

## Appeals Process

Candidates applying for certification/recertification as a Multiple Sclerosis Specialist (MSCS) should review the guidelines developed by the MS Specialist Certification Project Committee. 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 MS Specialist Certification Project Committee within 30 days of notification of ineligibility. Name, Address, Phone Numbers – Home and Work, 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 MSCS 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 of the appeal, as well as any supporting documentation which may clarify the reason for the appeal. The MS Specialist Certification Project Committee 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 Numbers – Home and Work, and an email address should accompany the request for appeal. Requests 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 the MS Specialist Certification Project Committee, and then sent to the candidate within four weeks of the receipt of the request. In the unlikely event that 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 and this results 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 record 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.

### **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 MS Specialist Certification Project Committee. 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 MS Specialist Certification Project Committee 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 MS Specialist Certification Project Committee will then review the submitted materials and the Board will recommend either recertification or denial of recertification. 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.**