



COLLEGE OF CHIROPODISTS OF ONTARIO

Regulating Chiropodists and Podiatrists in Ontario

Policy: Registration Examination Process, Procedures and Appeals

Date Created: December 2023

Review Dates:

Approved By: Registration Committee

EXAMINATION PROCESS & PROCEDURES

Conduct

It is assumed that applicants taking the College of Chiropodists Registration examination are doing so for legitimate purposes (to become licensed as a Chiropodist in Ontario) and will make their best effort when attempting the examination.

Applicants may be removed from the examination and held under supervision until the end when all applicants are permitted to leave, or have other action taken, including possible legal prosecution, for any of the following reasons:

- giving or receiving help during an examination;
- attempting to take the examination for someone else;
- using notes, books, personal calculators, digital devices of any kind including smart or digital watches, non-digital watches/timepieces, any unauthorized notations or other aid;
- failure to follow instructions from examination personnel;
- possession or use of photographic, recording or transmission devices;
- writing on any material other than what is provided by the College for that purpose (i.e. examination booklet);
- removal of examination materials or notations of any kind from the examination areas;
- refusal to comply with time allotments or examination administration procedures;
- disruption of the examination for other applicants;
- reproduction or disclosure of examination content in any manner (including unauthorized notations, engaging in discussion of examination content with anyone other than examination personnel during or after an examination, whether verbally, in writing, or by other means);
- behaving in an unprofessional or discourteous manner, when interacting with examination personnel; and/or
- any other breach of conduct.

In any such case, an Incident Report will be filed by examination personnel and the applicant will be informed of this action. The applicant may provide an independent explanation in writing to the College, no later than 7 calendar days following the close of the examination.

Note: Conduct of this nature may impact an applicant's ability to be registered at the College. If, after consideration of evidence of improper conduct, an applicant is found by the College to have committed a breach of the above or any stated examination instructions or procedural guidelines, the College may:

- cancel the applicant's examination score;
- bar the applicant from one or more future examination sessions; and/or
- take such other action as deemed appropriate, including possible legal prosecution.

An applicant may be held responsible for all damages and cost-recovery in the event that the examination or any component of it is compromised by their actions.

Conduct During the Examination

Applicants **MUST NOT** converse or communicate with one another in any manner whatsoever, or speak or read out loud while the examination is underway. Violation of this rule may result in the cancellation of an applicant's examination score in the session.

Applicants may converse with examination personnel if required, in a discrete and confidential manner. If an applicant wishes to use the washroom or when an applicant is ready to hand in their examination materials, they must raise their hand to indicate this to examination personnel.

Applicants should behave in a professional and courteous manner when interacting with examination personnel.

Conduct Following the Examination

At the end of the examination, applicants must leave the examination premises immediately after handing in their examination booklet, answer sheet, and any other examination materials.

Withdrawals

Withdrawal Before the Start of an Examination

If an applicant withdraws before the start of an examination, it will not count as an attempt at the exam. Once an applicant has begun an examination sitting, it will count as an attempt, even if the applicant must leave the examination early – unless the applicant is granted a “no standing” status (see below).

Applicants are strongly encouraged not to attempt the examination(s) and to make an appropriate withdrawal if, prior to the exam, they are ill or have extraordinary circumstances, including bereavement, that may affect their performance on the examination.

Withdrawal During the Course of an Examination

If an applicant is experiencing health or other difficulties during the course of the examination(s), they must immediately bring the problem forward to examination personnel. Examination personnel will prepare an Incident Report outlining the circumstances surrounding the applicant's withdrawal during the examination. The applicant's examination will not be graded. The examination fee will not be refunded. Once an applicant has begun the examination it counts as an attempt, unless the candidate is granted a “no standing” status (see below).

“No Standing” Status

If an applicant must leave the examination(s) early due to sudden illness or another sudden emergency situation and are unable to complete the examination, following completion of an Incident Report by the applicant and/or examination personnel, they may be granted a “no standing” status. The decision for “no standing” status will be based on an applicant’s written appeal (see Examination Appeals), and this must be accompanied by valid documentation acceptable to the Registrar. In such circumstances, the sitting may be waived and not counted as an attempt. The examination fee will not be refunded.

Applicant requests for a “no standing” status on the basis of medical conditions or compassionate grounds (such as bereavement) will only be considered if received by the Registrar according to the timelines specified in the Examination Appeals section of this policy.

Incidents & Incident Reports

Incidents concerning any aspect of the written or OSCE examination (e.g., process, examination facilities, examination administration) should be made verbally to examination personnel for immediate attention and correction, if possible.

Applicants must document such incidents in writing, by completing and submitting an Incident Report **before leaving the examination**, outlining the reason(s) for filing the report. Incident Reports cannot be completed once the applicant has left the examination.

Examination Centre Conditions/Environment

Although the College attempts to ensure the comfort of all applicants and examination personnel, applicants are advised to dress for fluctuating temperatures in examination rooms.

Note: There is no smoking on examination premises. Examination premises are also scent-free environments.

Candidate Materials

The examination is closed-book (no aids are permitted).

No watches or timepieces are permitted. Examination personnel will make regular announcements regarding time remaining throughout the examination.

If an applicant must take any medication during the examination time, this must be disclosed and arranged with examination personnel before the examination begins. Any packaging, inserts or related written material must be left at home or handed in to examination personnel.

Do NOT bring or wear valuables such as jewellery to the exam site. Examination personnel have the authority to inspect and request that applicants remove these items. The College will NOT be responsible for possible loss or damage to these items. Coats, large bags and other belongings must be stored in the location designated by examination personnel.

During the examination period, applicants will NOT be permitted to have anything on their desk.

Surfaces of desks and all applicant materials and belongings are subject to inspection by examination personnel, at any time.

Applicants are NOT permitted to bring the following into the examination: (these items are strictly prohibited):

- books, notes, envelopes, or reference materials of any kind;
- calculators, rulers, pencil cases;
- data organizers or other digital or electronic storage devices;
- communication devices of any kind (including cell phones, pagers, tablets, etc.)
- computers of any kind, including hand-held devices;
- photographic, recording or transmission devices of any kind; and/or
- paper items of any kind, whether blank, printed or written upon, including similar items such as wrappers on food or beverages.

Note: Examination personnel have the authority to inspect any materials brought into the examination and/or to request that applicants remove outerwear, roll up their sleeves and empty all pockets to permit inspection for any prohibited items.

Any materials that may compromise the administration or security of the examination will be confiscated and the applicant in possession of such materials may not be permitted to begin the examination, or to continue if it has already begun. Confiscated items will be sent to the College for inspection, together with an Incident Report (to be completed by examination personnel), and will be kept until any inspection or investigation is completed.

Emergency Procedures

If the need arises for building evacuation due to fire or other emergency during an examination, the examination personnel, in cooperation with emergency personnel, have full authority to direct and supervise applicants and examination personnel in the emergency evacuation of a building.

The guidelines and procedures established by the College are based on two underlying principles:

1. personal safety, and
2. security of examination content and materials.

Note: At all times during an emergency evacuation, applicants must NOT converse or otherwise communicate with one another. Applicants continue to be subject to all rules of the examination.

Other Extraordinary Circumstances

If at any time before an upcoming examination administration, there should arise any circumstances including such factors as weather, transportation, strikes, public health issues, or other reasons which may affect the scheduling arrangements and admission procedures for examinations, advisory information will be promptly posted on the College's website (www.cocoo.on.ca). Applicants are advised to check the website before attending an examination, to look for any special notices which may affect their arrangements.

Applicants will be required to comply with any health, safety, and security screening procedures, as posted in the examination centre or outlined verbally by examination personnel.

The College reserves the right to cancel or reschedule any examination administration, if circumstances require that a scheduled examination cannot be administered.

EXAMINATION APPEALS

Applicants who are unsuccessful on the College of Chiropractors of Ontario written exam and/or the OSCE (clinical) exam have the right to appeal their results based on the following:

1. Re-scoring of the examination;
2. Matters relating to administrative or procedural irregularities (e.g., flickering lights, unreasonably cold or hot, etc.);
3. Personal sickness/illness¹; and/or
4. Personal or family emergency².

Written appeals must be received by e-mail to info@cocoo.on.ca **no later than thirty days (30) after the date appearing on the results letter or e-mail**. A fee of one hundred fifty dollars (\$150.00) will be charged for each appeal, payable upon request of the appeal. The fee will be reimbursed in full should the appeal be successful.

An appeal based on re-scoring of the examination may result in a change to the applicant's overall score; however, applicants are informed that there are multiple levels of quality assurance that go into scoring the examinations, and the odds of error are very low.

An examination result may only be appealed based on administration or procedural irregularities. The fact that irregularities occur is not in itself grounds for a successful appeal. There must be evidence that the irregularity resulted in unfairness that adversely and materially affected the performance of the candidate. While an appeal can be submitted in the absence of an Incident Report (completed on the day of the examination), it is expected that any administrative or procedural irregularities would have been reported by the applicant on the day of the examination.

The following are not subject to appeal:

1. Examination content;
2. Examination methodology;
3. Performance standards;
4. Assessment criteria; and/or
5. Scoring criteria of the College Examinations.

All appeals must be submitted in writing and contain all grounds and reasons for the appeal.

Appeals will not be accepted from third parties on behalf of any applicant.

¹ In this instance, an Incident Report must be completed and submitted on the day of the examination, and an original note from a physician must be obtained and provided to the College within 3 days of the date of the examination.

² In this instance, an Incident Report must be completed and submitted on the day of the examination, and the Registrar must be provided with proof of personal or family emergency must be provided, to their satisfaction.

Documentation such as character references or testimonials, training program, grades, faculty recommendations or the opinions of other 'experts' should not be included as they will not be taken into consideration.

The appeal process is not intended to allow a challenge or review of the content of the exam. Neither is it intended as a means for the applicant to obtain feedback regarding the applicant's specific performance on the examination. Applicants will not be permitted to review exams, either written or OSCE.

The Registrar will hear all appeals received within 30 days following the date appearing on the results letter or e-mail to the applicant. A written ruling will be provided to all applicants.

In the event an exam component is re-scored resulting in a passing score being awarded, the applicant's file will be amended to reflect a successful examination.

Applicants whose appeal is granted as a result of administrative or procedural irregularities that existed during an exam sitting or OSCE session which, in the opinion of the Registrar, attributed to the candidate being unsuccessful, may have the unsuccessful attempt removed from their file and will be allowed another attempt on the written exam or OSCE, as the case may be, at no cost.