**Challenge Process for ERCOT Certification Exam**

1. In the event the participant has failed the certification exam, advise them to review those questions scored by the LMS as incorrect. If the participant believes the question was erroneously marked “incorrect,” ask them if they wish to challenge the exam score.
2. If the participant wishes to challenge the exam score…notify one of the instructors from System Operations Training, with the number of questions the participant wishes to challenge.
3. An instructor from System Operations Training will provide the participant with one challenge form per question they wish to dispute. All challenge forms must be submitted before the participant exits the exam area, any forms not submitted indicate the participant accepts the results of the remaining questions.
4. Once the forms have been collected, the instructor from System Operations Training will make note of (1) the participant’s name, and (2) the participants sponsor. Once this information is collected, the instructor will turn over challenge forms to the System Operations Training Manager who will notify the participant and the sponsor via email that a review of the forms will begin the next business day, and may take up to one business week to complete.
5. The System Operations Training Manager will select an instructor to conduct the review. Once the reviewer has been selected, that individual will notify the participant and the Manager via email that a review of the dispute has begun. The reviewer should solicit additional supporting information at this time, and offer (1) one business day (a period starting at 0700 and ending at 1600) for the participant and/or sponsor to supply said information.
   1. Prior to review, all disputes MUST be accompanied by justification provided by the participant and/or sponsor (content from desktop reference guide(s), ERCOT study manual, Operating Procedure Manual(s), etc.).
   2. If the participant and/or sponsor does not provide justification to support the dispute, the reviewer may reject the challenge based on lack of supporting evidence.
6. Upon conclusion of the review, the reviewer will turn over findings and recommendations to the System Operations Training Manager. The Manager will notify both the participant and sponsor of the results and provide a copy of the reviewers’ findings.
   1. If the dispute results in a participant receiving a passing grade, the Manager will take appropriate action to adjust the score as necessary.
   2. If the dispute does not result in a participant receiving a passing grade, the Manager will advise the participant and sponsor of options for preparation in retaking the exam.

**ERCOT Certification Exam Question Dispute Form**

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| **Student Name:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Company:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Exam Date:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Question:** *write the full question in dispute*

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**Stated Correct Answer:** *write the answer provided by the LMS as correct*

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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Your Answer:** *write what you believe is the correct answer*

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**Response:** *tell us why you feel your answer is correct for the stated question (include reference)*

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|  | Student Signature | Date |
| * Approved | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| * Denied | ERCOT Operations Staff Signature | Date |