



Appeals on Process, or Methodology of the Certification System

Operational Guideline 069


References:	Pro Board Criteria: PA5
Revised:	May 22, 2017

1.0 General Information

- 1.1 Purpose:** To provide a written, formal policy for the student to appeal a policy, process, or methodology of the certification system.
- 1.2 Responsibility:** It is the responsibility of all Evaluators, Proctors, and Registrars to be familiar with this guideline so students are given consistent and accurate information for an appeal or dispute. It is the responsibility of the Board of Directors to ensure this guideline is adhered to and to ensure that all students have an equal and fair opportunity to file an appeal or dispute.

2.0 Procedures

- 2.2.1** If a student feels that a policy, process, or methodology of the certification is unfairly, the student has the right to appeal it.
- 2.2.2** The student must contact the FPOABC NFPA ProBoard Certification Coordinator by email to 1033-1031@fopa.bc.ca with the full information on the appeal. Included in the email must be the students full name, and contact phone number and the reason for the appeal. At this point if the appeal is not dealt with to the student's satisfaction, the FPOABC NFPA ProBoard Certification, will send the appeal immediately to the Board of Directors for them to view the appeal of the student.
- 2.2.3** Within 7 days of the appeal being submitted to the Board of Directors the student will be notified of their decision.



Gayanne Pacholzuk
President, FPOABC

May 22, 2017

Date