



Administrative Reconsideration Policy

Date Approved: April 20, 2005

Date Effective: April 20, 2005

Date Revised: December 10, 2019

Date Reformatted: August 18, 2022

Scope

This policy applies to all candidates who have failed a component of the Physiotherapy Competency Examination (PCE).

Principles

This policy has been developed in accordance with provincial fair access and registration legislation. Candidates are strongly encouraged not to attempt an examination and to withdraw from the examination by 4:30 PM Eastern on the day prior to the examination date if, prior to the examination, they are ill or experience extraordinary circumstances, including bereavement, that may affect their performance in the examination.

The adjudication of the application for Administrative Reconsideration will consider whether the candidate had sufficient prior knowledge of ill-health or extraordinary circumstances to make an informed decision with respect to withdrawing from the exam.

Definitions

“Administrative Issues” are examination day occurrences or omissions that deviate significantly from the Canadian Alliance of Physiotherapy Regulators’ (CAPR) examination administration standards or procedures.

“Extraordinary Circumstances” are situations outside of the control of the candidate which are not related to administrative issues on examination day or ill-health on examination day.

Purpose

The purpose of this policy is to outline the Administrative Reconsideration standards and timelines, and the process that may be initiated by candidates who have failed a component of the Physiotherapy Competency Examination.

Policy

1. Candidates may apply for an Administrative Reconsideration of their examination result in the following circumstances:
 - Where the candidate experiences ill-health on the day of the examination that they believe could reasonably be expected to have negatively affected their examination result; or
 - Where the candidate believes that there were administrative issues that could reasonably be expected to have negatively affected their examination result or



- placed them at a disadvantage relative to other candidates with respect to their ability to demonstrate competence; or
 - Where the candidate believes there exist extraordinary circumstances that could reasonably be expected to have negatively affected their examination result.
2. CAPR will not change an exam result from a fail to a pass as a result of granting a Administrative Reconsideration.

Potential Outcomes:

1. The Administrative Reconsideration is denied
 - The identified issue(s) could NOT reasonably be expected to have negatively affected the candidate's examination result. The failed attempt will remain in the candidate's examination history.
2. The Administrative Reconsideration is granted
 - The identified issue(s) could reasonably be expected to have negatively affected the candidate's examination result. The failed attempt will be removed from the candidate's examination history.

Additionally, if the Administrative Reconsideration is granted for reasons of administrative issues on examination day, CAPR will:

- refund the Administrative Reconsideration fee;
- annul the charge for the exam fee for the next exam attempt.

Procedure

Applications for Administrative Reconsideration and supporting documentation (including Administrative Reconsideration form and associated fee) must be sent via email to

csc_exams@alliancept.org or by mail to:

Canadian Alliance of Physiotherapy Regulators
Suite 501 – 1243 Islington Avenue,
Toronto, Ontario M8X 1Y9

In the situation of **ill-health** on the day of the examination:

- **Within seven (7) calendar days** of the candidate's examination date, the candidate must inform csc_exams@alliancept.org that they experienced ill health on the day of the exam. This email notification will be included in the evidence reviewed during the Administrative Reconsideration.
- **Within seven (7) calendar days** of the candidate's examination date, the candidate must submit the Candidate Medical Certificate completed by an appropriate regulated health professional, verifying that a medical assessment was performed at the time of the illness. The date of the certificate must be appropriate for, or match, the examination date.
- **Within thirty (30) calendar days** of the date of receipt of an unsuccessful (fail) examination result notification to the candidate, the following must be submitted:
 - Completed [Administrative Reconsideration form](#) detailing the reason(s) for the application.



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- Any other supporting documentation relevant to the candidate's illness and necessary for adjudication.
- Credit Card Authorization form in the amount of the Administrative Reconsideration fee.

Applications related to **administrative issues** or **extraordinary circumstances** on the day of the examination must be submitted **within thirty (30) calendar days** of the date of the examination result notification to the candidate and include

- Completed [Administrative Reconsideration form](#) detailing the reason(s) for the application
- Any supporting documentation to support the candidate's claim (Prometric ticket number in the case of technical issues, proof of death certificate in the case of bereavement, etc.) and necessary for adjudication
- Credit Card Authorization form in the amount of the Administrative Reconsideration fee

Information about performance on undergraduate placements, letters of reference, and financial status will not be considered as part of the Administrative Reconsideration process.

Upon receipt of the application and associated fee, CAPR will appoint an Examinations Officer to conduct an internal review of the documents provided by the candidate, as well as any other information deemed relevant (e.g., communication from the candidate on examination day about technical issues, any Prometric tickets, Proctor communications logs, etc.).

A letter documenting the outcome and rationale for the decision will be issued to the candidate by the National Director of Evaluation Services.