

Ministry of Education
Terms of Reference
Student Compensation Program – 2019 Provincial Exam Errors

In August 2020 the BC Ombudsperson released a report on how the Ministry of Education dealt with the incorrect tabulation and reporting of Grade 12 provincial exam marks for the June 2019 session. While recognizing that Ministry staff worked quickly and diligently and corrected the tabulation errors (within a five-day period), the report made six recommendations which the Ministry committed to addressing.

One of the recommendations was for the Ministry to “establish a compensation program for students impacted by the 2019 exam tabulation errors”. The Student Compensation Program will provide reimbursement to individuals who can demonstrate that a financial loss was incurred or an expense reasonably arose from the June 2019 provincial exam tabulation errors – this includes, but is not limited to, students whose grades were adjusted both downward and upward. Key elements of the program include:

- **Communication** – A letter of apology will be sent to students whose exam results were impacted by the June 2019 errors. The letter will include notification about the Student Compensation Program, with a link to the public website containing information on the claim process;
- **Eligibility** – Guidance will be provided with the claim process for individuals to determine their eligibility for reimbursement;
- **Financial loss** – Reimbursement will be made to individuals that demonstrate they incurred a financial loss or expense as a result of the 2019 exam tabulation errors, and they provide support evidence to substantiate the financial loss or expense incurred;
- **Independent Adjudicator** – All claims will be reviewed by an independent Adjudicator and a determination made on the validity of each claim; and
- **Transparency** – The claim process will guide affected individuals on eligibility, assessing financial loss or expense incurred and the information required to support a financial loss. The Ministry will notify all individuals of receipt of their claim and the Adjudicator will advise the individual of the validity of their claim. For claims where reimbursement will not be considered, the Adjudicator will provide detailed information to the individual on the reasons and the process to appeal.

The Student Compensation Program will be operational March 1, 2021. The information to review eligibility and the application form will be available on the ministry website. Applications for reimbursement will be considered until May 24, 2021.