

IGOEE Rescore Request Policy

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TOUCI ISTONE
INSTITUTE
COMPETENCY EVALUATION EXPERTS

**ASSESSMENT
PROGRAM**

IGOEE Rescore Request Policy

Rescore Policy & Information

Touchstone Institute employs extensive and rigorous quality control procedures to ensure the accuracy of examination results for all candidates. Although the possibility of an examination being incorrectly scored is extremely remote, Touchstone Institute recognizes that candidates may request a rescore.

In order to request a rescore, you must submit a rescore request application.

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

Please note that a rescore does not mean a candidate's exam will be re-rated nor does it allow the candidate the opportunity to re-sit the assessment. A rescore consists of the following steps:

- Manual review of all candidate documentation (including test sheets, booklets, etc.) to verify consistency and accuracy of identification numbers
- Review of test sheets to account for potential errors resulting from test sheet anomalies (torn sheets, stray marks, ink marks, etc.)
- Verification of computer file scores against test sheet scores
- Verification of candidate report(s) against computer file scores
- Review of any relevant formulas used in the interpretation or analysis of data
- Review of logistical processes

Requesting a Rescore

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

Upon receipt of the completed rescore 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 rescoring will be completed within **20 business days** of the confirmation email.

Results of the rescore will be sent to you via email. If your score changes after the review, you will be fully refunded the rescore fee.

To access the rescore request form, you must complete the rescore request form found at [this link](#) and pay the fee via PayPal. Please note you do not require a PayPal account to pay for the rescore.