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| **Department** | Registration / Exam |
| **Title** | Registration Exam Policy — Failure to Attend and Late Arrival |
| **Date Approved:** | August 10, 2022 |
| **Approved By:** | Registration Committee |
| **Dates Reviewed:** |  |
| **Date of Next Review** |  |
| **Version** |  |

## Failure to Attend

Candidates who fail to attend on their scheduled exam day at the prescribed time will forfeit their exam fee. The College of Physiotherapists of Ontario will contact any candidate that does not present on their scheduled exam day to inform them of possible next steps.

Candidates should make every effort to alert the College if they are unable to attend for their scheduled exam date, however, in exceptional cases, this may not be possible. The College will review any cases where exceptional circumstances prevented or impacted a candidate’s ability to attend for their exam. Supporting documentation may be required to assess next steps and determine if the candidate is entitled to any refunds or reallocation of exam fees to a different exam date.

Candidates who wish to rebook will be subject to a rebooking fee and must pay the exam fee by the designated payment deadline for the next scheduled exam session. For Resident physiotherapists, failure to rebook for the next exam date within two weeks may result in their certificate of registration being revoked.

## Late Arrivals

It is the candidate’s responsibility to ensure they login to the exam at the correct time and on the correct exam day. The candidate should make every effort to alert the College if they are unable to login on time for their scheduled exam date. No candidate will be allowed to start the exam if they login into the exam platform any later than 15 minutes after the beginning of the exam. Any late candidates that login to the exam within 15 minutes of the beginning of the exam will be provided with the opportunity to complete the exam with a time deficit or rebook for a later date at their own expense. Late candidates will not receive additional time to make up for what they have missed and are not entitled to a refund of the exam fee or reallocation of the exam to another exam date. Further the fact that the candidate arrived late or the time to take the exam was reduced will not be considered as grounds for a review or appeal of the exam results.

Informing the College of an expected late login does not guarantee that the candidate will be allowed to complete the exam or that special arrangement will be made to accommodate the late login. The College will review any cases where exceptional circumstances prevented or impacted a candidate’s ability to login on time for their scheduled exam. Supporting documentation may be required to assess next steps and determine if the candidate is entitled to any refunds or reallocation of exam fees to a different exam date.