

*****N.B. These frequently asked questions (FAQ) are based on the best and most current information available as of April 15, 2020*****

FAQ ~ COVID-19 impacts on the CCEB Examination

If, having read the FAQ, you have additional questions please email them to exams@cceb.ca.

1. Why did you cancel the Spring 2020 exam administration?

On April 7, 2020 Montreal, Quebec announced the cancellation of public gatherings on its territory until July 2, 2020. Additionally, on April 13, 2020 we were notified that the Hamilton Component C facility was cancelling all events until the end of June. These closures have made it impossible to proceed with the spring (May 30 - 31, 2020) examination administration.

2. Why did you wait so long to cancel the Spring 2020 exam administration?

The CCEB was committed to administering the spring examination, if at all possible, with the greatest attention to the safety of the staff and candidates. We continued to monitor the situation very closely and build contingency plans. However, with the extended closures and expanding public health measures that have continued to develop over the past several days, it has become clear that a path to the spring administration no longer exists.

3. Why are you providing refunds?

The CCEB does not defer payments or applications to future administrations. Refunding fees is the normal practice of the organization. Additionally, the CCEB recognizes that these are extraordinary times and that individual finances have been impacted; your money is best placed in your direct control.

4. Can I defer my application to the next administration, and do I need to reapply?

You must reapply for a future administration. Your existing application for the spring 2020 administration will be cancelled. All required documentation will need to be resubmitted when applications open later this year. <https://www.cceb.ca/upcoming-exams/>.

5. When will I get my money back?

Our goal is to return all spring administration applications fees no later than May 15, 2020. If you have not received your refund by May 15, 2020 please email exams@cceb.ca.

6. How will I get my money back?

Your payment will be refunded through PayPal if you paid online. Be mindful that, in some cases, the candidate is not the payor. In these cases, check in with the payor to confirm the refund. If you paid by mail, you will receive a refund cheque by mail to the address we have on file. If you have changed your address, please email exams@cceb.ca immediately.

7. What about my flight and hotel bookings?

You will need to contact the airline and hotel directly to cancel your reservations.

8. Do I need to do anything to get my refund?

No. You will be automatically refunded and your application cancelled. You only need to contact the office if you do not receive the refund by May 15, 2020 or if your contact information has changed.

9. Will I need to reapply for the next examination administration?

Yes, the fall administration application will open as outlined on the website. You will need to fully reapply including all required documentation.

<https://www.cceb.ca/upcoming-exams/>.

10. Why don't you host the exam in a different location, with fewer restrictions, instead of cancelling?

A high-stakes, entry-to-practice, examination of this size requires human and facilities resources on a significant scale. The facilities that can be used to conduct an examination administration of this size and type are quite limited and are booked years in advance. Additionally, the examination administration leverages hundreds of trained staff, proctors, examiners, and standardized patients.

11. Why don't you host the examination at the chiropractic colleges?

We strive to provide the most secure and fair testing environment available, and select our facilities based on, among other things, these criteria. We test candidates from many different schools around the world and it would not be possible for us to securely provide an examination at each of these schools.

12. Will you be adding an examination in the summer to replace the spring exam?

Unfortunately, we were not able to secure required space for a summer administration. The window of time available over the summer was too small to ensure the release of examination results in time to permit candidates to apply for the fall administration. The facilities required to support and administer the examination were not available during that time.

13. When will the next examination administration be?

The next examination administration will be this fall, as previously scheduled.

<https://www.cceb.ca/upcoming-exams/>.

14. Will the next exam have limited capacity?

No. We have built up contingency capacity for the fall administration to accommodate the combined candidates from both the spring and fall administration. As always, we suggest you register early for the examination. Individual site capacity will be limited, which means you will not be guaranteed your preferred examination site or day.

15. If I had applied for the spring examination administration, will I have priority in the next application process?

No. The spring administration has been cancelled and all applications will be cancelled and refunded.

16. Can I bring protective equipment (PPE) to the examination?

This will depend on the public health guidance and COVID-19 pandemic situation at the time. It is very difficult to predict how this will unfold. Should it be prudent, PPE such as masks, sanitizer and gloves may be permitted following our standard security procedure.

17. What if the fall examination administration must be cancelled?

Firstly, we recognize the frustration this uncertainty has caused and continues to cause. There is no way to be certain that the fall administration will go forward, as there are so many variables out of the CCEB's control. As with the spring administration we are committed to moving forward if it is safely possible to do so.

If, by administering our examination, we would be contravening the public health guidance of the day, we will not be able to move forward. This includes any social distancing requirements or gathering limitations, as they may functionally make the administration impossible. As we have seen, this situation is developing quickly and unpredictably.

We will proceed with applications as posted <https://www.cceb.ca/upcoming-exams/> and monitor the situation on an ongoing basis.

Please review all of our previous COVID-19 guidance <https://www.cceb.ca/home/> regarding refunds, screening practices etc.

18. What if I register for the fall but I am unable to get to the exam due to border restrictions, my health or any other reason related to COVID-19?

Please review all of our previous COVID-19 guidance <https://www.cceb.ca/home/> regarding refunds, screening practices etc.

Full refunds will continue to be offered for the fall administration up to and including the day of the examination (prior to entering the exam) for any reason, with no penalty. Cancellation does NOT count as an attempt.

19. When will I be notified if the fall examination is being cancelled, how much notice will be provided?

We know you invest time and energy in preparing for your examinations and the uncertainty is frustrating. As with the spring administration, we will continue to monitor the COVID-19 situation and notify candidates as quickly as possible should public health guidance make the administration ill advised or impossible. It is important to understand that given the fluid nature of the situation the forced cancellation of the examination could happen at any time. This is beyond the control of the CCEB. The CCEB is unable to predict how the situation will unfold and accepts no liability for costs incurred by candidates above and beyond the examination application fee.

20. Why would the fall examination be cancelled?

Should public health restrictions anywhere in Canada restrict the ability of the CCEB to conduct the examination safely while adhering to test security and administration requirements, the exam will need to be cancelled. The following are provided as examples but do not represent an exhaustive list:

- Exam facilities are closed.
- Travel restrictions between provinces could restrict the ability of examiners and other exam staff to reach the examination, thus preventing the examination from proceeding.
- Social distancing and gathering limits could restrict the capacity of facilities making it impossible to accommodate candidates and exam staff as required to conduct the examination.

21. Will the CCEB eligibility requirements be changed or relaxed?

No, the Examination Eligibility Policy will remain in force and can be found here <https://www.cceb.ca/docs/Examination-Eligibility-Policy.pdf>. All timelines and requirements remain unchanged, including attempt limits and deadlines.

Candidates are cautioned to verify they will meet their graduation requirements. Confirm your anticipated graduation date with your chiropractic program prior to applying for the fall administration, in the event your graduation date has been impacted by COVID-19 restrictions.

22. Will the format of the examination be changed?

No. The fall administration is intended to move forward using our existing standard testing conditions.

23. Will we need to be sequestered longer than expected?

There is the possibility of longer sequestering times. Increased candidate numbers may stipulate that additional sequestering is required to accommodate all candidates. If this is necessary, you will be made aware of this after applications close and once candidate numbers are finalized. Every effort will be made to minimize the impact on candidates.

24. Where will the next exam be held?

Please refer to <https://www.cceb.ca/upcoming-exams/> for upcoming exam information.

25. Will I be able to take my CCEB examination outside of Canada in case of border closures?

No. The CCEB administers the Canadian chiropractic examination for practice in Canada. We strive to provide the most secure and fair testing environment available and select our facilities based on, among other things, these criteria. We test candidates from many different schools around the world. It would not be possible for us to securely provide an examination local to all candidates globally.

26. Can you provide a letter so that I can cross the border into Canada?

No. The candidate is responsible for all aspects of attending the examination. Candidates are encouraged to fully investigate any barriers they may experience to attending the examination.

27. Will I need to self isolate for 2 weeks after crossing the border into Canada for the fall examination, or for any other reason?

Candidates are responsible for investigating and following any public health guidance or other restrictions that may impact their ability to participate in the examination administration.

Some links are provided to Canadian public health guidance on our website COVID-19 updates: <https://www.cceb.ca/home/> .

Candidates are reminded that municipal, provincial and federal guidance may vary, and thorough due diligence is encouraged.

28. Why can't I just write the examination at my chiropractic college? They could proctor my exam.

We strive to provide the most secure and fair testing environment available, and select our facilities based on, among other things, these criteria. We test candidates from many different schools around the world and it would not be possible for us to securely provide an examination at each of these schools.

29. Why doesn't the CCEB use remote proctoring?

The CCEB can not embrace methods of testing that might, in any way, jeopardize the important role of the CCEB examinations in public protection. At this time, we are not able to embrace remote proctoring while being certain of the security, and fairness of the examination and the validity of the results. Remote proctoring can take many forms but relies on individual access to technology tools and resources that may not be universally or equally available to all candidates. At this time, we have not been able to satisfy the CCEB requirements while leveraging this technology.

30. Will the CCEB be using mannequins for the OSCE?

As you can see by reviewing the Component C (OSCE) study guide <https://www.cceb.ca/docs/Component-C-Study-Guide.pdf> there is far more to clinical testing than manipulating a mannequin.

At this time, the CCEB will not be replacing standardized patients with mannequins.

31. What if I am not able to participate because of the COVID-19 pandemic at the fall administration, either due to my local public health restrictions, border closures, my own health or concern for my health?

Please refer to <https://www.cceb.ca/home/> and review all our prior COVID-19 briefings which outline our approach to cancellations and refunds.

32. How will this impact when I can enter practice?

The CCEB does not make any decisions regarding entry to practice; licensure or registration. This is the exclusive jurisdiction of the provincial regulatory body. Please contact the regulatory body directly in the province you intend to practice.

33. Will we be provided with provisional licenses?

The CCEB does not make any decisions regarding entry to practice, licensure or registration. This is the exclusive jurisdiction of the provincial regulatory body. Please contact the regulatory body directly in the province you intend to practice.

34. I have a contract to start working/a work placement based on completing my CCEB examinations what should I do?

The CCEB is not involved in employment or work placements for candidates. You should contact your employer/placement/school directly to discuss the situation.



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Sources:

<https://www.hamilton.ca/>

<https://montreal.ca/>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>