

3.4 Administrative Reconsideration Policy

Date of Approval:	June 1, 2020	Effective Date:	November 1, 2020
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I. Definitions:

“**CADTR**” means the Canadian Alliance of Dental Technology Regulators

“**DTETPA**” means the Dental Technology Entry to Practice Assessment, which includes two (2) components: the “**KBA**” and the “**PBA**”

“**KBA**” means the Knowledge-Based Assessment

“**PBA**” means the Performance-Based Assessment

II. Scope:

This policy applies to all candidates that have attempted the DTETPA and believe that incidents beyond their control significantly hindered their ability to perform during the administration of the assessment, thus rendering an unsuccessful assessment score.

III. Principles:

This policy is written in accordance with the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications principles of fairness, transparency, timeliness and consistency and in consideration with the minimum required standards of the approved dental technology programs in Canada.

IV. Purpose:

The purpose of this policy is to clarify the conditions in which a candidate may request an administrative reconsideration and to provide a clear and structured approach in the handling of all administrative reconsideration requests in a fair and timely manner.

V. Policy:

Candidates must submit a written request for administrative reconsideration in writing within **30 days** upon receiving their assessment results. An **administrative reconsideration fee** shall be charged at the time the request is submitted.

Grounds for Administrative Reconsideration for Assessment Results

Consideration for administrative reconsideration will only be reviewed if the request falls under any of the following categories:

1. **Health issue.** The candidate experiences illness on the day of the assessment that significantly affected their performance
2. **Administrative reasons.** The candidate believes that administrative issues placed them at a disadvantage in comparison to other candidates, or created circumstances that affected their assessment performance in a negative way. These circumstances could include the belief that the administration of the assessment was a significant departure from the standard assessment procedures stipulated in CADTR’s

- assessment guidelines, substandard examination materials, or environmental irregularities
3. **Compassionate reasons.** Extraordinary or unforeseen events or circumstances that seriously impacted the candidate's performance during the assessment. These reasons could include the death of a close family member or friend, family emergencies, legal issues, or other life circumstances.

Supporting Documentation

If a candidate requests an administrative reconsideration on the grounds that ill health affected their examination performance on the day of the assessment, a **Medical Certificate Form** must be submitted along with the request. The Medical Certificate Form must be completed by a qualified working health professional, i.e. a licensed, registered and currently practicing health worker.

If a candidate requests an administrative reconsideration on the grounds of administrative reasons, the onus is on the candidate to explain thoroughly how if the administrative error had not occurred, the candidate would have achieved a passing result on the assessment. Supporting documentation may include, but not limited to, references to the policy, procedure or guidelines in CADTR's assessment handbook.

If a candidate requests an administrative reconsideration on the grounds of a compassionate reason, supplemental documentation may include, but not limited to:

- Death certificate
- Legal notices
- Facts indicating the relationship between the deceased, ill or injured person and the assessment candidate

CADTR will only accept original signed forms and supporting documents.

Process for Administrative Reconsideration

1. Submit a written request to CADTR **within 30 days of receiving the assessment results.** All requests should describe in detail the health issue, administrative issue, or compassionate circumstances that ultimately affected the candidate's performance on the day of the assessment.
2. Gather and submit all required and supporting documentation
3. Pay the **administrative reconsideration fee**
4. Once all required documents have been received and the fee is paid, the Credentialing and Assessment Services Manager shall review the file thoroughly and consult with any person they consider appropriate in the process of the review
5. A letter of decision for the outcome of the Administrative Reconsideration request shall be issued to the candidate **no more than 20 business days** of receiving the full request

Outcome of Administrative Reconsideration

If CADTR finds that the issues described in the request could have significantly impacted the outcome of the DTETPA results, the candidate's failing result will not be counted towards the candidate's number of assessment attempts. The attempt shall be reinstated and the administrative reconsideration fee shall be refunded to the candidate.

An administrative reconsideration will **not change a failing result into a pass.**

VI. Associated Policies, Procedures and Guidelines

Candidates that are not satisfied with the outcome of their administrative reconsideration may apply for an appeal, in accordance with the **2.6 Assessment Results Appeal Policy.**

VII. Review:

This policy is subject to review every three (3) years.

VIII. Disclaimer

If there is a discrepancy between these electronic policies and the written copies held by the policy owner, the written copies prevail.