S):

- 6F

POSTED PUBLICLY: YES