Canadian Institute of Public Health Inspectors

Board of Certification





Candidate Information

Revised: November 2021

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1. Background Information

In 1935, the Canadian Public Health Association established qualifications for inspectors relating to post-secondary school education and technical training, and conducted examinations for Certification, awarding a Certificate in Sanitary Inspection. In 1963, there was a change in designation from Sanitary Inspector to Public Health Inspector.

The Certificate in Public Health Inspection (Canada) is recognized by Departments of Health and other agencies in Canada as evidence of satisfactory training. In the establishment and conduct of certification, the Association had the cooperation and assistance of Federal, Provincial and Local Health Authorities and the Canadian Institute of Sanitary Inspectors, now known as the Canadian Institute of Public Health Inspectors (CIPHI).

In the discharge of its responsibilities, the Canadian Public Health Association appointed a national committee, the committee on the Certification of Sanitary Inspectors (now the Board of Certification of the Canadian Institute of Public Health Inspectors) with representatives of Federal, Provincial and Local Health Authorities and the Canadian Institute of Sanitary Inspectors.

2. Certificate in Public Health Inspection (Canada)

The Certificate in Public Health Inspection (Canada) CPHI(C) is granted by the Board of Certification of the Canadian Institute of Public Health Inspectors to those candidates who fulfill the requirements set forth in the Regulations Respecting the Certificate in Public Health Inspection (Canada) and Governing the Board of Certification of Public Health Inspectors.

This Certificate is a certificate of qualification and is intended to meet the needs of the provinces, municipalities, federal government, and other employers of qualified Public Health Inspectors.

3. Education

The following educational institutions provide programs of instruction that meet the <u>CIPHI BOC</u> <u>Instructional Objectives 2018</u>, which are currently approved by the Board of Certification:

- 1. British Columbia Institute of Technology, Burnaby, British Columbia
- 2. Cape Breton University, Sydney, Nova Scotia
- 3. Concordia University of Edmonton, Edmonton, Alberta
- 4. Conestoga College Institute of Technology and Advanced Learning, Kitchener, Ontario
- 5. First Nations University of Canada, Regina, Saskatchewan
- 6. Ryerson University, Toronto, Ontario

4. Practical Experience

In order to be eligible to sit the Examination to obtain the Certificate in Public Health Inspection (Canada), every candidate must satisfactorily complete a twelve (12) week minimum practicum in the basic inspection programs. This practicum must be coordinated by a qualified person who holds the CPHI(C) at the supervisory level of the agency where the Practicum is to take place.

Similar field training requirements apply to qualified Canadian Armed Forces candidates.

International candidates, after receiving the Board's approval, must complete a twelve (12) week practicum.

4.1 Practicum Requirements

The purpose of a practicum is to provide the student Public Health Inspector with a grasp of the practical application of his/her academic program.

Under the supervision of experienced personnel, the student is familiarized with the day to day work of a Public Health Inspector and with those intangibles, which form an essential part of inspection procedure.

It is realized that <u>not all agencies</u> will be able to provide experience in all of the fields listed. However, to the extent that each item is available, it is expected that the student will receive adequate supervised practical training over a twelve (12) week period in regular daily work, minimum 420 hours, not including travel time. A candidate will forfeit the right to sit the Board of Certification Examination if the candidate does not meet the required practicum requirements.

It is the candidate's responsibility to demonstrate that having completed the required Practicum, all areas of the required program as outlined on **Form C - Report on Practicum** have been satisfied.

5. Examination for Certification by the Board of Certification of the Canadian Institute of Public Health Inspectors

5.1 Examination Dates and Fees

Examinations will be held on the following days:

- the fourth Wednesday of April and
- the fourth Wednesday of October

Where deemed necessary by the provincial Examination Coordinator, the examination may be carried over into a second day.

The examination fee is established at the regular fall meeting for the following year.

Effective January 1, 2016, the fee is \$850 for the initial exam, \$850 if repeating the oral segment only, \$850 for repeating both the oral segment and one or two reports, and \$425 if repeating one or two reports. Applicable provincial taxes must be added to the fees above. Please see the CIPHI website for details.

5.2 Applications

The Board of Certification must receive complete applications and all related documents <u>at least fifty (50) days</u> prior to the examination date. Please see section 9.2 which may serve as a checklist toward compiling the application package.

Applications are available at educational institutions, on the website at http://www.ciphi.ca/BOC (Certification Documents) and through the CIPHI office.

School transcript and proof of graduation

The Board of Certification must be in receipt of an official school transcript of final academic results and proof of graduation from an institution and program approved by the Board, at least 21 days in advance of the examination.

Current student membership

Every application for examination shall include proof of current student membership in the Canadian Institute of Public Health Inspectors (effective January 1, 2016).

5.3 Examination

The examination for certification consists of two (2) components:

- Written segment
- · Oral segment

5.3.1 Written Segment

Candidates applying for the examination for certification will be required to submit two (2) formal practicum reports in accordance with the <u>Guidelines for Submission of Written Practicum Reports.</u>

Each report must be based on a different area of fieldwork (<u>i.e.</u>, <u>two different subject matter areas</u>, <u>such as food sanitation and private sewage disposal system</u>) and certified by the candidate's supervisor as representing an actual inspection performed by the candidate.

Any submission of an inspection report following a failed mark must be based on a different inspection and cannot be a rewrite of the failed report.

5.3.2 Oral Segment

Candidates are required to present proof of identity when requested by the Exam Coordinator or Chairperson of the oral exam panel. Candidates will be examined by a panel of three persons. The oral segment for each candidate shall occupy seventy-five (75) minutes for exams in English and ninety (90) minutes for exams in French.

5.3.3 Passing Grade

Candidates must receive a passing grade of <u>seventy (70) percent in the oral segment</u> and sixty (60) percent in the written segment of the examination.

5.3.4 Unsuccessful Examination

A candidate who fails a component of the examination may at the discretion of the Board of Certification be entitled to take the failed section(s) at the next regularly scheduled occurrence of the examination for certification.

Where the Board has deemed a candidate to have submitted a fraudulent or plagiarized report, the candidate will be notified in writing (at the same time as the exam results are sent out to candidates) of the following:

- They were unsuccessful in their recent BOC examination (both reports and the oral segment will be failed);
- The BOC has found strong evidence of plagiarism or fraudulence in their report (report name will be given);
- c. They forfeit all portions of the exam and may only re-apply for certification in one year (must skip one examination period);
- d. Should they wish to re-apply they must submit 2 new reports which cannot be rewrites of the previous reports submitted;
- e. Where the Board has deemed a candidate to have submitted a fraudulent or plagiarized report for a subsequent examination period, the candidate shall forfeit all portions of the exam and will not be allowed to sit the examination at any point in the future.
- f. Should they wish to appeal the decision of the Board, they may do so in writing within 30 days and must pay the administration fee.

6. Petition or Complaint

Any petition or complaint made by the candidate regarding the conduct of the oral examination, must be submitted in writing and post-marked within 48 hours of the oral examination date to:

Chairperson, Board of Certification, CIPHI #720 – 999 West Broadway Vancouver, BC V5Z 1K5

7. Appeals

In the event that a candidate fails components of the examination for certification, he/she may request a formal review by notifying the office of the Board of Certification in writing <u>within 30 days</u> after the date appearing on the letter of notification of examination results. This also applies to appealing a decision by the Board that a report has been plagiarized.

Written requests may be sent to:

Chairperson, Board of Certification, CIPHI #720 – 999 West Broadway Vancouver, BC V5Z 1K5

Before submitting a request for formal review, the candidate must:

- a. ensure there are grounds for appeal;
- explain in detail, all of the circumstances surrounding the alleged process irregularity or, in the case of plagiarism, a statement of disagreement regarding the determination by the Board of Certification; and
- c. include an administration fee of \$75.00 plus applicable provincial taxes (see the CIPHI website BOC price chart) by credit card, certified cheque or money order, made payable to CANADIAN INSTITUTE OF PUBLIC HEALTH INSPECTORS.

Grounds for Appeal:

The Notice of Appeal must state the reasons for the appeal and provide evidence of mitigating circumstances, which may alter the original decision to fail the candidate or a statement of disagreement with the determination of plagiarism.

A candidate's examination results will be reviewed by the BOC **ONLY** where there is evidence of alleged significant irregularities in the evaluation process or in cases where a candidate does not agree with the determination of the Board that a report has been plagiarized.

For appeals related to the oral examination, the candidate must provide evidence that the process irregularity resulted in **unfairness that adversely affected the performance of the candidate.** For example, if a candidate was given less than the allotted time to complete an examination, this may be considered a process irregularity and justification for a formal review of examination results.

Formal reviews will not be conducted because of alleged errors in content. Therefore, the examiner's judgment relative to the correctness of the candidate's oral or written responses is not open to challenge.

The following are examples of circumstances **NOT** considered grounds for appealing certification examination results:

- candidate believes their performance warranted a higher score.
- alleged errors in exam content.
- high scores in mock orals or performance reviews by an employer.
- barriers in oral or written communication skills.
- personal circumstances or emotions effecting performance.
- does not meet the minimum 420 hours of supervised work, not including travel time.
- report was reviewed and "passed" by third party prior to submitting to a BOC examiner.

Applications for appeal will be screened upon receipt for evidence that process irregularities, as defined above, may have occurred in the course of the examination.

Where **no such evidence** is offered, the BOC Chair will advise the appellant that the appeal has been rejected.

Where such evidence exists, the appeal will undergo review according to the BOC Appeals Protocol and the candidate will be advised of the final decision of the Appeal Committee. All appeals are heard by a group of three (3) members selected by the National Executive Council (NEC), from volunteers across the country. The members of the committee are not members of the BOC or the NEC and have no affiliation with the appellant. For the most up-to-date information regarding appeals, please visit the Frequently Asked Questions (FAQ) section of the BOC website.

8. Guideline for the Submission of Written Practicum Reports

The following guidelines which are in compliance with requirements for certification are to be used for practicum reports submitted to the Board of Certification.

"Plagiarism is the copying or paraphrasing of other people's work or ideas into your own work without full acknowledgement. All published and unpublished material, whether in manuscript, printed or electronic form, is covered under this definition. Collusion is another form of plagiarism involving the unauthorized collaboration of students (or others) in a piece of work" (Source: University of Oxford).

Formal reviews of examinations are part of the evaluation and quality improvement system used by the Board of Certification (BOC) to grant certification. These reviews of examinations identify and address significant irregularities in the conduct of the examination process, including the process of determining that a report has been plagiarized following detection by an electronic plagiarism assessment tool.

<u>NOTE</u>: All reports will be uploaded into an electronic plagiarism assessment tool. This assessment tool is a web-based resource used to detect occurrences of plagiarism and searches 24 billion pages on the Internet, 120 million articles from journals, periodicals and books, and holds 250 million archived student papers, **including previously-submitted written practicum reports.**

Where reports are shown to match a total of 30% or greater to other sources, the BOC member responsible for the initial review, will conduct a thorough review to determine if the individual matches are significant and warrant further investigation. If the report has a match of 5% or greater with another source, particularly a previously submitted BOC report, it will be verified in detail.

8.1 Submission and Naming

All documents to apply to sit a BOC Exam effective April 2019 must be submitted digitally to office@ciphi.ca and each document must be legible and in .pdf format.

Email Subject: BOC Exam - Exam Date - Prov - Last Name, First Name For instance, if Jane Doe was applying to sit the April 2019 BOC Exam in British Columbia, the email subject would be:

BOC Exam - April 2019 - BC - Doe, Jane

NOTE: If multiple emails need to be sent due to file size of the submitting documents, please add "- 1 of 2" or "- 2 of 2", etc., to the end of the above outlined subject title.

All documents must then be named as Prov - Last Name, First Name - Document

Document Names are:

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Form A = Form_A

Form B = Form_B

Form C = Form_C

Form D = Form_D

Form E = Form_E*

Report 1 for Marking = Report_Subject (ie: Report_SafeWater)

Report 2 for Marking = Report_Subject (ie: Report_PersonalServices)

Report 1 for Plagiarism Crosscheck** = First Name Last Name_MM-YYYY_Title

(ie: Jane Doe_04-2019_Safe Water Inspection)

Report 2 for Plagiarism Crosscheck = First Name Last Name MM-YYYY Title
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*NOTE: If you are submitting 2 Form E's due to different supervising PHI's, please use Form_E_Subject where the subject of Form E matches the subject of the report it is in reference to.

**NOTE: For the reports that will be used for Plagiarism Crosschecks, please do not include Form E or the appendices. These documents should only be the reports themselves.

***NOTE: All practicum forms must be signed and scanned. The signed/scanned version of these forms are what the office will need to receive as proof of successful practicum.

8.2 Format

Reports should be **electronically** produced using one of the following programs:

- Only the following file types will be accepted: Microsoft Word® (DOC and DOCX), Open Office (ODT), Word XML, Plain Text (TXT), Adobe PostScript®, Adobe PDF, HTML, Corel WordPerfect® (WPD), Rich Text Format(RTF)
- Password protected, Pages documents (.pages) or read only files are not accepted.
- All reports must contain a personal cover page containing the report title, candidate's full name and date submitted.
- Maximum file size per report is 10MB.

Reports should be in **12-point font**, **7 - 15 pages long** (not including the title page, table of contents, references or appendices), **double spaced** and set to letter size paper (8½" X 11").

Note: Inspection reports are expected to be thorough and concise. Inclusion of excessive amounts of unnecessary information will result in a loss of marks.

Form E (Documentation of Written Practicum Report) must be incorporated as the first page of each report submitted for marking and **must** contain the title of the report and the number of pages contained in the report.

Reports will be assessed on their **overall presentation**, **creative use of visual aids**, **legibility**, **grammar**, **spelling and originality**. The evaluation process assesses **writing style for unity**, **coherence**, **logical flow and emphasis of ideas**. Any formatting which causes the report to exceed the dimensions of $8 \frac{1}{2}$ X 11" is discouraged.

A **Table of Contents** must identify all major sections of the report including any appendices.

References must be provided for authors cited and quotations in text.

Appendices may include but are not limited to such items as: request from applicant (meaning the person or company applying for an operating permit or license) or other agencies; inspection reports/recommendations; copies of final approvals; bacteriological/chemical water analysis reports, photographs, etc.

Tables, Figures and Diagrams used must be discussed in context in the report.

8.3 Content

Reports must be based on actual inspections or investigations completed by the candidate under the supervision of a Certified Public Health Inspector. Each report must portray the candidate's knowledge of all areas and aspects of the facility or situation under consideration.

The reports must be based on a different type of establishment or investigation. (i.e. two different subject matter areas, such as food sanitation and private sewage disposal system). Thoroughness of inspection and documentation of all aspects of the inspection, not only the adverse conditions, is essential.

Any submission of an inspection report following a failed mark must be based on a different inspection and cannot be a rewrite of the failed report.

These reports should contain:

- An introduction
- A discussion of Public Health rationale
- A conclusion

The introduction should address the issues surrounding the reasons why the facility, or situation under consideration, requires a Public Health Inspection intervention.

The content of the report should provide the pertinent background information and address the following:

- The physical environment that is the subject of the report;
- The legislative authority under which the inspection was carried out;
- The standards/quidelines or other relevant legislation utilized during the inspection;
- The **public health rationale** for the inspection/investigation and why a Public Health Inspection intervention is required; and
- A discussion of the inspection findings that includes the **public health rationale/significance** of those findings and an evaluation of them.

It is important that the student address in some detail the Public Health significance of the issues detailed in the report. The student should ensure that the material presented covers the following:

- Identification of the health issue
- Why is this an issue for Environmental Health
- What is the significance of these issue(s)
- What might be the impact(s) on public health
- What priority would the subject matter being discussed reasonably hold in an environmental Health program and why
- Potential interventions that could be considered further under the circumstances and the rationale for such interventions

The **conclusion** section of the report should identify a recommended course of action, which is **justifiable** under the circumstances, including a discussion on what future action could be contemplated. The **rationale** for proposed action(s) should be discussed.

The following examples of submissions would be acceptable:

- 1. Food sanitation restaurant
- 2. Communicable disease investigation (note that a report on a rabies or animal bite investigation is not permitted)
- 3. Sewage collection and disposal systems private sewage system
- 4. Recreational sanitation and premises public swimming pool
- 5. Housing and institutional investigation of sanitary conditions of a housing district
- 6. Community care facility adult care or child care facility
- 7. Any other related responsibility

8.4 Unacceptable Report

A report in a check-sheet format will not be accepted

A report on a research activity is not accepted

Reports must be the candidates work exclusively, not a team or partnership effort

8.5 Date for Submission

These reports must be submitted to the BOC and received <u>at least fifty (50) days</u> before the date of the certification examination. Please refer to section 8 for electronic submission details.

8.6 Report Marking Scheme



Canadian Institute of Public Health Inspectors

Board of Certification Report Grading Form

Candidate's Name :		Exam	am Date:		
Title of Report:					
Format Objectives	Report Content & Quality Objectives	Public Health Context Objectives	Recommendations & Conclusion		
Language use: correct spelling standard use of punctuation standard use of capitals correct sentence structure appropriate level of formality 10 marks Document design and style: tidy and visually appealing layout effective use of visuals sufficient white space effective use of headings tables and charts are correctly titled and labeled 5 marks Formal report style consistently follows a standard report structure correct use of footnotes or endnotes correct documentation of sources (in text and in reference list)	Document content: rationale for why facility requires a public health inspection thoroughness of inspection and documentation of all aspects of the inspection legislative authority for inspection given and relevant legislation, standards and guidelines utilized technical details are accurate 20 marks Document quality: all sections are well organized and adequately developed purpose is clear writing is clear, concise, and focused analysis is based on current literature and research overall, the report is logical and readable	Background details and issues: background details are adequate clear delineation of the public/environmental health issues 10 marks	Actions taken: conclusion includes immediate actions and plans for future action that are justifiable and appropriate to the circumstances actions are discussed in terms of options available, relevant legislation and sensitivity to local conditions, if applicable 10 marks Public health rationale of actions taken: provides the public health rationale for any recommendations made or actions taken 8 marks		
Subtotal:	Subtotal:	Subtotal:	Subtotal:		
 18 marks	marks 30	marks	 18 marks		
Total marks100 marks	Percentage: %	Examiner (Print name): Signature:			

9. Application Requirements & Information

9.1 Application Deadlines

Filing Deadline

You are required to submit your application to the Board of Certification (BOC) office at least fifty (50) days in advance of the oral examination date.

Examinations will be held on the following days:

- the fourth Wednesday of April and
- the fourth Wednesday of October

Where deemed necessary by the provincial Examination Coordinator, the examination may be carried over into a second day.

Note: Late or incomplete applications will not be accepted. Any forms that are not properly filled out will be considered as incomplete submission. An additional administration fee of \$100 will be charged.

If you are aware that some forms or transcript may not be available to you before the application filing deadline, you are advised to forward all completed forms and reports by the deadline and enclose a letter of explanation regarding the missing materials. Official school transcript must be submitted no later than 21 days prior to the exam.

In such circumstances you are advised:

- in the case of any extension of the filing deadline, you are deemed to be in default of the registration requirements until all materials are received by the BOC Secretary;
- the greater the length of delay in filing all materials decreases the Board's ability to accommodate you at the examination; and
- a candidate who has not fulfilled all of the registration requirements will not be permitted to sit the examination.

9.2 Fist Time Applicants

Documentation and Materials Required for First Time Applicants

A complete application submission for examination consists of the following:

- Application, Form A.
- □ A certified cheque^{1 2} or money order in the amount of \$850 plus applicable provincial taxes (see CIPHI website BOC price chart) and made payable to CANADIAN INSTITUTE OF PUBLIC HEALTH INSPECTORS. If paying by VISA, MasterCard or American Express, include Form B, the Payment Method Form found in Appendix 2 of this package.
- Official school transcript of final academic results submit directly from the accredited school.²
- Proof of graduation from an institution and program approved by the Board (if Transcript states program is still in progress, if the official school transcript states the program was completed, the transcript will suffice as proof of graduation).
- Proof of current student membership in the Canadian Institute of Public Health Inspectors.
- □ Candidate Practicum Evaluation, Form C.
- Certification of Practicum, Form D.
- One copy of each practicum report, with Form E as a coversheet of each copy with applicable appendices.
- □ One copy of each practicum report, without Form E or the appendices.
 - ¹ Personal cheques are not accepted.
 - Certified Cheques, Money Order Payments and Transcripts must be physically mailed to:

Board of Certification, CIPHI #720 – 999 West Broadway Vancouver, BC V5Z 1K5

All other documents must be formatted, renamed and emailed to office@ciphi.ca per Section 8 of this guideline.

Note: It is recommended to print this sheet to use as a checklist when compiling your BOC application package.

9.3 Applicants Repeating the Oral Segment & One or Both Practicum Reports

Documentation and Materials Required for Applicants Repeating the Oral Segment& One or Both Practicum Reports A complete application submission for examination consists of the following:

- □ Application, **Form A**.
- □ A certified cheque^{1 2} or money order in the amount of \$850 plus applicable provincial taxes (see CIPHI website BOC price chart) and made payable to CANADIAN INSTITUTE OF PUBLIC HEALTH INSPECTORS. If paying by VISA, MasterCard or American Express, include Form B, the Payment Method Form found in Appendix 2 of this package.
- □ **Proof of current student membership** in the Canadian Institute of Public Health Inspectors.
- □ One copy of each practicum report, with **Form E** as a coversheet of each copy with applicable appendices.
- □ One copy of each practicum report, without Form E or the appendices.
 - ¹ Personal cheques are not accepted.

Note: It is recommended to print this sheet to use as a checklist when compiling your BOC application package.

9.4 Applicants Repeating the Oral Segment Only

Documentation A complete application submission for examination consists of the and Materials following: Required for **Applicants** □ Application, **Form A.** Repeating the □ A **certified cheque**¹² or money order in the amount of **Oral Segment** \$850 plus applicable provincial taxes (see CIPHI website BOC price chart) and made payable to Only CANADIAN INSTITUTE OF PUBLIC HEALTH **INSPECTORS.** If paying by VISA, MasterCard or American Express, include Form B, the Payment Method Form found in Appendix 2 of this package. □ **Proof of current student membership** in the Canadian Institute of Public Health Inspectors. ¹ - Personal cheques are not accepted. Note: It is recommended to print this sheet to use as a checklist when compiling your BOC application package.

9.5 Applicants Repeating One or Both Written Reports Only

Documentation and Materials Required for Applicants Repeating One or Both Written Reports Only

Applicants may be required to repeat one or both reports. A complete application submission for examination consists of the following:

Main Package:

- □ Application, Form A.
- □ A certified cheque¹² or money order in the amount of \$425 plus applicable provincial taxes (see CIPHI website BOC price chart) and made payable to CANADIAN INSTITUTE OF PUBLIC HEALTH INSPECTORS. If paying by VISA, MasterCard or American Express, include Form B, the Payment Method Form found in Appendix 2 of this package.
- □ **Proof of current student membership** in the Canadian Institute of Public Health Inspectors.
- One copy of each practicum report, with Form E as a coversheet of each copy with applicable appendices.
- □ One copy of each practicum report, <u>without</u> Form E or the appendices.
 - ¹ Personal cheques are not accepted.

Note: It is recommended to print this sheet to use as a checklist when compiling your BOC application package.

9.6 Submitting Your Package

How to Submit Documents & Materials

All Forms, and Reports must be submitted to office@ciphi.ca.

If you wish to pay by credit card, please include this document in your emailed submission.

If you wish to pay by money order or certified cheque, please specify in your email that you will mail **Form B**, the payment form, along with your money order or certified cheque to the CIPHI National Office (below).

Note: Personal cheques are NOT accepted.

Transcripts must also be sent to the CIPHI National Office, and must be an original copy.

Note: Photocopies, scanned copies or faxed copies of transcripts will NOT be accepted.

CIPHI National Office:

Secretary - Board of Certification - CIPHI #720 - 999 West Broadway Vancouver, BC V5Z 1K5

NOTE: Applications will be considered incomplete unless all items are included and properly filled out. An additional administration fee of \$100 will be charged for an incomplete application.

Upon receipt of the applicant's digital application package, the office will send an email confirming receipt. If you have not received confirmation within 2 business days of emailing your application package, it is the candidate's responsibility to follow up with the office. If any documents are missing after each respective deadline, the office will then follow up with the candidate directly.

9.7 Other Details

Confirmation of Receipt of Application	The BOC Secretary will send you an email confirming receipt of your application (approximately 5 to 10 business days after the application deadline) and outline next steps. Approximately 2 to 4 weeks before the examination, you will receive confirmation from the provincial Examination Coordinator advising you of the place and time of the Oral Examination.
Recording Devices	Please note that the use of any recording or transmitting devices by a candidate during the BOC examination – Oral Segment is prohibited. Any candidate found to have used such a device will receive a failing grade on the exam and will be prohibited from sitting the exam again at any time in the future.
Contacting the BOC Secretary	Telephone 1-888-245-8180 (toll free) to leave a message for the BOC Secretary.

Withdrawal The exam consists of an oral segment and a practicum report from the segment. When a candidate withdraws from the examination, they Examination are deemed to have withdrawn from both exam segments, except in cases of rewrites. Should circumstances arise that you will not be able to sit the examination, you should advise the Examination Coordinator and the Secretary as soon as possible. **Refund Policy:** A person who withdraws from the examination after payment of fees will be entitled to: a) 90% fee refund if cancellation is received in writing up to 50 days before the exam date: b) 70% fee refund if cancellation is received in writing between 49 to 30 days before the exam date; or c) no refund if cancellation is received less than 30 days before the exam date. Where extenuating circumstances warrant, the Board may waive Section (c) above provided that: a) requests for withdrawal due to extenuating circumstances are received in writing with supporting documentation. b) extenuating circumstances are in the same category as illness, death in the family or military deployment, but does not include travel to the exam site. Note: For extenuating circumstances, an administrative fee of \$100 will be imposed and all documentation will be returned to the applicant. Requests by a candidate to take the exam in a province other than the one stated in their original application shall: a) be allowed at the discretion of the Exam Coordinator in the province being requested. b) be subject to an additional administrative fee of \$100. c) be subject to an additional fee based on costs incurred by the BOC resulting from this change. **Postponement** No postponements will be allowed. Candidates must withdraw and of Examination re-apply when they are ready to sit the exam. Return of All materials become the property of the Board of Certification and **Application** will not be returned upon request. **Materials** If a candidate withdraws from the exam, their application package will be returned with any applicable refund. Refer to Section 7 of this document. **Appeals Photo** To ensure oral segment candidates are properly identified, all exam Identification candidates taking the oral segment will be required to show required on the government issued photo identification prior to their exam. day of exam

Examination results

The Board of Certification meets to consider the examination results approximately three (3) weeks post-exam.

Exam results will be sent electronically to the candidate's email address within 6 to 8 weeks.

Please do not contact the Secretary, your Examination Coordinator, or your BOC Branch Representative as they are prevented by Policy from disclosing your results.

Successful candidates will receive their CIPHI certificate by mail within 8 - 10 weeks post-exam, sent to the candidate's mailing address.

Appendices