

INFORMATION

NATIONAL DENTAL HYGIENE
CERTIFICATION BOARD (NDHCB)

FOR UNSUCCESSFUL CANDIDATES ON THE
NATIONAL DENTAL HYGIENE CERTIFICATION EXAMINATION

SCORING OF THE NATIONAL DENTAL HYGIENE CERTIFICATION EXAMINATION	<p>The examination is computer administered and scored. It is scored on the basis of the total number of correct answers; one point is allotted for each correct answer.</p> <p>The standard (pass mark) is set by the NDHCB based on a specific item analysis method. It is not adjusted to a "Bell" curve; passing or failing the examination does not depend on the scores of the other candidates but on how well you did in relation to the standard set.</p>
SERVICES OFFERED TO CANDIDATES	<p>A candidate's examination result will be reviewed only on the basis of suspected irregularities in the examination process (prior, during or after the exam), and not because of alleged errors in content of the examination or the data analysis that was conducted. The content of an examination and/or the details of the data analysis of the results are not subject for review at the request of the candidate either singly or as a group. A request to review the examination result on the basis of process must present evidence that the alleged irregularities materially affected the candidate's performance. The existence of irregularities, in itself, is not sufficient to change the result of the examination</p>
RESCORING OF ANSWER SHEETS	<p>A manual rescoring service is available for candidates who are unsuccessful on the examination. Candidates who have failed may request manual rescoring of their answers <u>by the testing agency</u>. The rescoring of the answers is done by hand rather than through the normal electronic process. The rescoring process can be used to determine: a) if there was improper recording of the answers to one or more examination items; b) if one or more examination items were improperly scored against the answer key. An application for rescoring must be made to the NDHCB within 45 calendar days from the date of receipt of the official examination results. The fee for this service is \$85 + tax. Refer to the request for manual rescoring form for details. The rescoring session will be held within 45 calendar days from the date the candidate's application is received by the NDHCB.</p> <p>The following criteria are necessary in order to apply for this service. The candidate must:</p> <ol style="list-style-type: none">1. Have received, an <u>unsuccessful official result</u> on the examination (by registered mail);2. Complete the Request for Manual Rescoring form; and3. Submit the Request for Manual Rescoring form and the required fee to the NDHCB within 45 calendar days from the date the examination results were received;
FORMAL REVIEW	<p>An incomplete submission and/or failure to meet the specified criteria may result in delays and possible refusal of a candidate's request.</p> <p>If an unsuccessful candidate believes that he/she was treated unfairly or if there were any other irregularity in the examination process, he/she can appeal and request a formal review.</p> <p>A written request for a formal review must be sent to the Executive Director of the NDHCB and received within forty-five (45) days of the candidate's receipt of the official examination result. The request for formal review must explain in detail the circumstances surrounding the alleged irregularity(ies) in the examination process</p>

and must include supporting or related evidence.

The Executive Director will acknowledge receipt of the request for formal review and conduct an investigation to determine if the alleged irregularity(ies) are sufficiently supported and if they significantly affected the outcome of the exam result.

The Executive Director will then render a decision in writing, within thirty (30) days of receiving the official request for formal review.

APPEAL OF FORMAL REVIEW DECISION

Following receipt of the Executive Director's decision, if the candidate still feels that his/her request for a formal review was not accorded due consideration, the candidate can choose to submit an appeal to the NDHCB Board of Governors. This appeal must be sent by registered mail, accompanied by a fee of **\$100.00 (+ tax)** - certified cheque or money order in Canadian funds payable to the National Dental Hygiene Certification Board or by a valid Credit card number (VISA or MasterCard). This appeal of the formal review decision must be received by the NDHCB within thirty (30) days of the candidate's receipt of the Executive Director's formal review decision.

The NDHCB will forward the appeal request and the supporting documents to the NDHCB Board of Governors for its consideration and the Board of Governors will respond in writing to the candidate's appeal, with its decision, within forty-five (45) days of receipt by the NDHCB of the appeal letter.

The NDHCB Board of Governors will render one of the following decisions:

- 1.1.1.1 Confirm that the policies and procedures pertinent to the situation were followed and uphold the decision of the Executive Director;
- 1.1.1.2 Determine that the policies and procedures pertinent to the situation were either inadequate or not followed completely and refer the matter back to the Executive Director for a decision based on reviewing or following the policies and procedures completely.
- 1.1.1.3 Take whatever action the Board of Governors considers appropriate that is not inconsistent with the generally accepted principles of the NDHCB.

REWRITING THE CERTIFICATION EXAMINATION

An unsuccessful candidate may apply to rewrite the certification examination. The rewrite fee is **\$435.00 + tax**. In order to rewrite the examination, you will need to **complete a new application form** and submit it to the NDHCB (online or by mail). If you are re-applying by mail and your status changes from a student to a graduate, please submit the appropriate documentation when applying to rewrite the examination.

If you have any questions, please do not hesitate to contact:

National Dental Hygiene Certification Board
1929 Russell Rd. Suite 322
Ottawa, Ontario K1G 4G3
Phone: (613) 260-8156 Fax: (613) 260-8511
exam@ndhcb.ca
www.ndhcb.ca