

## **Assessment Complaint System Administrative Training Policies**

***Due to high demand in the past, it was deemed necessary to provide guidance and in some cases limit the registrants who may attend training while still best meeting the needs of the municipality. Therefore, the following administrative policies shall apply to all participants for all courses that comprise the Assessment Review Board training program.***

### **Registration**

- In order to be eligible to attend the training, participants must:
  - register for the course 10 business days before the training session;  
and
  - confirm their registration in order to be officially registered and eligible to participate in the training session.
  
- The name on the certificate will be the name given on the registration form.
  
- All participants must be sponsored by the municipality for which they will be acting as clerk, administrator or board member. Evidence of this sponsorship must be included with the registration.
  
- If a space becomes available, it will be offered to registrants on the waiting list no later than three days prior to the session.
  
- The municipality may, with 24 hours notice prior to the start of the course, replace one registered participant with another. In this case, the municipality must provide the name and contact information of the new registrant within the 24 hours.

### **Attendance:**

- All participants will be required to sign in twice daily (a.m. and p.m.).
  
- Those attending only one day of a two-day course will not be allowed to write the exam. If registrants attended one full day, they will be given credit for that day should they register to take the course again. Exceptional circumstances will be considered on a case-by-case basis and the final decision will be made by the ministry. Evidence of those exceptional circumstances may be required.
  
- The cancellation policy requires three business days notice prior to the start of the course. Exceptional circumstances will be considered on a case-by-case basis and the final decision will be made by the ministry. Evidence of those exceptional circumstances may be required.

**Exams:**

- All exams are open book, individually written, no group discussions.
- All participants must write the exam and will be provided with their marks no later than 30 days.
- Passing grade for all exams is 65%. If a participant's score is between 60-64%, they will be allowed one rewrite. Participants will only be allowed to write the exam twice in one year.
- Those failing an exam with a score of 59% or less will be allowed one rewrite after taking the course again. Participants will only be allowed to take the same course twice in one year.
- In order to maintain the integrity of the exam, participants will not be allowed to see their exams after they've written the exam; however, representatives from the ministry may provide information regarding areas for improvement.

**Equivalencies:**

- All equivalencies shall be determined in accordance with the legislation. No exceptions. (Ministerial Order No. L:050/10).

**Number of trained members per municipality:**

- Alberta Municipal Affairs reserves the right to limit the number of members who will be trained to sit as an assessment review board clerk or an assessment review board member. The limits will be determined by the following:
  - Number of complaints (past three year average)
  - Type of board (joint or individual)
  - Number of previously trained members including previous councilors who are not currently on council (see note below)
- ***Not being re-elected does not preclude a former councilor who has been trained as a board member from continuing to sit in that capacity.***

If you have any further questions regarding the assessment complaints training program, please contact the Assessment Services Branch of Municipal Affairs at 780-422-7125, toll-free in Alberta by dialing 310-0000 first.