

American Mountain Guides Association APPEALS POLICY

The American Mountain Guides Association (“AMGA”) strives to provide the best possible learning environment and experience for its students. However, the organization realizes that from time to time, students and instructors may disagree about the conduct or results of a specific exam. Therefore, the AMGA grants students the opportunity to appeal final exam results of a Rock Instructor Exam, Rock Guide Exam, Alpine Guide Exam or Ski Guide Exam.

Students should keep in mind that examination in guide training is very subjective. Though the appeals process is designed to ensure that AMGA students have a voice in the overall assessment process, it is not meant to be a general forum for students who disagree with specific technical marks. Rather, the appeal process is reserved for those students who have serious concerns about the conduct of their instructors or about the fundamental fairness of the examination process. The following are examples of appropriate reasons to appeal a final exam mark.

1. Inappropriate conduct by the examiners, e.g., inappropriate comments that directly affected the performance of the examinee, sexual harassment, etc.
2. Clear conflict of interest between examiner and examinee.
3. Inconsistent exam procedures, e.g., inappropriate terrain significantly outside of the terrain and supervision guidelines for the exam level, too few examination days, too few examiners, etc.

Appeals Process and Requirements:

Please note that a student must have attended all daily debriefs and the final debrief in order to be eligible to participate in the appeal process.

Appeal requests must be submitted electronically to the AMGA Technical Director and Guide Program Manager and must be received no sooner than two weeks and no later than six weeks after the release of the exam results and final mark. Appeals must include a detailed explanation of the basis for the appeal as well as the specific reason for failure as given by the instructors in the final exam evaluation form. Additionally, a

\$250 payment made to the AMGA must be submitted with an appeal request. The AMGA Technical Director reserves the right to refund the \$250 fee at the end of the appeals process. The appeal process is a lengthy and time-consuming process and the fee is in place to discourage appeals with no merit.

Upon receipt of an appeal letter, the Technical Director, in conjunction with the Guide Program Manager and one Instructor Team lead, will conduct an initial review of the appeal. If the appeal is deemed to have merit, the Technical Director will appoint a committee to thoroughly review and process the appeal and will notify the appellant that the appeal has been forwarded to the Appeal Committee for formal review. The Technical Director has four weeks from time of receipt to determine whether the appeal will be forwarded to the Appeal Committee.

The Appeal Committee will be comprised of the following:

1. The Technical Director will either personally chair the Appeal Committee or will appoint a chairperson. An appointed chair will be an experienced AMGA instructor in the discipline in question, but one who was not involved in the exam in question.
2. The committee will be comprised of three to five people, including at least one member who is familiar with the exam location.
3. The appellant may appoint one person to the Appeal Committee. This person must be certified in the discipline in question and a current member of the AMGA.

The Appeal process:

1. The Appeal Committee will thoroughly review the appellant's final exam evaluation form and the appeal request letter. The Committee may interview AMGA instructors who were involved in the exam in question as well as any other AMGA instructors or members who are familiar with the appellant or the exam in question.
2. The appeal committee may work remotely or in person and will use various forms of communication, including email, phone and in person meetings.

3. The goal of the committee is to complete the appeal process within eight weeks after the appeal was deemed to have merit. Due to the seasonal nature of guiding, more time may be needed.
4. The final decision will reflect the majority view of the committee and will include a recommendation to the examinee on how to proceed. A failed exam will never be overturned and if the appeal is successful a form of re-exam will be issued based on the committee's findings.
5. After the final decision is made, the Technical Director will present the decision to the appellant via an electronic letter.

The Appeal Committee Report

1. The report and all discussion related thereto are confidential and not for distribution beyond the Appeal Committees, the Technical Director, and the Technical Committee.
2. The Technical Director (or his/her designee) will inform the appellant of the committee's final decision. The Technical Director will provide a written summary of the report to the appellant.