

FLORIDA DEPARTMENT OF LAW ENFORCEMENT FAQ: ITEM REVIEW & CHALLENGES

Working together with the Florida Department of Law Enforcement, Pearson VUE will make available the opportunity for candidates to review and comment on an exam in which they have been unsuccessful in achieving a passing score.

Exam reviews are taken at a Pearson VUE test center, just like a regular exam. When you review the exam, you will have the opportunity to view only the questions that you answered incorrectly. You will be able to see the key for each incorrectly answered question as well as the answer that you selected. You will also have the opportunity to provide written feedback to the Department on any of the items on the exam if you wish.

What exams can I review?

You can only review and comment on exams that you have completed and for which you have received a failing score.

Can I take an Exam Review?

Yes, only for an exam for which you have been unsuccessful in achieving a passing score.

How much will it cost?

\$40

How do I book an exam review?

Exam reviews can only be scheduled by phone. You will need to contact Pearson VUE Customer Services (877-242-1697) to schedule the exam review. Contact details for Pearson VUE Customer Services can be found at: <http://www.pearsonvue.com/fdle/contact>

Am I allowed to bring in reference books to help my review?

Yes, but only the following textbooks are permitted:

Florida Basic Recruit Training Program, Corrections
Florida Basic Recruit Training Program, Law Enforcement
Florida Basic Recruit Training Program, Florida Law Enforcement Academy
Florida Basic Recruit Training Program, High Liability

What will I see in the exam review?

You will see only the questions that you answered incorrectly in the original exam. The question will display with the correct answer highlighted and also display the answer you gave.

You will be able to enter your review comments in the comments field if you wish.

How many exams can I review in a session?

You may only review one exam per review session.

How much time do I get to complete my review and add comments?

You will be given a minimum of 90 minutes to complete your review and add your comments.

When can I take an exam review?

You can take an exam review and add comments within 120 days of taking the original exam. Outside of the 120 days you will still be able to review your exam, but your comments will not be considered valid as part of the review cycle and follow-up actions.

What happens to my comments?

Your comments are provided to the Florida Department of Law Enforcement for consideration by their Subject Matter Experts. You will be provided with a written response from The Commission within thirty working days of the post-exam review.