



Policy	National Academies of Emergency Dispatch	Number 06-00009
Subject: Certification / Recertification Exam Retest Policy		Effective Date 10/2/08
Authority Signature <i>Pamela K. Stewart</i>		Revised Date 09/26/2011

Purpose:

A score of 80% or greater is required to successfully pass the certification exam. If 80% is not reached, retests are available by phone. The retest must use the same protocol version as the initial exam.

Policy:

1. *Those scoring below 65% will not be allowed to retest and must take the certification course again (3-day / 24 hour EMD, EFD or EPD course or 2-day / 16 hour ED-Q course).*
2. A retest must be taken by phone within 90 days of receiving a fail notice.
3. The charge for a retest is \$30.00.
4. The retest by phone will consist of open-ended questions, and the member will be required to explain his/her rationale for the answer.
5. A minimum of one hour must be allocated for the retest.
6. Members must have a current version of the protocol/Q Standards with them at the time of the retest.
7. Members are not allowed to use books or notes during the retest.
8. Failure to cancel a retest appointment at least 24 hours in advance will result in a “no-show” and automatic failure of the retest.
9. **If the retest has not been completed within the 90-day requirement the individual must complete a new certification course (3-day / 24 hour EMD, EFD or EPD course or 2-day / 16 hour ED-Q course).**
10. If the member scores less than 90% on the retest, s/he can take another retest by phone for an additional \$30.00 within 90 days of receiving a fail notice, or as early as 7 days following the completion of the retest.
11. A score of 100% must be achieved on the second retest. If the individual does not successfully pass the second retest (the third test attempt), s/he must complete a new certification course (3-day / 24 hour EMD, EFD or EPD course or 2-day / 16 hour ED-Q course).
12. If a member receives a failing score on the online recertification exam, s/he must retest online within 90 days of receiving that failed score. The cost of the retest will be an additional \$30.00.