COMMONWEALTH of VIRGINIA

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POLICY STATEMENT
Virginia Quality Assurance Screening
Test Administration Grievance Policy

Background: Providing a suitable test-taking environment is of the utmost importance to VDDHH. If a candidate encounters a significant unusual event or condition during their Virginia Quality Assurance Screening (VQAS) Assessment session, they must notify the Proctor immediately. The Proctor will make every attempt to correct the situation and proceed with testing. If the problem cannot be corrected, the Proctor and the candidate can agree to proceed or reschedule.

Policy Statement: If the candidate believes an event or condition occurred during their testing session that impacted their performance or ability to take the exam, they must submit Letter of Test Administration Grievance to vqas@vddhh.virginia.gov within 7 calendar days of the testing session, for VDDHH review. VDDHH will investigate the specifics of the testing situation on a case-by-case basis. Experiencing an environmental abnormality during testing does not automatically mean a Grievance claim will be approved and a new test granted. VDDHH is committed to being consistent, fair, and impartial during the investigation of grievance claims. If warranted, candidates may be offered an opportunity to retake the test in question without being required to pay the registration fee again.

Policy Details: Under no circumstances will VDDHH consider Test Administration Grievance claims that are submitted *after* a candidate receives their test results, or after the 7-day deadline to submit a Letter of Grievance. Test Administration Grievances will NOT be considered based on disagreement with the level or score assigned in your results report.

Examples of unusual events or conditions that warrant an investigation include but are not limited to:

- Computer related problem during or throughout the test (e.g., internet connectivity is intermittent, computer screen freezes, video is choppy or buffers, equipment shutdown).
- The audio or video of the test stimulus material repeatedly goes in and out.
- A fire alarm or weather alert goes off during a test.

- People repeatedly knock on the door or enter the test room while testing is being conducted.
- The electricity goes out (lights and equipment turn off).

Examples of unusual event or condition that DO NOT warrant an investigation include but are not limited to:

- Actions that are attributable to you as the test candidate.
- Failure to appear at the test site as scheduled.
- Failure to have required identification during check-in.
- Personal or family issues.
- Medical issues or emotional issues such as test anxiety.
- Design or content of the assessment

If the test in question is a computer-based version of the Written Assessment, candidates should **NOT** submit the Written Assessment if they feel a significant event has adversely affected their performance. Candidates must notify the Proctor immediately if an event occurs. Instead of submitting the test, discuss rescheduling the test. Grievance claims for a computer-based version of the Written Assessment will not be considered after the Written Assessment has been submitted, because test results are provided immediately upon submission.

Procedures:

- Candidates will sign a policy acknowledgement before they begin testing.
- VQAS staff will note any observed unusual event or conditions in the VQAS database and/or the candidate's file
- The candidate must initiate any Test Administration Grievance by submitting a Letter to vqas@vddhh.virginia.gov within 7 calendar days of the testing session.
- If a retake Assessment must be offered, it should be rescheduled expeditiously, and an alternate version of the Assessment should be administered if available.

Forms: Test Administration Grievance Policy Acknowledgement

Reference:

1. Policy Statement on Virginia Quality Assurance Screening Fees and Refunds
2. Policy Statement on Virginia Quality Assurance Screening Performance Assessment Results Validity and Expiration
3. Policy Statement on Virginia Quality Assurance Screening Written Assessment Results Validity and Expiration
4. Policy Statement on Virginia Quality Assurance Screening Release of Information

Approved: Eric Roff

Effective Date: 9/9/2025