

3.4 Administrative Reconsideration Policy

Effective Date:	November 1, 2020	Revision Date:	June 27, 2024
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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**”, **and may be referred to as competency assessments.**

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

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

II. Scope:

This policy is limited to the Dental Technology Entry to Practice Assessment delivered by CADTR and its administrators. It applies to all candidates who have attempted the KBA or PBA 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. Complaints regarding the content of the competency assessments or possible responses to assessment questions will not be considered and are not subject to reconsideration. Administrative reconsideration is not a re-grading or re-scoring exercise and will not result in a passing grade. The **Credential and Assessment Services (CAS) Manager** cannot assume that the candidate would have passed the competency assessment if it were not for the circumstance for the reconsideration.

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.

VI. Grounds for Administrative Reconsideration and Supporting Documentation

Consideration for administrative reconsideration will only be reviewed for one or more of the following circumstances:

1. **Illness on the assessment day.** If a Candidate experiences illness on the day of the assessment that significantly affected their performance they may submit a *Request for Administrative Reconsideration* form together with an original, signed medical report of a duly qualified physician or appropriate medical professional registered to practise in their province who examined the candidate within five (5) days after the examination date.
2. **Compassionate reasons.** If a Candidate experiences difficulty on the day of the assessment due to unforeseen emergency or trauma, such as the death or serious, sudden illness, intergenerational trauma, or injury of a close family member or close personal friend, the Candidate may submit a *Request for Administrative Reconsideration*, along with appropriate supporting documents (e.g. death certificate, obituary notice, or other similar documents).
3. **Procedural Irregularities.** If a Candidate perceives procedural irregularity in the administration of the exam, they may submit a *Request for Administrative Reconsideration*. A procedural irregularity includes major irregularities in the environment in which the competency assessment was completed and/or while the competency assessment was in progress, a significant departure from the standard assessment procedures stipulated in CADTR's assessment guidelines or substandard assessment materials. Such a request must include facts demonstrating that the procedural irregularity had a negative impact on the Candidate's performance on the examination. It is incumbent upon the Candidate to establish, to the satisfaction of the **CAS Manager**, that the procedural irregularity affected their assessment performance in a negative way.

If the request is not based on one or more of the three circumstances, the request will not be considered.

VII. Reporting an issue

CADTR and its test administrators and makers make reasonable efforts in identifying, recording, and reporting any irregularities that may impact a candidate's ability to complete the assessment. Markers are required to document and report all issues or incidents encountered during the assessment.

Candidates have the opportunity to report any issues (e.g., technical, medical, environmental) they believe materially affected their ability to successfully complete the assessment.

This information, along with any evidence submitted by the candidate's *Request for Administrative Reconsideration*, will be reviewed by the CAS Manager as part of the Request for Administrative Reconsideration process.

VIII. Process

1. Candidates must submit a *Request for Administrative Reconsideration* form and pay the

administrative reconsideration fee to CADTR no later than **30 calendar days** of the release of the KBA or PBA results to demonstrate their grounds for the administrative consideration. The **CAS Manager** will only consider requests for a nullification after this period in the case of incapacitation or a similar circumstance preventing a Candidate from functioning in a normal way.

2. The *Request for Administrative Reconsideration* must contain all the information, facts and supporting documents upon which the candidate intends to rely. Failure to provide the required documentation under the applicable circumstance(s) may cause the Candidate's request not to be considered.
3. CADTR will acknowledge receipt of a candidate's *Request for Administrative Reconsideration* within **14 calendar days** of receiving the request.
4. Requests that meet the grounds for Administrative Reconsideration will be forwarded to the **CAS Manager** for their consideration. The CAS Manager will review the request along with the supporting documentation and consult with any person they consider appropriate in the process of the review to render a decision.
5. Once the CAS Manager has made a decision, the decision will be sent to the candidate via email only. We endeavor to issue the decision **no more than 30 business days** of receiving the *Request for Administrative Reconsideration*.

IX. Possible Outcomes

The **CAS Manager**, in their sole discretion, will decide to either deny or grant the Candidate's request.

IX.1 Deny the request

Should the Candidate's request be denied, the **CAS Manager** will take no further action on the matter. The Candidate may submit a written request to appeal the decision.

IX.2 Grant the request

Should the Candidate's request be granted, the **CAS Manager** has the authority to make the following decisions based on one or more of the specified grounds for an appeal:

- To nullify the attempt
- To refund the Candidate the administrative reconsideration fee
- To allow the Candidate to pay any subsequent assessment fee at an adjusted rate
- To impose reasonable conditions necessary for the integrity of the competency assessment.

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

X. 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**.

XI. Review:

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

XII. Disclaimer

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

