



ISFCE Certified Computer Examiner (CCE)[®] Exam Appeals Policy 2.4

All certification or recertification candidates that wish to appeal the scoring of their certification examination may do so according to this policy.

- 1.0 All certification or recertification candidates that wish to appeal the score they receive from the ISFCE on a certification examination, may file an appeal with the ISFCE Appeals Committee.
- 2.0 All appeal requests must be filed with the ISFCE Appeals Committee. The appeal request must be submitted written format, outlining specific concerns and reasons for the request.
 - 2.1 The request must include the name and contact information of the requestor.
- 3.0 Appeal requests will normally be investigated by the ISFCE Appeals Committee.
- 4.0 The ISFCE Appeals Committee will review any certification scoring or other appeal made by a certification candidate and independently rule on the accuracy of that score and report findings to ISFCE Certification Board.
- 5.0 The Appeals Committee will remain impartial and will thoroughly examine all appeals.
- 6.0 The Appeals Committee will request a rescore of an individual's CCE examination results by at least two additional ISFCE assessors that did not previously review that certification candidate's examination report.
 - 6.1 The name of the requestor and the initial score of the certification examination will be withheld from the assessors tasked with rescoring the certification examination.
- 7.0 The Appeals Committee will internally review the results of the rescoring of the certification examination, discuss findings and report those finding to the Certification Board for review.



- 8.0 If the rescoring changes the pass or fail status of the requestor's certification examination results, the Appeals Committee will advise the Certification Board to revise the original denial of certification and award the requestor with certification.
- 9.0 If the rescore does not change the outcome of the certification award, the Appeals Committee will advise the Certification Board that no change in certification status is necessary.
- 10.0 The Certification Board will act on those recommendations and advise the requestor of the outcome of the appeal.
- 11.0 No feedback on the scoring process or any scoring differences will be provided to the requestor. Only the rescore results will be provided to the requestor.
- 12.0 An appeal may only be requested once per certification attempt by a certification candidate.
- 13.0 Appeals may be requested for certification OR recertification examinations.

