

### Contesting Procedures

When a candidate has taken a CWNP exam and feels that one or more items were inaccurate or unfair, the candidate may contest (appeal) the exam. It is essential that CWNP take these contests seriously and evaluate each one consistently. For this reason, a contest review procedure must be implemented. The procedure must accommodate for solutions to exam failure if an inaccurate or unfair item resulted in the failure.

Even with the best efforts to create a perfectly accurate exam pool/form as outlined in the preceding section, it is possible that items will be in the exam and fail to meet the criteria of accuracy, fairness and relevance. In human endeavors errors occur. As more candidates attempt the exam, it is more likely that such errors will surface. Accredited certification of persons does not require perfection in initial exam development but requires diligence in efforts to prepare them and fair response to contests against them.

CWNP shall use the following procedure for exam contests to ensure they are addressed in a constructive, impartial and timely manner:

1. The candidate contacts CWNP directly or through a proctor to contest one or more exam items.
2. CWNP shall contact the candidate and solicit as much detail as possible about the exam items under contest (content of the items, candidate's view on accuracy, fairness and relevance, etc.). Said contact shall act as the initial notification to the contesting candidate that the contest has been received.
3. The contesting candidate shall be provided with status updates on a weekly basis informing the candidate of the following:
  - a. Actions Taken
  - b. Further Actions to be Performed
  - c. Current Expected Date of Decision
4. CWNP shall review the exam logs to ensure the defined items impacted the candidates score.
5. CWNP shall review the contested exam and solicit input from two or more external SMEs (typically CWNEs) to determine the validity of the contest. Previous similar appeals shall be

considered. External SMEs shall not under any circumstances be given the name or identity of the contesting candidate.

6. The CWNP individual determining the validity of the contest based on input from internal CWNP SMEs and external SMEs shall not be the individual(s) responsible for initial approval of exam items in the creation of the exam. However, the individual must be internal to the certifying body, which is CWNP.
7. If the contest is determined valid, the contested exam items shall be updated or replaced using the procedure defined in the following section, Exam Update Procedures.
8. If the candidate failed the exam or desires to have a higher score and the contest is determined valid and the contested items impacted the candidate's score, the candidate shall be granted a retake of the exam incurring no exam fees. In no case shall a candidate be granted an increased score based on the determination of a valid contest alone. Such action would result in impartiality to the candidate as the score would reflect essentially correct answers to unanswered questions. The candidate must retake the exam to provide impartiality to other candidates.
9. If the contest is determined invalid, the candidate shall be informed of such in writing or an e-mail that is formally constructed and provided with a detailed statement of the review process.
10. When the contest evaluation is complete, the contest shall be logged into a tracking system with the following minimum information:
  - a. Name of the contesting candidate
  - b. Date of the contest receipt
  - c. CWNP personnel involved in contest evaluation
  - d. External SMEs involved in contest evaluation
  - e. Specific exam and items under evaluation
  - f. Evaluation results and decision

**NOTE** Under no circumstances shall submission, investigation and decisions on contests result in any discriminatory actions against the contesting candidate.

**POLICY:** Exam item contests shall be handled with confidentiality. No name nor identity information of a contesting candidate shall be shared outside of the CWNP organization in relation to a contest.

**POLICY:** All candidate contests shall be treated impartially. When identical contests are received against previously contested exam items, they shall be handled in the same manner regardless of candidate identity.