



## **Newborn Care International Appeals Policy**

Newborn Care International (NCI) allows all applicant and certificants to appeal decisions made in the area of admissions, assessment and discipline. The appeals procedure is designed to provide applicants and certificant with an option to have any decision which they consider unfair, relating to admissions, assessment or discipline, reviewed. All staff members of the NCI are responsible for operating and implementing the Appeals Policy and procedure by ensuring that the applicants and certificants have the opportunity to discuss any problems informally. If problems reach the formal stage, staff should ensure students have access to the Appeals Policy and Procedure.

### **Policy for Appealing an Eligibility Decision**

NCI will review eligibility appeals of adverse certification decisions from applicants. An adverse decision may be appealed for the following reasons: NCI did not apply certification or recertification criteria correctly or by a factual error that affected the outcome, or by a verified extraordinary circumstance. Certificants or applicants may appeal the denial of eligibility to take the exam or eligibility to recertify by continuing education recognition credits. Those who wish to appeal will be required to submit an Eligibility Form which is located on the resource page of the NCI website.

Candidates who are ineligible to take the examination or ineligible to recertify will be notified by NCI. Once the notice has been given that a candidate is not eligible they have 30 days to appeal the decision that has been made by NCI. NCI will not review eligibility should an applicant have a criminal record. A copy of the written decision of the Panel will be retained by the center. The decision of the Appeals Panel is final.

### **Policy for Appealing Examination Outcome**

NCI will review appeals of adverse certification decisions from exam candidates. An adverse decision may be appealed for the following reasons: (1) alleged inappropriate examination administration procedures, (2) environmental testing conditions severe enough to cause a major disruption of the examination process and/or or other irregularities. Appeals regarding the following will NOT be accepted: (1) the determination of the passing score, (2) the examination or other measurement tool or individual test items, or (3) test content validity.

An appeal form can be downloaded from the NCI website and submitted to our office. Form must be submitted within 30 days of examination score report.

The decision of the Appeals Panel is final. Once appeal has been evaluated by NCI the decision is final.