

# Appeals Process

Candidates applying for certification/recertification as a Multiple Sclerosis Certified Nurse (MSCN) should review the guidelines developed by the Multiple Sclerosis Nurses International Certification Board (MSNICB). Any candidate who fails to meet the certification/recertification criteria has the right to appeal the decision of denial based on the following process.

## A. Eligibility

Any candidate determined to be ineligible to sit for the certification/recertification exam may appeal this decision. This appeal must be made in writing to the MSNICB within 30 days of notification of ineligibility. Name, Address, Phone Number(s) - (Home, Work and/or Cell) - and an email address should accompany the request for appeal should the Board need to contact the candidate. In the case of recertification, the candidate's MSCN Certification Number should also be included. Requests for appeal should be mailed to: **Professional Testing Corporation, 1350 Broadway, 17<sup>th</sup> Floor, New York, New York 10018, USA**. Included in the appeal request should be a written explanation of the grounds for the appeal, as well as any supporting documentation which may clarify the reason for the appeal. The MSNICB will review the materials and notify the candidate in writing of their decision within 30 days of receipt of appeal materials.

## B. Examination

Any candidate with reason to believe that an error has been made in the scoring of their exam resulting in exam failure may request a hand scoring of the examination. This request should be submitted in writing within 30 days of notification of failure of the exam. Name, Address, Phone Number(s) - (Home, Work and/or Cell) - and an email address should accompany the request for appeal. Requests for appeal should be mailed to: **Professional Testing Corporation, 1350 Broadway, 17<sup>th</sup> Floor, New York, New York 10018, USA**. The results of the hand scoring will be reviewed by a representative of the Professional Corporation (PTC) with the Certification/Recertification Committee of the MSNICB, who then will send a written summary of the review to the candidate within four weeks of receipt of the request. In the unlikely event the hand scoring results in a change of score, this hand scoring will be final, i.e. if a candidate's score is lowered because of hand scoring, that score will be considered the correct score. Likewise, if the score is raised resulting in the candidate passing the exam, that score will be the candidate's final score and the candidate has then successfully met certification/recertification criteria. The candidate's answer sheet and items from the examination will not be released to the candidate for review. Because of the rigorous process that is followed in developing the exam, this policy is necessary to maintain the security of the examination item bank. Please note that hand scoring will only be provided for candidates who **do not** pass the examination. The Chair of the Certification/ Recertification committee will send a written summary of the committee's decision to the candidate within 30 days of receipt of the appeal request.

Should there be other issues or questions regarding the examination that result in submission of a formal appeal, the Certification Committee will be notified by a representative of PTC. If discussion of the issue(s) between the chair and the PTC representative fail to result in a resolution of the appeal, the voting members of the MSNICB will be involved in making the decision. The President of the MSNICB will then notify the candidate in writing of the committee decision within 30 days of receipt of the appeal request.

### **C. Recertification by Learning Activities/Practice Hours**

Each recertification application is reviewed for appropriateness of learning activities and practice hours by a member of the Recertification Committee of the MSNICB. Any candidate with reason to believe they were denied recertification because of discrepancies in or misinterpretation of their learning activities or practice hours has the right to appeal this decision, as long as the request for appeal is submitted in writing to the MSNICB within 30 days of notification of recertification denial. Included in the appeal request should be a written explanation of the grounds of the appeal, as well as any supporting documentation which may clarify the reason for the appeal. The MSNICB will then review the submitted materials and then recommend either recertification or denial of recertification. An affirmative recommendation by a simple majority of reviewers will determine the outcome of the appeal. The candidate will be notified of the Board's decision in writing within 30 days of receipt of appeal materials.

**All decisions of the appeal process will be final and binding and not subject to further review or appeal.**

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