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| **Department** | Exam |
| **Title** | Exam Policy – Exam Review Policy |
| **Date Approved:** | August 10, 2022 |
| **Approved By:** | Registration Committee  Reviewed by Examination Committee |
| **Dates Reviewed:** | February 21, 2024 |
| **Date of Next Review** | February 2025 |
| **Version** | 2.0 |

The goal of the Ontario Clinical Exam (OCE) is to fairly assess all candidates’ competence. However, during and after the exam, a candidate may identify factors which could have impacted their performance. Candidates should inform staff if they encounter any issues during the exam so that it may be documented. Wherever possible, College of Physiotherapists of Ontario staff will take measures to assist candidates and mitigate these factors during the exam.

In some cases, a candidate may feel that these factors may have significantly impacted their performance and were unable to be mitigated with the assistance of staff during the exam to such a degree that they may be unsuccessful in the exam as a result. In this case the candidate can request an Exam Review after the exam and in advance of receiving their results. The Exam Manager will review the request if one of the criteria for a review has been met and will determine if the candidatesʼ result should be confirmed or annulled based on the information provided by the candidate.

If the candidate disagrees with the determination of the Exam Manager. The candidate may seek an Appeal which will be considered by the Exam Committee. Review the [Exam Appeals Policy](https://www.collegept.org/docs/default-source/ontario-clinical-exam/exam-policy-appeals.docx?sfvrsn=7af8dda1_2) for more information on the appeal process.

## Criteria for an Exam Review

**Candidates may request an Exam Review if there was:**

* A significant administrative or procedural error (e.g., interruption of the exam or malfunctioning technology).
* An illness or personal medical issue which occurred during the exam, or
* An extraordinary circumstance that was outside of the candidate’s control that could not be mitigated and had an impact on the candidate.

**All requests for Exam Review must be received before results are released to candidates.** Candidates are strongly encouraged to reach out to the College immediately after their exam if they feel that any of the above listed criteria significantly impacted their performance. Exam review requests will only be accepted after the results have been released if there is documentation provided by the candidate detailing their concerns before results were released.

Acceptable documentation includes:

1. A formal email to the exam team detailing the concern and perceived impact to exam performance. Information outlined in the email should be substantive and detailed.
2. A complete exam review form with supporting documentation.

Where all candidates were adversely impacted in the same way (e.g., large scale internet disruption) candidates will be advised as to next steps.

It is the candidateʼs responsibility to immediately disclose to exam staff if they experience illness or another issue during the exam, to ensure the safety of the candidate, staff, and other candidates.

**IMPORTANT NOTE**: A candidate may have a difference of opinion to the examiners after receiving results, but the final judgement of examiners cannot be appealed. The candidate could choose to submit an application for an Independent Practice certificate of registration having not successfully completed the exam. These applications will be considered by the Registration Committee.

A review is not available in the following circumstances:

* Disputes regarding exam content or the structure of the exam
* Disputes regarding the scoring of the exam
* Disagreements related to the post-exam feedback provided to the candidate
* Encountering an examiner from a different or previous clinical exam

Exam content, including raw scoring, direct examiner comments, and recordings of the exam are confidential. These items will not be distributed or shared with candidates to assist the candidate with their request for a Review.

Once the request for a Review and supporting documentation are received, the candidate will be charged a fee and will be provided with instructions on how to pay by credit card or e transfer through the PT Portal. The fee must be paid before the Review process can begin. If the fee is not paid within the timelines the request will not be assessed or considered.

## Required Supporting Documentation

All Review requests must include supporting documentation.

* Statement of events from the candidate which identifies the reason why they are seeking the Review
* In the case of medical concerns, documentation from a health care provider(s) who can speak to the nature of the issue, including relevant matters such as how it arose, how it could have affected the candidate’s performance and the candidate’s ability to take a subsequent exam
* Any other available supporting documentation relevant to the circumstances

Any information pertaining to the candidates’ previous academic performance, clinical placement evaluations, letters of reference from past/current employers or financial status are not considered valid documents to support the Review process. These documents will not be considered and will be destroyed for privacy reasons.

## Review Outcomes:

After a review by the Exam Manager,

* The exam result is annulled. The fees for the review will be refunded to the candidate or the exam fee already paid will be applied to the next exam session, or
* The exam result is confirmed. In this case no fees are returned

Annulment of a result means that the attempt will not count as one of the candidate’s exam attempts and the result will be removed from the candidate’s exam history. A confirmed result means that the attempt will count as one of the candidate’s exam attempts. It is important to note that an unsuccessful attempt or fail cannot be changed to a pass as a result of a Review.