



Training Certificate Appeal Policy and Procedure

Overview: When an MRTQ PDN training concludes, participants are provided with a training certificate which includes the date of the training, the name of the training, and the total hours that the training participant has completed. In some situations, for participants who do not complete the full training, the number of hours indicated on the training certificate may be less than the total number of hours in the training.

MRTQ PDN training participants who feel that the number of hours reflected on their training certificate is incorrect may submit an appeal to MRTQ PDN.

Policy: The MRTQ PDN Training Implementation Group (TIG) acts as the lead for participants' appeals of training certificate hours. As lead, TIG's responsibilities include:

- Proactively ensuring that MRTQ PDN training participants are aware that they may appeal the number of hours on their training certificate and how to initiate an appeal.
- Receiving, reviewing, and making determinations on appeals received.
- Providing a response to participants who have appealed the number of hours on their training certificate within 10 business days.
- Documenting TIG's determinations in participants' MRTQ Registry Professional Development Profile (PDP).
- Identifying and, when possible, resolving the root cause of the incorrect number of hours being reflected on a participant's training certificate.

In cases where a participant disagrees with TIG's determination on an appeal of training certificate hours, TIG may facilitate a review of the appeal and available data by the MRTQ PDN Director. Determinations made by the MRTQ PDN Director are final.

Submission of Training Certificate Appeals: Training participants may submit a training certificate appeal by email at mrtq.training@maine.edu or by phone at 1-888-900-0055 (select 'Option 2'). When submitting an appeal, training participants must include the following information:

- Participant name
- Training name
- Dates of training
- The number of hours the training certificate should reflect
- Any information that may support their appeal

Procedure: When a training certificate appeal is received, TIG will:

1. Provide confirmation to the participant that the appeal has been received.
2. Review relevant information in Moodle and the MRTQ Registry, as well as relevant information from other sources, to ensure that the correct determination is made.
3. Notify the participant of TIG's determination.
 - a. If TIG's determination is to deny the appeal, the participant should be informed of the rationale for the determination and of the availability of a review of the appeal by the MRTQ PDN Director. If the participant indicates interest in a review by the MRTQ PDN Director, TIG will facilitate that review. When the MRTQ PDN Director has made a final determination, TIG will notify the participant of that determination.
4. Update the participant's MRTQ Registry record to reflect the appeal and subsequent determination. If it is determined that the training certificate hours were incorrect, appropriate corrections should be made in the participant's MRTQ Registry record.
5. Issue the participant a corrected training certificate if the original certificate's training hours were incorrect.