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| **Department** | Exam  |
| **Title** | Exam Policy – Rebooking, Cancellation and Withdrawal |
| **Date Approved:** | August 10, 2022 |
| **Approved By:** | Registration CommitteeReviewed by Exam Committee |
| **Dates Reviewed:** | April 2024 |
| **Date of Next Review** | April 2025 |
| **Version** | 2.0 |
| **Related Policies** | Applying for a Second Provisional Practice Certificate of registration (PPC)  |

There are situations which may arise after a candidate is assigned an exam date where they will need to cancel and rebook into a different session. As per the Applying and Scheduling Exam policy, candidates should indicate known scheduling constraints in their initial application for an OCE session.

Exam Cancellation and Rebooking

Candidates are expected to advise the Exam Team (exam@collegept.org) of cancellations and rebooking requests in advance of their exam session.

Depending on the circumstances for cancelling, candidates may be eligible to receive a full or partial refund of their exam fee or credit which can be applied to a subsequent exam session. All fees must be paid by the specified deadlines.

Fees related to rebooking or cancellations may be waived if appropriate documentation is provided. Cancellation and rebooking requests will be assessed on a case-by-case basis.

Examples of documentation which may be required for different situations include, but are not limited: to:

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| **Cancellation/rebooking reason examples** | **Possible documentation requirements** |
| Medical condition (acute or chronic) | Physicians' note which includes:* Physician name, registration number, and clinic contact information, including address
* Date of appointment
* Reasoning why candidate is unable to complete the exam
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| Death of family member, funeral/celebration of life  | * Death certification
* Obituary
* Travel booking confirmations (airline/train booking/itineraries)
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| Other emergency/situation:* Sudden illness/emergency of family member
 | * Physician’s note (containing relevant information as listed above) or medical documentation (containing relevant information)
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\*\*This is not an exhaustive list.

The following situations will not be eligible for full or partial refunds of paid exam fees and will be assessed based on the conditions outlined in the Exam Fees Policy.

* General travel conflicts
* Withdrawing from the exam (i.e., deciding to not pursue clinical exam, deciding to take a clinical exam in a different province)
* Inability to find childcare

Candidates are reminded that if five years has passed since they last completed the Physiotherapy Competency Exam – written component (PCE-written) administered by the Canadian Alliance of Physiotherapy Regulators (CAPR), they will be required to re-do the written exam prior to attempting the OCE.

Candidates are unable to cancel their session once they have official begun the exam. The onus is on the candidate to communicate illness or extenuating circumstances to the Exam team in advance of their exam session. Requests to cancel an exam retroactively due to illness or other circumstances will not be approved. In the case of a sudden medical emergency or illness on an exam day, the candidate may apply for an Exam Review as per the Exam Review Policy.

## Exam Cancellation and Rebooking— For Candidates Who are Not Physiotherapist Residents

Candidates registered for the Ontario Clinical Exam (OCE) who **do not** hold a Provisional Practice certificate may rebook their exam subject to the payment of the rebooking fee as listed in the Exam Fees Policy.

## Exam Cancellation and Rebooking — For Candidates Who Hold a Provisional Practice Certificate in Ontario (Resident physiotherapist)

Candidates registered for the Ontario Clinical Exam (OCE) who hold a Provisional Practice certificate (PPC) may also rebook their exam subject to the payment of the rebooking fee as listed in the Exam Fee but will also need to consider the impact to their PPC. The expiry date of a Resident’s PPC is linked to their assigned exam date. Any changes to an exam date may impact the Residents ability to continue to practice once their PPC expires.

Candidates with an active Provisional Practice Certificate registered to an exam session who are considering cancelling or rebooking their exam date should contact the Registration team (registration@collegept.org) to determine how their Provisional Practice Certificate will be impacted by cancelling or rescheduling their exam before attempting to reschedule with the Exam Team if they do not want their Provisional Practice Certificate to expire.

## Withdrawal

Withdrawal refers to a candidate cancelling their exam date without rebooking for a later date or asking for the exam fee to be refunded (if applicable). Candidates who wish to withdraw from the exam process entirely may do so.

Should a candidate wish to attempt the OCE at a future date they will need to meet the eligibility criteria that is in place at the time. Candidates are reminded that if five years has passed since they last completed the Physiotherapy Competency Exam – written component (PCE-written) administered by the Canadian Alliance of Physiotherapy Regulators (CAPR), they will be required to re-do the written exam prior to attempting the OCE.

Resident Physiotherapists who decide to withdraw from the exam should contact Registration (registration@collegept.org) to determine the impact on their Provisional Practice Certificate before withdrawing from the exam.