

Request an Exam Re-read

This tutorial walks you through the steps to request a reread of an exam.

If a student believes he/she should have received a higher mark on an exam, the student may have the examination reread within 30 days of the results being issued for a fee of \$50.00. A reevaluation of the examination will be conducted only once per exam. If an error is identified in the scoring of the exam, in either the answer key or the wording of the question, the student's grade will be adjusted, up or down, as determined by the reviewer. The adjusted mark will be the grade on record. If the mark increases to a passing grade, the reread fee will be refunded.

The following is the process to complete and submit the Exam Re-read request:

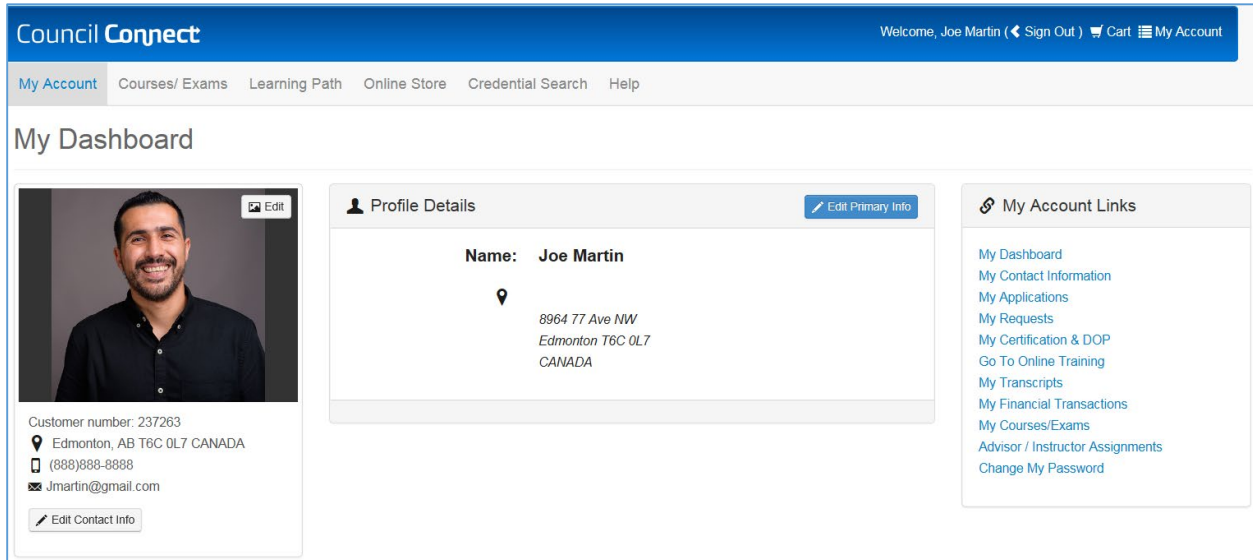
1. Student purchases the Re-read product from the online store

Note: Refer to the tutorial in HELP for detailed instructions on how to **Purchase a Publication or Product from the Online Store.**

2. Student submits an Exam Re-read request (instructions below)

Examination reread forms can be found on the Safety Codes Council website.

Submit Exam Re-read Request

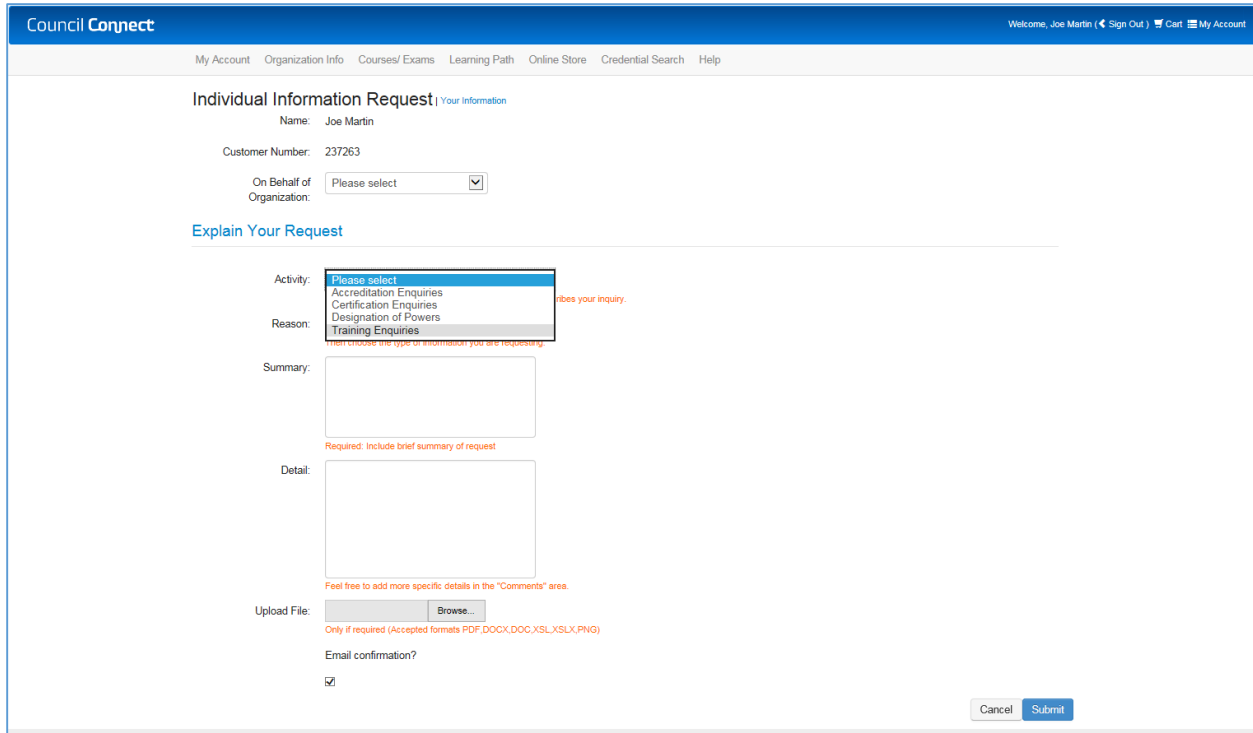


The screenshot shows the 'My Dashboard' page in Council Connect. At the top, there is a blue navigation bar with 'Council Connect' on the left and 'Welcome, Joe Martin (Sign Out) Cart My Account' on the right. Below this is a secondary navigation bar with links: 'My Account', 'Courses/ Exams', 'Learning Path', 'Online Store', 'Credential Search', and 'Help'. The main content area is titled 'My Dashboard' and contains three sections:

- Profile Details:** Includes a profile picture of Joe Martin with an 'Edit' button. Below the photo, it lists 'Customer number: 237263', 'Edmonton, AB T6C 0L7 CANADA', '(888)888-8888', and 'Jmartin@gmail.com'. There is an 'Edit Contact Info' button.
- Profile Details (Text):** Shows 'Name: Joe Martin' and an address: '8964 77 Ave NW, Edmonton T6C 0L7, CANADA'. There is an 'Edit Primary Info' button.
- My Account Links:** A list of links including 'My Dashboard', 'My Contact Information', 'My Applications', 'My Requests', 'My Certification & DOP', 'Go To Online Training', 'My Transcripts', 'My Financial Transactions', 'My Courses/Exams', 'Advisor / Instructor Assignments', and 'Change My Password'.

Once you have purchased and paid for the reread submit a request for the reread.

1. From the **Main Menu:**
 - a. Click on **Help**
 - b. Select **Contact Us** from the drop-down selections



The screenshot shows the 'Individual Information Request' form in Council Connect. The top navigation bar is the same as in the dashboard. The main content area is titled 'Individual Information Request | Your Information'. It contains the following fields:

- Name:** Joe Martin
- Customer Number:** 237263
- On Behalf of Organization:** A dropdown menu with 'Please select'.
- Explain Your Request:** A section with a red line indicating a required field.
 - Activity:** A dropdown menu with 'Please select' and options: 'Accreditation Enquiries', 'Certification Enquiries', 'Designation of Powers', and 'Training Enquiries'. A red note says 'This field is required.' and 'Please select' is highlighted.
 - Reason:** A dropdown menu with 'Please select' and options: 'Accreditation Enquiries', 'Certification Enquiries', 'Designation of Powers', and 'Training Enquiries'. A red note says 'Please choose the type of information you are requesting.' and 'Training Enquiries' is highlighted.
 - Summary:** A text input field with a red note: 'Required: Include brief summary of request'.
 - Detail:** A text input field with a red note: 'Feel free to add more specific details in the "Comments" area.'
- Upload File:** A 'Browse...' button with a red note: 'Only if required (Accepted formats PDF, DOCX, DOC, XSL, XSLX, PNG)'.
- Email confirmation?:** A checked checkbox.

 At the bottom right, there are 'Cancel' and 'Submit' buttons.

2. From the **Individual Request Information** page:
 - a. Click on the arrow beside **Area of Interest**
 - b. Select **Training and Courses**

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3. Under the **Information Requested**:
 - a. Select **Other Enquiry**
 - b. **Summary**: Enter a summary of your request
 - c. **Detail**: Enter any details regarding your request
 - d. **Upload File**: Click the **Browse** button
 - e. Find and click on your Examination Reread Form
 - f. Click **Open**
 - g. Click on the **Email Confirmation** checkbox to deselect if you do not want to receive an email confirmation
 - h. Click **Submit**
 - i. Click **Done**