



Examination Policy and Procedure Manual

The OPC Examination Policy and Procedure Manual outlines exam relevant policies and procedures for both the Certification Examinations and the Registration Examinations.

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Examination Related Policy

NOTE: The policies and procedures contained in this document are intended to facilitate fair and consistent delivery of the exams. Unforeseen circumstances may arise where the Committees may be required to amend a policy or procedure, at its discretion.

The OPC Professional Qualifications Committee revises and updates the examination, policies, procedures, rules and information available to Residents and Interns on an annual basis, or as required. The Certification and Registration Board is an independent Committee of OPC, responsible for implementing and managing the certification and registration processes.

The current Examination Policy and Procedure Manual supersedes previous versions of the manual.

Orthotics Prosthetics Canada (OPC) came into effect January 1, 2015 after an amalgamation of CBCPO and CAPO. OPC is the registered owner of trademarks, including CBCPO and all certified and registered credentials. **Successful candidates are still recognized as CBCPO Certified and/or Registered through Orthotics Prosthetics Canada.**

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OPC Examination Accommodation Policy

OPC endeavors to administer examinations in a way that does not discriminate against eligible OPC examination candidates. Where appropriate, OPC will take reasonable steps to accommodate examination candidates who have special needs. **Documentation of disability or requirement for accommodation will be required.**

In this policy, “accommodation” refers to accepted OPC examination candidates who require modification in the delivery of the examination or exam environment in order to participate in the OPC’s Registration or Certification examinations. If accommodation for a physical, cognitive or other special need is required, a candidate must include a written request for accommodation **together with the examination application**. The written request must specify any assistive technology or other aides required at the examination and contain the information and/or materials set out below. *Should a candidate apply to sit any examination multiple times, the request for accommodation shall be made for each such examination application*.*

PLEASE NOTE: OPC will only consider requests for accommodation of special need at the time of application to the examination, except in exceptional circumstances, such as a recent injury, for example. Exceptional circumstances will be determined at the discretion of the Certification and Registration Board.

Requests for accommodation are assessed on a case-by-case basis.

OPC cannot honour a request of special accommodation if it is deemed that the request jeopardizes the ability of the examination to test the principles, processes and abilities of the candidate to competently provide orthotic or prosthetic care at an entry-to-practice level in Canada.

The request for accommodation shall contain the following information:

- a. The reason for the accommodation and how this will impact performance in the examination.
- b. The accommodation being requested and the candidate's request concerning the nature and degree of accommodation being sought. Any medication, assistive technology such as hearing aides etc. or otherwise, being requested in connection with the examination must be clearly set out in the application.
- c. A supporting letter detailing the accommodation requirement from the candidate's medical practitioner.
- d. Where the request is related to medical or learning disabilities, copies of medical or psycho-educational reports are required where appropriate. These reports and medical information should clearly indicate the diagnosis, the nature of the learning or physical disability, assessment and descriptions of function or limitations, and recommendations for accommodation.
- e. The candidate may need to supply additional information at OPC's request.
- f. No after-the-fact accommodations are permitted and such requests will not be considered.
- g. No accommodations shall be made, regardless of need, unless OPC is notified in advance as per this policy and the application process.

* It is the candidate's responsibility to inform OPC on each application to an examination that accommodation is required. If a request for accommodation was accepted in a previous examination, all documentation relating to previous requests and accommodation must be resubmitted. OPC, in conjunction with the candidate, will review the information and determine if a similar accommodation is needed or if modifications are warranted.

Confidentiality

Information submitted to OPC regarding the request will be handled in accordance with OPC's Privacy Policy. OPC will only disclose information as is reasonably necessary for the review and implementation of the accommodation plan.

By requesting accommodation for special needs, the candidate acknowledges that OPC may need to disclose the candidate's name, candidate number and the accommodation request to the Exam Coordinators, Examiners, Chair of the Certification and Registration Board, Chair of the Professional Qualifications Committee or other parties only as required.

Examples of possible accommodations*:

Extended time on examinations of 15 or 30 minutes per hour and/or alteration or addition of breaks during the exam
Alterations to the examination location such as writing an exam in a separate room
Assistance during the examination such as the use of a reader or scribe
Use of disability-specific technology

* Suggestion of accommodations should be indicated by the medical professional providing documentation of the need for accommodation for the candidate.

Considerations for accommodation

OPC will consider relevant factors, at its discretion, in a request for accommodation. Consideration for accommodation will usually be done in consultation with the candidate making the request. The relevant factors include, but are not limited to, the following:

- a) Will the suggested accommodation remove/reduce the identified barrier?
- b) Safety: Will providing the accommodation negatively affect the safety of the candidate, examiners, patient volunteers or any other individuals involved in the examination process?
- c) Financial cost: What are the costs involved in the proposed accommodation, and are such costs prohibitive to the candidate or OPC?
- d) Nature of the accommodation: How disruptive would the proposed accommodation be to the administration of the examination and/or the other candidates?
- e) Impact on examination standards: Will the proposed accommodation undermine the academic and competency requirements and integrity of the examination to such an extent that the examination may not be able to demonstrate competency in the provision of orthotic or prosthetic care to the level specified by the examination?

Dismissal Policy

Any candidate who has been discovered to have contravened one of OPC’s Examination Policies or Procedures or who is observed in engaging in any improper activities as set out in the Candidate Rules of Conduct, may be subject to immediate dismissal from the examination, may be barred from future examinations, and may be required to forfeit his/her current examination fees and/or some period of eligibility, and risks invalidating their results. Any action is at the sole discretion of OPC.

Academic Integrity Policy for OPC Examinations¹

Candidate Reference

OPC provides Certification and Registration Examinations for eligible candidates on an annual basis. It is expected that all candidates will conduct themselves in an ethical and fair manner, adhering to the policies of the Corporation. The following outlines the candidate Academic Integrity Policy.

The policy defines academic dishonesty as “*participating in acts by which a person fraudulently gains, or intentionally attempts to gain, an unfair academic advantage, thereby compromising the integrity of the academic process.*”

Academic dishonesty includes the following:

Cheating: Copying the work of others; or the use, or attempted use, of unauthorized notes, information, materials, study aids, or devices in any academic exercise or activity.

Improper collaboration: Inappropriate sharing of work that was intended as an individual assignment.

Fabrication and falsification: Altering, fabricating, or counterfeiting information for use in an academic exercise.

Assisting others in dishonest behavior: Intentionally or knowingly helping or attempting to help another person commit an act of academic dishonesty by providing material, information, or other assistance.

Obtaining an unfair advantage: Intentionally or knowingly gaining, or attempting to gain an unfair advantage not afforded to all Residents/Interns in an authorized fashion.

¹ OPC has been authorized by MacEwan University (www.macewan.com) for the use of components of its Academic Integrity Policies.

Penalties and Sanctions

In addition, candidates need to know what the possible consequences are for violating the policy, so that they understand the seriousness of their actions.

The Academic Integrity Policy sets out a list of possible penalties and sanctions for academic dishonesty. These include:

- Mark reduction or "zero" on the individual segment of the examination
- Reduced mark in the combined examination segments
- Requirement to withdraw from the examination (with written file notation)²
- Suspension from the examination year (with written file notation)
- Expulsion from OPC (with file notation)
- or such other penalties and sanctions as deemed appropriate by the OPC Professional Practice Sub-Committee.

In the event that an examiner suspects a candidate is cheating, the examiner may confiscate examination materials, along with any other documents or objects that could be used for cheating. Items confiscated will be held for as long as it takes to record the information before returning it to the candidate. Candidates, and any others involved, may be required to leave the examination site.

Examiners or written examination proctors will report any suspected cheating to the Exam Coordinator or to the OPC National office directly. Following this, an appropriate investigation will be conducted.

The Investigation

Any allegations of academic dishonesty will be submitted to the OPC Professional Practice Sub-Committee to follow the complaint review process established in the OPC Character & Fitness Regulations.

- 1) If the allegation is submitted to a Peer Review Panel, as per the described processes, candidates will have the opportunity to submit a written response to the allegation. The Peer Review Panel will review the allegation, along with any candidate written response and any additional information it believes is necessary. The Peer Review Panel will make one of the following recommendations to the Chair of the Professional Practice Sub-Committee:
 - a) a declaration that it cannot confirm if misconduct occurred.
 - b) a declaration that the candidate has participated in academic dishonesty and recommends that the allegation be referred to a Character & Fitness Committee for adjudication.
 - c) a declaration that the candidate did not participate in academic dishonesty.

² Candidate's file notation will indicate "Academic Discipline."

2) The Character & Fitness Committee will review the investigation documents and identify sanctions appropriate and in line with the options identified above.

3) If sanctions result, the Professional Practice Sub-Committee will forward the determination(s) to the appropriate Committees and make a notation on the individual's record in the national office.

4) If it is determined that academic dishonesty could not be proven, the candidate's marks will be released, if possible, or the candidate will be eligible to challenge the next scheduled examination opportunity without charge or penalty.

5) OPC reserves the right to begin an investigation into suspected cheating at any time before, during or after Certification or Registration Examinations are administered.

OPC Examination Conflict of Interest

Conflict of Interest

The policy defines conflicts of interest as real, perceived or potential situations in which the judgments and subsequent actions of individuals, institutions or other entities could be affected because of multiple, competing interests. It should also deal with bias that might be introduced by conflicts of duties; this is necessary to ensure objectivity and to maintain public trust.³

1. Individuals, including Examiners/ Exam Coordinators/Candidates/Patient Models, must immediately disclose a conflict of interest using the Conflict of Interest Disclosure Form.
2. The Exam Coordinator will make every attempt to avoid or accommodate each conflict of interest to maintain the integrity, impartiality and confidentiality of the examination.
3. Any individual who does not disclose a conflict of interest will be subject to the penalties and sanctions under the Academic Integrity Policy for OPC Examinations and /or the OPC Canons of Ethical Conduct and OPC Character and Fitness Rules and Procedures, at the discretion of OPC.
4. Any conflict of interest that is identified throughout the examination process (*that was not identified/reported adequately prior to commencement of the examination*) **must** be reported using an Incident Report Form.
5. All relevant Conflict of Interest Disclosure Forms must be available at the location and for the duration of the examination.
6. In the event that a conflict of interest cannot be resolved adequately through accommodations such as examination section substitutions or schedule revisions, OPC, at its discretion, may determine an individual(s) ineligible to participate in current or future examinations.

³ *Conflict of Interest/Conflict of Commitment – An Issues Paper, Natural Sciences and Engineering Research Council of Canada (NSERC)*
http://www.nserc-crsng.gc.ca/doc/NSERC-CRSNG/COI-CDI_eng.pdf

Examples

The following table represents a list of potential conflicts of interest between an Examiner and a Candidate. Please note that the conflicts of interest listed in the table below are applicable to the relationships between all parties associated in the certification examination, including but not limited to, the following:

Category	Type of Conflict
Educational Relationship	Examiner was a classmate of Candidate
	Examiner cannot be or have been an instructor of an accredited clinical P&O program in which the Candidate was enrolled.
Working Relationship (employment, residency, internship)	Examiner is or was the candidate's Residency/Internship supervisor (primary or secondary)
	Examiner is a Resident/Intern in the other discipline
	Examiner has provided funds to the Candidate
	Examiner has ever employed or been employed by the Candidate
	Examiner is in negotiation to directly employ or be employed by the Candidate
	Examiner previously interviewed the Candidate for employment
Personal Relationship	Examiner is a friend/ associate / mentor of the Candidate
	Examiner has a personal relationship of enmity with the Candidate
	Examiner and the Candidate have an existing or a previous emotional relationship of de facto, are co-residents or members of a common household
Legal Relationship	Examiner is or was married to the Candidate
	Examiner is or was in a common law relationship with the Candidate
	Examiner is legally family (such as step-father, sister-in-law) to the Candidate
	Examiner is a legal guardian of the Candidate
	Examiner is a legal dependent of the Candidate
	Examiner has power of attorney for the Candidate
Business / professional / social relationships	Examiner is in a business relationship (past or present), such as partner in a small business or employment, with the Candidate
	Examiner is in a professional relationship, such as membership or shared membership of OPC Board/committee position, with the Candidate
	Examiner is in a social relationship with the candidate, such as co-Trustees of a Will, god-parent, and misc. personal contacts which may give rise to the perception that the examiner may be dealing with the Candidate in a less than objective manner
Exam Relationship	Examiner has examined the Candidate in a previous examination attempt
Other	Conflict of interest between other parties involved in the examinations (between examiners, volunteers, the host site, the corporation etc.) that would affect the impartiality and objectivity of the examination or the examination process.

OPC Examination Candidate Electronic Device Policy

The use and presence of electronic devices, that includes but is not limited to devices such as ipods, cell phones, computers, smart phones, recording or camera devices, are not permitted during the exam. Exam candidates are **NOT** permitted to bring **ANY** electronic device into an examination room. If an electronic device is discovered, the candidate shall be required to remove it from the examination room. If any exam time is lost as a result of removing the electronic device, **NO** additional time will be added to the examination.

Exceptions

- Non-programmable calculators for exam sections requiring calculations.
- Should a candidate have a medically required electronic device such as a hearing aid or an insulin pump, the candidate is required to submit a physician's note at the time of application so that the exception can be registered with OPC and communicated to the relevant examiners on exam day.

Exam Candidates are encouraged to leave electronic devices off site in a secure location. OPC shall assume no responsibility for loss or damage of any device should a Candidate choose to bring these items on exam day.

Oral and Practical Examination Question and Answer Policy

OPC recognizes that exam candidates may have questions or require further clarification. OPC will take steps that are fair and reasonable to ensure that Candidates are informed of the process and requirements of the examination without compromising the integrity of the exam or examination process. Please note: if OPC feels that examination content or security may be compromised in answering questions, it may elect to provide no further information. Questions regarding specific examination content will not be answered. Should questions or queries arise regarding OPC examinations, the Q & A protocol must be followed, as outlined below.

1. ALL examination questions and queries must be directed to the **OPC National Office via email** at info@opcanada.ca
2. “CERTIFICATION or REGISTRATION EXAM QUESTION” must be written in the subject line. If it is a discipline specific question, either ORTHOTICS or PROSTHETICS should be indicated in the subject line.
3. **DEADLINE FOR QUESTIONS:**
 - a. Certification Practical Exam Question Deadline: 2 months in advance of the examination date
 - b. Registration Practical Exam Question Deadline: 2 months in advance of the examination date
4. There will be no response provided to questions submitted after the deadline date. An opportunity to ask remaining questions will be provided at the Mandatory Candidate Orientation Meeting prior to the examination.
5. Questions will be reviewed and responded to by the Certification and Registration Board.
6. All accepted examination candidates (in the respective exam) will receive the responses to ALL questions asked via email, regardless of whether or not they asked the question, at least 20 days prior to the exam.
7. The Q & A responses will be sent electronically via email. They will be sent to the email address that OPC has on file. It is the responsibility of the candidate to ensure that the current e-mail address is correct. This can be done through the OPC online profile.

This process is being implemented to ensure that candidates have access to the same information at the same time. OPC strives to ensure information regarding the examination is handled in a consistent, accurate, fair and equitable manner for all accepted exam candidates.

OPC Unplanned Departure Policy (Examiner/Candidate/Patient Volunteer)

Departure can refer to the involuntary or voluntary removal of any individual from an examination room during the course of an exam session. This differentiation is used to simplify the reporting process.

Below is a table outlining various examples of events that may require a resolution of an unplanned departure and some suggested outcomes. Most unplanned departures will need to be dealt with on a case-by-case basis and the outcome will be at the discretion of the examination supervisor, coordinators and/or the Certification and Registration Board.

Examples

Voluntary Departure	Pre-Exam Plan	Mid-Exam Plan	Reporting	Outcome
Medical eg. asthma, fainting, injury	OPC will inform participants that medication is permitted in the exam room for pre-existing conditions, and that it is the individual's responsibility. Maintain an emergency examiner and patient volunteer pool.	Power Point presentation at exam orientation will include internal code used for medical emergency. Senior Examiner will implement the code. Exam session is paused/postponed.	Senior Examiner will report the incident to Exam Coordinator. Incident Report by Exam Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis Reschedule as schedule permits or resume where timer paused. Re-write in the following year without failure penalty.
Family Emergency	An emergency phone number should be provided to participants for use during the exam.	Power Point presentation during exam orientation. Examination session is paused/postponed	Liaison and Exam Coordinator will inform the individual at end of session. Incident Report by Exam Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis: Reschedule session as schedule permits or resume where timer paused. Re-write in the following year without failure penalty.

Voluntary Departure	Pre-Exam Plan	Mid-Exam Plan	Reporting	Outcome
Venue Emergency ie. Bomb threat, fire	OPC will inform participants that emergency travel insurance is the responsibility of the individual.	Power Point presentation will include Fire Evacuation Plan. Examination session is paused.	Incident Report by Exam Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis Possible fee reimbursement Examination will resume if possible
Religious⁴	Requests should be made prior to exam. Requests will be considered on an individual basis.	Conflict of Interest check during Power Point at orientation may cover this. Examination session is paused.	Senior Examiner reports to Exam Coordinator. Incident Report by Exam Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis
Restroom	Washroom breaks are not permitted once an examination has commenced unless in the case of an emergency.	The Candidate will be accompanied by Senior Examiner. Examination session is not paused.	Senior Examiner reports to Exam Coordinator. Incident Report by Examination Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis.
Acquire Supplies	OPC provides a list of tools for the candidates.	Power Point presentation at exam orientation. Examination session is paused only for supplies that OPC is responsible for supplying. Senior Examiner acquires appropriate supplies.		At the Certification and Registration Board's discretion; consider on a case-by-case basis Reschedule as schedule permits or resume where timer paused.

⁴ OPC will endeavor to not schedule regular sittings of the exams on significant, established religious holidays. OPC may not be able to accommodate every request.

Involuntary Departure	Pre-Exam Plan	Mid-Exam Plan	Reporting	Outcome
Medical ie. life threatening	OPC should maintain an emergency contact list of all participants.	Power Point presentation at exam orientation will include internal code used for medical emergency. Senior Examiner will implement the code. Examination session is paused.	Senior Examiner will report the incident to Exam-Coordinator. Incident Report by Exam-Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis Re-write in the following year without failure penalty
Verbal/Physical Threat	Emergency Plan and emergency contacts Call security	Maintain safety of all involved	Incident Report by Exam-Coordinator or Proctor.	At the Certification and Registration Board's discretion; consider on a case-by-case basis.

Note: For delays that are not caused by the candidate, *ensure that all candidates have a minimum of 15 minutes in between sessions if sessions are running late.*

Orthotic/Prosthetic Practical Examination - Shape Capture Requirement

1. Candidates will be given time prompts 30 and 15 minutes before the end of the practical examination sections.
2. For sections that require a positive cast for modification and subsequent fabrication of a device, if a candidate has not commenced casting they will be prompted to do so 20 minutes prior to the end of the examination section.
3. If a candidate fails to start casting by 15 minutes remaining in the examination, the examiners will instruct the candidate to stop their current activity and begin casting. Time permitting, the candidate can return to incomplete portions of the examination following the casting procedure (examiners will not indicate which sections remain incomplete).
4. No extra time will be granted to take and remove a cast. Failure to take and remove the cast **safely** within the stated examination time frame may result in the candidate forfeiting marks on Day 2, which will result in failure of the examination section.
5. Failing to proceed to Day 2 will result in an automatic failure of the mandatory pass practical examination section and result in the candidate failing the practical exam and the Certification Examinations for the current year.

Mandatory Pass Certification Written Examination

1. Certification exam candidates will NOT be eligible to challenge the oral or practical sections of the exam until successful completion of the written exam. This is not the case for the Registration examination candidates.
2. Exam candidates must pass the written exam and attempt the oral and/or practical exams for the first time within 5 years of the commencement of their Residency
3. Unsuccessful candidates will have an opportunity to re-write the written examination at the next sitting(s) of the exam as per the written exam schedule.
4. Only 3 attempts to write the written examination will be permitted. Should a candidate fail all three attempts, they will not be able to continue their Residency or Internship in their current discipline.
5. Upon successful completion of the certification written examination, the candidate has three attempts to pass the oral and/or practical examination.
6. Failing to pass the oral and/or practical examination after three attempts, the candidate will not be able to continue their Residency or Internship in their current discipline.
7. The written examination will be offered twice a year; in February and in the Fall. This will allow candidates to attempt to challenge the exam 3 times within a reasonable timeframe. The written examination will occur on the same day at each site. Sites will be:
 - February: Ottawa, ON (or at the discretion of OPC)
 - Fall: Selected Provinces – to be determined annually based on geographic location of the applicants.
8. Policies regarding applying and withdrawing from a particular examination are as stated in the OPC Examination Handbook.

OPC Extenuating Circumstances/Hazardous Travel Policy

If hazardous weather prevents travel to the examination site or if other serious unforeseen extenuating circumstances prohibit attendance at the scheduled exam, exam candidates must notify the OPC National office within 48 hours of the missed examination.

OPC will determine whether or not conditions warrant a refund of the examination fees. OPC is not responsible for any other costs or loss incurred by candidates unable to attend the examination.

The Certification and Registration Board, at its discretion, may provide another opportunity to sit the written examination for those candidates who missed the original sitting of the exam due to just cause. **Official documentation of the event will be required.**

For practical reasons, the oral/practical examination cannot be rescheduled.

In the event that an OPC examination is cancelled due to unforeseen circumstances, at its discretion, OPC may reschedule the exam for a later date and/or location.

OPC Examination Incident Report Form

This form is to be filled out by the individual reporting the occurrence of an incident involving an:

- Examination candidate
- Volunteer patient
- Examiner
- Exam Coordinator
- Proctor
- Event
- A Conflict of Interest not disclosed
- The premature departure of an individual from an exam section,
- When a candidate has been accused of academic dishonesty on any OPC examination(s)
- Or any other unforeseen occurrences/circumstances that may impact exam candidate performance, the safety of those involved in the exam, or the integrity of the examination
- Or any other unforeseen occurrences/circumstances that occurs between individuals involved in the examination process that may impact exam candidate performance, the safety of those involved in the exam, or the integrity of the examination

All information included on this form once completed shall be treated as confidential.

See appendix 1 for a copy of the incident report form.

OPC Certification Exam Examiner Eligibility Policy

Minimum qualifications to be eligible as an examiner

- A member in good standing
- Certified in the discipline to examine
- *Junior Examiner:* 3-years post-certification experience
- *Senior Examiner:* 5-years post-certification experience and have been a junior examiner for a minimum of 2 years.
- Sign the Examiner Confidentiality Agreement
- Follow the Examiner Code of Conduct, OPC Examination Policy and Procedure manual and Examiner Guidelines

NOTE: Examiners are restricted from applying to sit the Certification oral/practical exam in the second discipline in the year immediately following volunteering as an Examiner. If the individual has not proctored the written exam in the past year, there is no restriction on writing the written exam.

Those who are ineligible to examine

- A second discipline Resident
- An OPC Board member on the date of the Oral/Practical exams
- Currently a committee member of the C&RB
- Currently an instructor* at a clinical P & O program as per the lists provided by the schools annually.
- Under investigation by OPC or any other professional body for ethical misconduct or have active sanctions against them.
- The Examiner did not adhere to the Examiner's Code of Conduct or conducted themselves in an unprofessional or unethical way in previous examinations.
- Deemed ineligible due to other circumstances or if their participation will negatively affect the exam, participants, personnel, or the corporation. The ineligibility will be based on the unique circumstances presented and in the discretion of OPC.

Definition of Instructor

- Paid Faculty in an OPC accredited P & O Program.
- And/or deliver significant sections of the curriculum (the equivalent of 4 or more hours of instruction/week during an academic year)

Please note: Similar restrictions apply to the Registration Exams.

Procedure for administration of the Certification/Registration Written Exam

Exam Location

The written exam will be held at selected sites across the country determined by the location and number of exam candidates. It is assumed that candidates will write at the site closest to their home city. The written exam will occur on the same day and same local time at each chosen site.

OPC will endeavor to select written exam site locations that are within driving distance of most candidate's city of work. Depending on availability of exam proctors, OPC may not be able to accommodate all candidate locations, and as such, travel to the closest exam site will be required. Travel expenses are the responsibility of the candidate.

Exam Site

The exam will be written in a neutral location selected by OPC. In the case of accommodating a single exam candidate, OPC may, in its discretion, make alternate site arrangements. Exam rooms should be in a quiet location to minimize disturbances during the exam.

Physical site The test center should be well lit, ventilated, free of distracting noises, and have conveniently located restrooms. Upon request, the test center should be accessible to candidates with disabilities. For written examinations, candidates should be provided smooth writing surfaces and adequate space to work. In addition, sufficient space should be provided between candidates to promote privacy, and prevent collaboration⁵.

Written Exam Proctors

Personnel: Proctors should be impartial and well trained in the test procedures so that candidates are treated alike. Proctors should provide uniform and clear instructions to all candidates, and be trained carefully to distinguish acceptable from unacceptable issues that may be discussed with candidates. The ratio of proctors and examiners to candidates should be sufficient for effectively monitoring the test examination environment¹.

⁵ **Principles of Fairness: An Examination Guide for Credentialing Boards.** *Principles of Fairness: An Examining Guide for Credentialing Boards* has been developed to address the specific needs of credentialing examinations. *Principles of Fairness* is a joint effort of the Council on Licensure, Enforcement, and Regulation (CLEAR) through its Examination Resources and Advisory Committee, and the National Organization of Competency Assurance (NOCA) through its National Commission for Certifying Agencies (NCCA).

Producing the Written Exam

1. Each exam section will be placed in an envelope with the candidate's number written on the exterior. The envelope will be sealed and signed across the seal to confirm the package has not been opened or tampered with.
2. All exam section envelopes and other required documents will be placed in a final envelope that has the Candidate's name and photo on the exterior of the envelope (NO CANDIDATE NUMBERS on the exterior envelope).

This precaution is to maintain the confidentiality of candidate numbers. Documents to be included in the package are: Written Exam Candidate Check-List, an exam package, 1 Question Critique form, extra paper for work/calculations if needed, and extra envelopes for returning all exam related documents.

3. The exams will be shipped to the written exam proctors via courier.
4. Proctors will confirm with head office that all exams have been received according to the examination list for that site.

Exam Day Procedures

1. **Administration:** Examinations should be administered at the scheduled time with as few delays as possible.
2. Policies concerning late admission and required identification should be adhered to at the site.
3. Candidates should be apprised of procedures governing checking in and exiting, procedures during a possible emergency, and location and use of restrooms.
4. Examination instructions should be presented in a clear and straightforward manner, and all candidates should be allowed to ask questions for clarification.
5. The instructions should include procedures for handling claims of examination error, **but note candidate questions regarding specific test content are not appropriate to answer.**
6. Finally, starting and ending times should be identified clearly, and enforced. Where possible, a clock displaying the correct time remaining should be announced periodically, particularly near the conclusion of the test¹.



Appendix 2: OPC Examination Conflict of Interest Disclosure Form

Required Information:

Candidate involved in potential conflict:

(Name and identification number)

Reporting individual:

(Name and identification number)

Please disclose and briefly describe the nature of the Conflict of Interest: (please include all relevant information using additional paper if required)

Identification of involved parties: (Name and identification number if applicable)	Nature of conflict: (Please refer to the Conflict of Interest chart for examples)

Reporting Individual's Signature

Exam Coordinator Signature

All information included on this form once completed shall be treated as confidential⁷

⁷ NOTE: If an incident occurs as a result of a disclosed or undisclosed conflict of interest involving an exam candidate, this report will be included in the Candidate's Examination Record.

NOTE: All relevant Conflict of Interest Report Forms must be available at the location and for the duration of the examination.