

<b>Policy</b>	<b>International Academies of Emergency Dispatch</b>	<b>Number</b> <b>06-00009</b>
<b>Subject:</b>	<b>Certification / Recertification Exam Retest Policy</b>	<b>Effective Date</b> <b>10/2/08</b>
<b>Authority Signature</b> <i>Pamela K. Stewart</i>		<b>Revised Date</b> <b>06/14/2013</b>

**Purpose:**

A score of 80% or greater is required to successfully pass the certification and recertification exams. **If 80% is not reached, a maximum of two retests are available.** 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, or as early as 7 days following the completion of the original exam.
3. The charge for each 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. Members should allocate a minimum of one hour for the retest.
6. Members must have a current version of the protocol (Cardset or QA Guide) /Q Standards with them at the time of the retest. If a Member does not have access to the current version of the protocol/Q Standards, please contact Membership Services to arrange a Loaner.
7. Members are not allowed to use the Course Manuals 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.