

# IGOEE Administrative Process Review Policy

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**TOUCI ISTONE**  
INSTITUTE  
COMPETENCY EVALUATION EXPERTS

**ASSESSMENT  
PROGRAM**

# IGOEE Administrative Process Review Policy

## Review Policy & Information

Touchstone Institute employs extensive quality control procedures to ensure that examinations are conducted in accordance with rigorous adherence to our policies. Although the possibility of an examination result being impacted by procedural errors is extremely rare, Touchstone Institute recognizes that candidates may request a review of the administrative process.

In order to request a review you must submit an administrative process review application.

The fee for a review is \$200 **per test component**.

Please note that a review does not indicate that a candidate's exam will be re-rated and does not permit the candidate the opportunity to re-sit the assessment. Once a review has been completed, all decisions will be final and appeals will not be permitted.

A review consists of the following steps:

### OSCE

1. Manual review of candidate exam documentation (including test sheets, booklets, etc.) to verify consistency and accuracy of identification numbers;
2. Review, if necessary, of any relevant test sheets to verify any potential discrepancies during the transcription of scores to tablet device;
3. Verification of scores on tablet device against computer file scores;
4. Review/verification of score coding, calculations and final test outcome decisions;
5. Verification of candidate report(s) against computer file scores.

### MCQ

1. Manual review of candidate exam documentation (including MCQ booklet and candidate scantron answer sheet) to verify consistency and accuracy of identification numbers;
2. Review of candidate scantron answer sheet for potential errors from anomalies such as torn sheets, stray marks and ink marks;
3. Review of scantron answer key against computer generated answer key;
4. Verification of candidate scantron answer sheet scores against computer file scores;
5. Review/verification of score coding, calculations and final test outcome decisions;
6. Verification of candidate report(s) against computer file scores.

## Requesting a Review

Review requests must be submitted to Touchstone Institute within 20 business days of receiving your score report(s), the regulatory body will then be informed of your submission.

Upon receipt of the completed review request form and payment, you will receive an email confirming your request. To avoid delays, please submit the form only once and ensure all information is accurate.

All reviews will be completed within **20 business days** of the confirmation email.

Results of the review will be sent to you via email. If your result changes after the review, you will be fully refunded the process review fee and a new score report will be issued.

To request a review, you must complete the form found at [this link](#) and submit the fee via PayPal. Please note, you do not require a PayPal account to use this service.