

Disputes and Appeals

Operational Guideline 070

References: Pro Board Criteria: PA1, PA5, TA7

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1.0 General Information

- 1.1 Purpose:** To provide a written, formal policy for student appeals and disputes for failure of a Cognitive Test or unsuccessful completion of a practical skills evaluation.
- 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

- 2.1** If a student feels that a Cognitive Test or Practical Skills Evaluation has been conducted unfairly, the student has the right to dispute the Evaluator's or Proctor's decision and bring his/her concerns to the attention of the Proctor or Evaluator at the conclusion of the evaluation session.
- 2.2** If the concerns unsatisfactorily met the student will contact the FPOABC NFPA ProBoard Certification Coordinator to discuss the student's concerns and determine an appropriate action to be taken or inform the student that they stand by the Evaluator decision.
- 2.3** If the student feels the decision is still unfair, he/she may appeal their decision in writing using the Appeals Submission form (FPOA020), to the FPOABC ProBoard Certification Coordinator within 14 days of the evaluation date to the FPOABC Course Administration, 2286 Kingsford Place, Nanaimo, BC V9X 1Y3 or e-mail to 1031-1033@fpoa.bc.ca.
- 2.4** The student's appeal must provide detailed information surrounding the circumstances of his/her concerns. All information provided will be kept confidential.
- 2.5** The student's appeal must also include all Proctors/Evaluators names, date of the evaluation, location, subject, and NFPA standard.
- 2.6** The appeal shall be immediately forwarded onto the Board of Directors for them to view the concerns of the student(s).
- 2.7** Within 7 days of the appeal being submitted to the Board of Directors the student will be notified of their decision.



Fire Prevention Officers' Association of British Columbia

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January 15, 2018

Date