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Credentialling Policies

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2.1 Credentialling Standards

Date Approved: November 30, 2012

Date Effective: February 25, 2013

Date Revised: May 9, 2013, November 7, 2023

Scope

This policy applies to all internationally-educated physiotherapists applying to the Canadian Alliance of Physiotherapy Regulators' (CAPR) credentialling process.

Principles

This policy has been designed in accordance with the *Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications* principles of fairness, transparency, timeliness, and consistency, and in consideration of the minimum required standards of physiotherapy programs offered in Canada.

Purpose

The credentialling process involves comparing an internationally educated physiotherapist's education and credentials to that of a Canadian-educated physiotherapist in order to determine if there are substantial differences in the qualifications that would prevent the internationally educated physiotherapist from being eligible for the Physiotherapy Competency Examination (PCE).

Policy

In order to determine if an internationally educated physiotherapist's training is substantially equivalent to that offered in Canada, the following five criteria must be met:

Criterion 1: Verification of qualifications and credentials through authentic and valid documentation

All documents, including identity documents, submitted for assessment shall be checked and verified. If any documentation is found to be irregular or fraudulent, the credentialling application shall be closed in keeping with CAPR Policy 2.3 Fraudulent/Irregular Documents and Cheating.

Criterion 2: Completion of a university-level, entry-to-practice degree in physiotherapy

Completion of a university-level, entry-to-practice degree (or credential by another name) in physiotherapy, awarded by a recognized institution authorized to issue credentials equivalent to a degree in Canada is required. Diplomas awarded by a non-university institution may be accepted if assessed and determined to be equivalent to at least a Bachelor's degree in Canada.

Criterion 3: Successful completion of a minimum of 1025 hours of supervised clinical education

As part of their university level, entry-to-practice degree in physiotherapy, credentialling applicants must have received at least 1025 hours of supervised clinical education, with at least 100 hours in musculoskeletal, 100 hours in neurological and at least 40 hours in cardiorespiratory conditions. This is sometimes called supervised clinical practice, or clinical internship, or clinical placement or practicum.



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The number of hours (1025) is the minimum standard for Canadian physiotherapy programs as set by Physiotherapy Education Accreditation Canada (PEAC).

Criterion 4: Fluency in English or French

CAPR requires that most internationally-trained physiotherapy students undergo mandatory language testing from one of the CAPR's approved testing organizations. Applicants who have completed their physiotherapy education in certain countries are exempt from language testing. Please see Policy 2.2 Language Proficiency for details.

Criterion 5: Knowledge of the practice of physiotherapy within the Canadian healthcare system

CAPR requires that all applicants to the credentialing process take a course in the 'Context of Physiotherapy Practice in Canada'. This course must include a formal method of assessment that tests students on the course content.



2.2 Language Proficiency Policy

Date Approved: September 14, 2012

Date Effective: April 4, 2013

Date Revised: December 13, 2018, February 21, 2023

Scope

This policy applies to all internationally-educated physiotherapists applying to the Canadian Alliance of Physiotherapy Regulator's credentialling process.

Principles

As part of CAPR's obligation to maintain high standards of quality and safety in physiotherapy practice, all internationally-trained physiotherapists must demonstrate proficiency in English or French as part of the credentialling process. This will ensure that physiotherapists licenced by CAPR's members will have the language skills necessary to conduct their practice safely and effectively.

Purpose

To clarify the language standards required by CAPR to demonstrate minimum language proficiency. CAPR encourages all applicants to check with their regional regulatory organization as each organization may have different language requirements.

Policy

- 1) To become licensed or registered, an applicant must be fluent in either English or French. If they completed their entry-to-practice physiotherapy education (both classroom and clinical portions) in one of the following countries (where English or French is the official national and only language used primarily in all levels of education): Australia, United States of America, New Zealand, Republic of Ireland, United Kingdom, or France they do not need to complete a language proficiency test. If they completed their entire primary and secondary school education in Canada, they do not need to complete a language proficiency test.
- 2) Applicants educated in other international jurisdictions must achieve the minimum score in each language skill area (writing, speaking, listening, and reading) on one of the approved language tests listed in this policy's Appendix (see below).
- 3) All scores must meet the minimum requirements in one sitting. Scores from multiples sittings cannot be combined to meet the language requirement.
- 4) The language testing agency must submit the official language scores directly to CAPR within two years of the test date. If CAPR receives an official language test result before an application, the test results must still be valid (i.e. less than two years old) at the time the application is received.



- 5) CAPR can begin credentialling assessments before receiving proof of language proficiency in English or French but cannot complete the assessment or distribute the Final Results Letter until proof of language proficiency has been provided.

Appendix

Accepted Language Tests

- Canadian English Language Proficiency Index Program General (CELPIP G)
- International English Language Testing System General Training (IELTS GT)
- International English Language Testing System Academic (IELTS AC)
- Test of English as a Foreign Language (TOEFL)
- Test d'évaluation du français (TEF)
 - TEF Canada, TEF Quebec and TEF 5 épreuves
- Test de connaissance du français (TCF)
 - TCF Canada, TCF Quebec and TCF Tout Public

Required Minimum Scores

	CELPIP G	IELTS GT	IELTS AC	TOEFL (iBT)	TEF	TCF
Reading	9	7.0	7.0	21	248	524
Writing	8	6.5	6.5	21	349	12
Listening	8	7.0	7.0	21	280	503
Speaking	8	6.5	6.5	21	349	12
Overall	-	-	-	92	-	-



2.3 Fraudulent/Irregular Documents and Cheating

Date Effective: February 25, 2013

Scope

This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles

This policy has been designed in accordance with the *Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications* principles of fairness, transparency, timeliness, and consistency, and in consideration of the Alliance core values of protecting the public interest.

Purpose

To promote safety and quality of physiotherapy in Canada, all documents and test results submitted to the Alliance as part of the credentialling process will be checked to confirm that they are valid and authentic.

Policy

All documents and test results submitted to the credentialling process by an applicant or on his or her behalf will be examined by a credentialling officer to confirm that they are authentic.

Fraudulent/Irregular Documents or Cheating

If a credentialling officer has reason to believe that documents or results are forged, fraudulent, altered, irregular, or involved cheating, then the Alliance shall investigate. The applicant will be contacted to verify the information. If the applicant cannot provide a satisfactory explanation, the file will be closed. All documents received become the property of the Alliance, and the Alliance will notify the applicants or their representative and the credentialling agencies the Alliance is partnered with. The Alliance also reserves the right to inform its member Canadian regulators and the educational institution that supposedly issued the credentials.

If an application has been closed due to the finding of an irregular document or cheating, then the applicant is allowed to appeal the finding through the Administrative Reconsideration/Appeals process. Individual credentialling officers will be able to give instructions should applicants choose to apply for administrative consideration or appeal.

Degree Mills or Diploma Mills

The Alliance does not accept physiotherapy credentials from 'degree mills' or 'diploma mills'. Degree mills use names of non-existent universities, or establish a university without proper authorization, to sell documents that are not backed by appropriate study or examinations, and diploma mills sell documents not backed by appropriate study or examinations and operate without the supervision of a



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state or professional agency. Applicants found to possess physiotherapy credentials from such institutions will be subject to the penalties above.

If an applicant is found to have cheated or committed fraud in a way that does not impact the documents needed for credentialing, the Alliance will continue the document assessment but will still notify its partners as stated above.



2.5 Translated Documents

Date Effective: February 25, 2013

Date Revised: November 7, 2023

Scope

This policy applies to all internationally-educated physiotherapists applying to the Canadian Alliance of Physiotherapy Regulators' (CAPR) credentialling process.

Principles

CAPR receives documents and applications from all over the world. The credentialling process requires the submission of authentic and true translations into English or French in situations where the documents were not originally produced in either of these languages.

Purpose

As documents in languages other than English or French are often used to determine the competency and training of an internationally-educated physiotherapist, having authentic and dependable translations is necessary to ensure the correct information is considered.

Policy

There are three ways that translated documents can be submitted to CAPR:

1. Applicants, or their representatives, can have the documents that would normally be acceptable to be received from the applicant (e.g. degree, identity documents) translated by a certified translator and then sent to CAPR.
2. A university can forward documents translated by that university's official translator, along with the documents in the original language, directly to CAPR.
3. A university can forward **un-translated** documents, which will then be forwarded to the applicant to be translated by a certified translator and then sent directly to CAPR.

CAPR will not accept copies of translations. All translations received by CAPR must be originals.

Definitions

CAPR will only accept translations performed by a certified translator, who is usually certified by a government organization, such as the Association of Translators and Interpreters of Ontario. For international translators, the CAPR standard is a translator who has been certified by a member organization of the International Federation of Translators.

In some countries a certified translator may be called an 'official' translator.



2.7 Graduation Verification

Date Effective: February 25, 2013

Date Revised: November 7, 2023

Scope

This policy applies to all internationally-educated physiotherapists applying to the Canadian Alliance of Physiotherapy Regulators' (CAPR) credentialling process.

Principles

Applicants may have finished all degree requirements and thus be eligible to apply for the credential assessment but may not have the degree in their possession due to the timing of graduation ceremonies. Factors such as this, which are beyond the applicant's control, should not create an unnecessary barrier to the applicant.

Purpose

CAPR requires verification of an applicant's graduation status prior to processing their application. This is normally provided through the receipt of a copy and translation, where required, of the applicant's degree; however it is possible for an applicant to apply for the credentialling process after he or she has graduated but before receiving a diploma or degree.

Policy

With the Graduation Verification Form or official letter, CAPR may commence the credentialling assessment prior to receiving the final degree or diploma, but the assessment cannot be completed without the final degree or diploma. Assessment results letters cannot be released until the degree/diploma has been submitted, as the assessment is incomplete without this information.



2.8 Distance Learning

Date Effective: February 25, 2013

Date Revised: May 8, 2014

Scope

This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialing process.

Principles

The nature of the profession of physiotherapy requires that physiotherapists gain both clinical and theoretical knowledge and the ability to apply practical skills in the treatment of the patient.

Purpose

Distributed education and distance learning are becoming more common with advancing technology. This policy sets out the position of the Alliance with respect to the use of these approaches in physiotherapy education programs.

Definitions

Distributed education is a broad concept that encapsulates all attempts to move education partway or completely away from the standard concept of a centralized campus. This includes methods such as virtual classrooms or setting up off-site classes.

Distance learning is a subset of distributed education that refers to information-technology assisted learning that occurs between professors and students who are separated by time or space.

Background

Distributed education can make education more accessible and has been used successfully within Canadian physiotherapy training programs; Physiotherapy Education Accreditation Canada has released a set of standards and guidelines dealing with distributed and distance learning. The most important of these is the principle of *substantive equivalency*, which states that even though there are unavoidable differences between traditional and distributed (including distance) learning, tools must be developed to ensure that students are evaluated equally. While this is possible with theoretical material it would be very difficult for courses that teach clinical material through hands-on experience, and The Alliance has not yet been presented with an example of it being done successfully.

As clinical material is vital to the training of a physiotherapist, the Alliance has concluded that an acceptable entry-level physiotherapy program cannot be taught entirely by distance learning methods.

Policy

It is the position of the Alliance that an entry-to-practice physiotherapy degree cannot be entirely taught by distance learning. Courses in physiotherapy clinical practice must have onsite, in person laboratory



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components with the presence of an instructor. Additionally, clinical supervised practice placements or practicums must be delivered onsite with direct supervision.

Where an applicant has a recognized entry-to-practice level degree/diploma in physiotherapy, upgrading courses such as bridging or degree completion courses may be accepted if delivered by distance learning where these courses are not clinical practice courses.

This policy is not meant to discourage physiotherapy training institutions from integrating distributed learning components into traditional physiotherapy programs and should not be interpreted as a stance against distributed learning itself.



2.9 Expiration of Credentialling Results

Date Effective: February 25, 2013

Scope

This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles

The nature of the profession of physiotherapy requires that internationally educated physiotherapists maintain the currency of their skills and knowledge. The time a physiotherapist spends out of practice must also be minimized to ensure a greater chance of success on the PCE and in the profession.

Purpose

It is important that an applicant attempt the exam as soon as possible after they successfully finish the credentialling process. This helps to ensure that an applicant's skills and the Alliance's assessment remain current.

Policy

The results of a credentialling assessment remain valid for a period of two years. A credentialling applicant must address any outstanding issues and attempt the Physiotherapy Competency Examination (PCE) within two years of receiving a credentialling results letter. If an applicant fails to complete their first attempt of the written component of the PCE within this period, their file will be closed.

There are certain cases in which an applicant may be unable to attempt the exam within the two year period, such as financial inability to pay for the exam, or the inability to obtain a visa to come to Canada within the stated time period. Such applicants who have had the validity of their results expire will be required to apply for a New File Review in order to re-assess their eligibility to attempt the exam. A fee shall be charged for a New File Review and the file will be assessed using the most current standards in place at the time of the New File Review. Due to changing standards, there is no guarantee that the applicant will continue to be eligible as a result of the New File Review.



2.10 Supervised Clinical Practice Hours

Date Approved: May 9, 2013

Date Effective: May 9, 2013

Date Revised: February 24, 2020

Scope

This policy applies to all internationally-educated physiotherapists applying to CAPR's credentialing process.

Principles

Minimum requirements for supervised clinical practice hours are necessary to ensure that clinical practical skills were attained and evaluated and represent the skills expected of a university-trained graduate across the scope of practice present in the Canadian healthcare system.

Purpose

To provide clarity regarding the minimum requirements an applicant must have with respect to supervised clinical practice hours.

Definition

Supervised clinical practice consists of supervised and evaluated experience as a physiotherapist-in-training within an entry to practice program, where the student gains practical experience and engages in a range of professional opportunities in various settings, for the purpose of learning and applying physiotherapy knowledge, skills, behaviours and clinical reasoning. Supervised clinical practice does not include academic classroom hours or practice on other students or staff. (Adapted from the 2011 Clinical Education Guidelines for Canadian University Programs.)

Policy

An applicant's entry to practice, university level physiotherapy degree must have a component of supervised physiotherapy clinical practice that consists of:

- A minimum of 1025 hours supervised clinical education in total, with
- A minimum of 100 hours in musculoskeletal, 100 hours in neurological and 40 hours in cardiorespiratory conditions.

The applicant must have successfully completed the minimum number of hours outlined above.

Where an applicant has an entry-to-practice, university level degree in physiotherapy, the successfully completed supervised clinical practice hours may be accepted from the following sources:

- The entry-to-practice, university level degree in physiotherapy from a recognized/accredited university;
- A college program in physiotherapy, whether recognized/accredited or not, but where the hours have been explicitly accepted as transfer credit by the recognized/accredited entry-to-practice, university level degree program in physiotherapy;



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- A non-entry-to-practice Master's degree in physiotherapy from a recognized/accredited university.

Where an applicant does not meet the required hours of supervised clinical practice, they may be eligible to address these gaps by having worked hours as a physiotherapist recognized as prior learning when the applicant has successfully completed:

- A minimum of 820 hours of supervised clinical education in total, and
- A minimum of 80 hours in musculoskeletal, 80 hours in neurological and 40 hours in cardiorespiratory conditions.



2.11 Administrative Reconsideration Policy for Credentialling

Date Approved: April 20, 2005

Date Effective: April 20, 2005

Date Revised: December 10, 2019

Scope

This policy applies to all internationally-educated physiotherapists (applicants) whose credentials have been deemed to be substantially different from those of a Canadian-educated physiotherapist by The Canadian Alliance of Physiotherapy Regulators (CAPR).

Principles

This policy has been developed in accordance with provincial fair access and registration legislation.

Definitions

“Administrative reasons” are errors or omissions that deviate significantly from CAPR’s credentialling standards or procedures that negatively impact the applicant’s credentialling outcome.

Purpose

The purpose of this policy is to outline the Administrative Reconsideration standards and the process that may be initiated by applicants whose credentials have been deemed to be substantially different from those of a Canadian-educated physiotherapist by CAPR.

Policy

In some exceptional cases, CAPR’s credentialling assessment may determine that an applicant’s education does not meet the credentialling standards in place at the time of their assessment. In such cases, applicants may apply for an Administrative Reconsideration.

Applicants may apply for an Administrative Reconsideration of their credentialling assessment result in the following circumstances:

- Where the applicant believes that there were administrative reasons that affected the processing of their assessment; or
- Where the applicant believes that there was a lack of due process; or
- Where the applicant believes that their credentials have been evaluated incorrectly, such that a wrong decision has been made.

All requests for Administrative Reconsideration shall be set out in writing, detailing the reason(s) for the request and all particulars necessary to allow the Administrative Reconsideration to be adjudicated. Requests for Administrative Reconsideration must be received in CAPR’s office within 30 calendar days of the date of the applicant’s final assessment decision.



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Applicants should submit any additional information that they deem relevant to their Administrative Reconsideration.

- Additional information must be provided directly to CAPR from the issuing institution, where applicable;
- *Information regarding financial status and letters of reference will not be considered as part of the Administrative Reconsideration process.*

Upon receipt of the relevant documents and associated fee, CAPR will appoint a Credentialling Officer to conduct an internal review of the documents and any other information deemed relevant. The Credentialling Officer who made the final assessment decision shall not conduct the Administrative Reconsideration review. A letter outlining the rationale for the decision, and the associated outcome(s), will be issued to the applicant by the National Director of Evaluation Services.

Potential Outcomes:

- The application for Administrative Reconsideration is granted. If this is the case, the following will occur:
 - If the source of the Administrative Reconsideration was due to administrative issues as defined by CAPR, the associated fees of the application for Administrative Reconsideration will be refunded to the applicant.
- The application for Administrative Reconsideration is denied. If this is the case, the applicant may apply for an Appeal of their Administrative Reconsidering outcome (see Appeal Policy for Credentialling).



2.12 Appeal Policy for Credentialling

Date Approved: April 20, 2005

Date Effective: April 20, 2005

Date Revised: December 10, 2019

Scope

This policy applies to all internationally-educated physiotherapists (applicants) who are not satisfied with the outcome of their Administrative Reconsideration.

Principles

This policy has been developed in accordance with provincial fair access and registration legislation.

Definitions

“Appeals Resource Group” is a pool of individuals appointed by the Evaluation Services Committee of the Canadian Alliance of Physiotherapy Regulators (CAPR) to provide membership to an Appeal Panel that reviews Appeals of Credentialling and Examination Administrative Reconsideration decisions.

“Appeal Panel” is the panel appointed from the Appeals Resource Group to review a particular appeal. The Chief Executive Officer of CAPR facilitates this review but is not a member of an Appeal Panel. From time to time, an Appeal Panel may be augmented by external experts when further expertise is required.

Purpose

The purpose of this policy is to outline the Appeal standards and the process that may be initiated by applicants who are not satisfied with the outcome of their Administrative Reconsideration.

Policy

If an applicant is not satisfied with the outcome of their Administrative Reconsideration, they may Appeal.

All requests for Appeal shall be set out in writing, detailing the reason(s) for the request and all particulars necessary to allow the Appeal to be adjudicated. Requests for Appeal must be received in CAPR’s office within 30 calendar days of the date of the Administrative Reconsideration decision.

Applicants should submit any additional information that they deem relevant to their Appeal.

- Additional information must be provided directly to CAPR from the issuing institution, where applicable;
- *Information regarding financial status and letters of reference will not be considered as part of the Appeal process.*

CAPR Appeal hearings are generally in writing only; however, applicants may request an opportunity to make an oral presentation to the Appeal Panel. Applicants requesting to make an oral presentation must make this request at the same time as written documents are submitted outlining why the request is



necessary. The Appeal Panel will consider this request and determine whether an oral presentation is warranted. All oral submissions are made to the Appeal Panel via teleconference during the Appeal Panel meeting; the onus is on the applicant to make themselves available at this time.

Upon receipt of the relevant documents and associated fee, the Appeal process will be initiated. An Appeal Panel will review the original documents, the Administrative Reconsideration decision, and any additional information provided by the applicant and/or CAPR staff. The Appeal Panel will determine whether the outcome of the Administrative Reconsideration was reasonable given the available evidence.

A written Appeal report, documenting the Appeal Panel decision and signed by the Chief Executive Officer, shall be provided to the applicant. The report will include the outcome of the Appeal and reasons for the decision.

Potential Outcomes:

- The application for Appeal is granted. If this is the case, the following may occur:
 - An applicant's credentials and qualifications could be deemed not substantially different to that of a Canadian-educated physiotherapist.
 - If the source of the Administrative Reconsideration was due to administrative issues as defined by CAPR, the associated fees of the applications for Appeal and Administrative Reconsideration will be refunded.
- The application for Appeal is denied.

An Appeal is the final level of review; as such, the decision of the Appeal Panel shall be final and binding upon the Applicant.



2.13 Credentialling Eligibility Policy

Date Approved: June 17, 2020

Date Effective: June 17, 2020

Scope

This policy applies to internationally-educated physiotherapists applying to the Canadian Alliance of Physiotherapy Regulator's (CAPR) credentialling process.

Definition

“Credentialling” is the process of evaluating documentary evidence that an applicant provides to determine if their qualifications are not substantially different from the established or published standard in the receiving country or jurisdiction.

Purpose

To provide clarity on who may apply for CAPR's credentialling process.

Policy

To be eligible to apply to CAPR's credentialling process, applicants must have completed all of the degree requirements for their program. In accordance with credentialling policy 2.7 Graduation Verification, applicants may begin the credentialling process prior to receiving the final degree or diploma, by having the educational institution submit the Graduation Verification form or official letter. While an applicant can begin the credentialling process with a Graduation Verification form or official letter, their final results cannot be released until the degree or diploma has been submitted and accepted by CAPR.

Applicants who successfully complete the credentialling process will be granted eligibility to attempt the Physiotherapy Competency Examination (PCE). Once an applicant has completed their first attempt of the PCE, they are no longer eligible to re-apply for credentialling using the same credentials.

If an applicant's credentials are assessed to be substantially different from that of a Canadian-educated physiotherapist and their application is denied, the applicant cannot re-apply for the credentialling process using the same credentials under the same credentialling standards.



2.14 Alternative Credential Evaluation

Date Approved: 2006

Date Effective: 2006

Date Revised: December 10, 2019

Scope

This policy applies to internationally-educated physiotherapists applying to CAPR's credentialing process.

Principles

This policy has been designed in accordance with the *Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications* principles of fairness, transparency, timeliness, and consistency, and in consideration of the minimum required standards of physiotherapy programs offered in Canada. This policy is also informed by the *Recommendation on the Recognition of Qualifications Held by Refugees, Displaced Persons and Persons in a Refugee-like Situation* from the Convention on the Recognition of Qualifications concerning Higher Education in the European Region.

Definitions

"Alternative credential evaluation" is a process of providing options to submit alternative documentation or alternative proof to meet the standard credential assessment criteria, in situations where an applicant is unable to submit the regularly required documentation. An alternative credential evaluation process does not give applicants alternate criteria to meet nor will it exempt them from any of the standard assessment criteria.

The alternative credential evaluation process is not faster or easier than the standard credential evaluation process. The standard process is the simplest and fastest assessment route for applicants.

"Officially issued document" is, for the purpose of an alternative credential evaluation, an original or copy of a document(s) that provides evidence that the applicant obtained a physiotherapy credential that meets CAPR credentialing standards. Acceptable officially issued documents are:

- Diploma, degree or certificate
- Academic records (transcripts/mark sheets/grade lists/records)
- Professional Licence / Certificate
- Clinical Internship Certificate
- Other officially issued documents (i.e. letter of appointment, student ID card, etc.)

Purpose

In some exceptional cases, there may be instances where a credentialing applicant is unable to submit some or all of the required documents for valid reasons that are beyond the applicant's control. The purpose of this policy is to provide alternative credential evaluation options to those internationally-educated physiotherapists who are unable to provide the standard documentation required to complete CAPR's credential assessment process.



Policy

Internationally-educated physiotherapists who are unable to provide some or all of the required credential assessment documents for valid and substantiated reasons beyond their control may be eligible for an alternative credential evaluation.

Valid reasons may include, but are not limited to:

- Refugees who are unable to contact their institution due to fear of persecution for themselves or their family;
- Applicants whose institutions have closed and can no longer submit the required documentation; or
- Applicants whose institutions have destroyed their records.

Valid reasons for an alternative credential evaluation are not limited to the above examples. Other circumstances shall be considered by CAPR on a case-by-case basis. Financial cost of obtaining the required documentation is not an acceptable reason.

As part of the application for an alternative credential evaluation, the applicant is required to submit a description of the circumstances that prevent the applicant from providing standard documents. The applicant must also describe what steps have been taken to obtain the necessary documents.

CAPR shall independently confirm that there is evidence for the submitted rationale. If the application for alternative credential evaluation is accepted, CAPR will assist the applicant in building a portfolio. CAPR requires at least one officially issued document in order to proceed with an alternative credential evaluation. The portfolio will be sent to an educational assessment agency. A CAPR determination will be made utilizing the findings from the educational assessment agency.