

## Hearing Instrument Dispensing (HID) Exam Appeal Criteria

### Purpose

The appeal process allows candidates to formally request a review of their exam results if they believe a procedural error, bias, or unfair practice influenced their performance or final outcome. The goal is to ensure transparency, fairness, and accountability in the exam process.

### Grounds for appeal

An appeal may be considered only on the following grounds:

1. **Procedural error:** Evidence that the exam was not conducted according to established protocols, resulting in a disadvantage to the candidate.
2. **Bias or conflict of interest:** Evidence that an examiner demonstrated bias or had a conflict of interest that impacted the scoring or evaluation.
3. **Administrative error:** Candidate believes there are errors in the recording, reporting, or calculation of exam results.
4. **Unforeseen disruption:** Significant disruptions during the exam session (e.g., equipment malfunction, environmental disturbances) that were not adequately addressed and affected the candidate's ability to perform.
5. **Inequitable exam conditions:** If candidates were not provided with the same resources, equipment, or time as others, creating an unfair testing environment.
6. **Failure to accommodate approved needs:** If reasonable accommodations for disabilities or medical conditions, approved in advance, were not provided during the exam.

### Non-appealable situations

Appeals will not be considered in the following situations:

- Dissatisfaction with exam content or structure.

- Disagreement with an examiner’s professional judgment unless tied to a procedural error.
- Concerns regarding examiner demeanor or conduct will not be addressed unless there is clear evidence of bias or a conflict of interest. Examiners adhere strictly to a standardized script and are trained to always remain neutral, refraining from deviating from the script. They are prohibited from rephrasing or altering questions in any way and can only repeat the questions exactly as written.
- Personal circumstances that are outside the scope of accommodations
- Requests to have previous results considered.
- Requests to consider performance in other sections of the exam
- Appeals seeking exemption from retaking the entire exam.
- Events or conflicts not reported to the invigilator on the day of the exam — retroactive claims cannot be considered.
- Employment Human Resources (HR) issues resulting from candidates’ results
- Suggesting alternative actions, such as enrolling in an additional course to address gaps in demonstrated knowledge, in an effort to request a passing outcome.
- Consideration of accommodation requests that were never formally submitted or approved prior to the exam.
- Nervousness, lack of preparation, or general dissatisfaction with individual performance.

### **Appeal submission process**

1. **Timeline:** Appeals must be submitted in writing within 7 business days of receiving exam results.
2. **Appeal application:** Candidates will receive an appeal application form, which must be completed and returned by the specified deadline. Submitting the form does not guarantee the appeal will be accepted; it serves as a preliminary check to determine if the appeal meets the established criteria.
3. **Preliminary review:** If an appeal does not meet the criteria, the candidate will be informed. If accepted, the appeal file will be forwarded to the Quality Assurance team for further review.

4. **Final decision:** Once the review is complete, the final decision is made by the Registration Committee. All decisions made by the committee are final and binding.

### **Confidentiality**

All appeal submissions and review processes will be handled with the utmost confidentiality and professionalism.

For further questions regarding the appeal process, please contact [exams@chcpbc.org](mailto:exams@chcpbc.org).