

SOUTHWEST FIRE ACADEMY		POLICY-600-007	
POLICY	SECTION: 600 - Procedures		
	TITLE: Student Appeals		
	Date Approved: August 1, 2015		Revision Dates: None
Subject: Policy Intent and Application			
Scope: This Policy applies to all employee's and students of the Southwest Fire Academy			
Purpose: The Policy establishes the procedure for students to challenge individual test items, assessment outcomes and methodology of the certification program			
Procedures: If a candidate wishes to challenge an individual test items they have must follow this three-step process: <ol style="list-style-type: none"> 1. Instructor Appeal: <ol style="list-style-type: none"> a. Notify the instructor or test proctor in writing within 24 hours of writing the test. b. The instructor / proctor shall make a determination and provide writing within 48 hours to the student 2. Program Coordinator Appeal: <ol style="list-style-type: none"> a. If the student isn't satisfied with the instructor's response, they can appeal to the Program Coordinator in writing within 24 hours of receiving the response from the instructor b. The Program Coordinator shall make a determination and provide it in writing within 5 business days of receiving the concern 3. CEO Appeal: <ol style="list-style-type: none"> a. If the student isn't satisfied with the Program Coordinators response, they can appeal to the CEO in writing within 24 hours of receiving the response from the Program Coordinator b. The CEO shall make a determination and provide it in writing within 30 business days of receiving the concern 			

Concerns and challenges shall be addressed at each level in the following manner:

Instructor Appeal:

1. Student must explain in detail the concern and rational for concern
2. The instructor / proctor has the ability to give credit if they feel it is warranted
3. The instructor / proctor shall provide a summary in writing to the Program Coordinator so that the issue can be permanently resolved prior to the next testing session

Program Coordinator Appeal:

1. Student must explain in detail the concern and rational for the concern, including how they feel that the instructor / proctor is incorrect in their initial ruling
2. The Program Coordinator may interview the candidate and instructor / proctor to gather information as well as anyone else they see fit in order to make a determination
3. A written decision shall be given to the candidate and the instructor / proctor with the rational for the decision and a copy will be provided to the CEO
4. The Program Coordinator shall make appropriate changes prior to the next testing session

CEO Appeal:

1. After the Program Coordinators written ruling the candidate can appeal in writing to the CEO to request a review of the situation
2. The CEO shall take whatever measures they see fit in the circumstance to investigate the concern
3. The CEO shall provide a written ruling to all parties involved in the process.

References:

1. The ProBoard

Notes:

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