



## **Customer Service**

### **Exam review policy**

Candidate with a mark lower than the passing mark of 75%, but higher than 65%, may make a written request to have a review of the evaluation of their exams, giving their name, the code and date of the relevant exam, and enclosing a cheque, credit card payment or bank money order **in the amount of \$20**, plus applicable taxes, for review fees. Only one review request may be made per exam.

This review serves **only** to make sure the reading of the exam answers, the application of the answer grid and the calculation of the results were correct. In the event the revision of the exam would lead the candidate to a passing mark, the fees in **the amount of \$20** will be reimbursed.

All requests of this type must reach SOFAD **within 60 days following announcement of the exam results**. Any application received after this deadline will be **REJECTED**.

Content, methodology and standards used for exam review **may not be the subject of any challenge or query by the candidate who failed the exam** (or by his or her representatives).

N.B. The review can result in the original grade remaining the same, being lowered or being raised.