CIPHI Board of Certification Virtual Oral Exam
Special Addendum to BOC Policy 4

Purpose:

The CIPHI Board of Certification has prepared a virtual exam policy and process for the upcoming April 28, 2021 certification oral exam. A virtual format ensures all candidates have the opportunity to certify regardless of the COVID-19 restrictions in Canada that may be in place at the time of the exam.

Virtual Exam Scheduling

The BOC will notify potential candidates by March 9, 2021, via the BOC website, Listserv and through the CIPHI office that the April 2021 oral exam may be in a virtual exam format. Exam coordinators (EC) will confirm the format of the exam with candidates by April 6, 2021. At the same time, if the virtual exam is confirmed, the ECs will provide the candidate with their exam time and the meeting link to the virtual platform (Zoom) via email. The EC will use the emails provided by the candidate in their BOC application.

Due to the complexities of scheduling candidates for a virtual exam, ECs cannot make changes to candidate exam times once assigned. Additionally, ECs cannot take any requests for specific exam dates or times.

Candidate Preparation Requirements

Candidates must attend a drop-in session to test their equipment, operating system, the virtual platform and their internet connection during the week of April 19, 2021. The drop-in session will take approximately 15 minutes. The ECs will email the candidates, no later than April 12, 2021, with instructions on how to and options as to when to attend one of these sessions. Candidates who fail to attend a drop-in session will be withdrawn from the April 28, 2021 oral exam.

At the end of the drop-in session, candidates must agree to a virtual oral exam agreement, which confirms that they meet all equipment and connection requirements and that they consent to the virtual exam format and the policy. At this time, the candidate must also confirm their contact information, including a cell phone and email that they will use during the exam for contact in case of technical issues. If a candidate requires special testing accommodations (i.e. additional time or screen readers), they must notify the CIPHI office of this request in advance of the drop in session in order for the BOC to determine an accommodation plan.

Audio / Video Requirements:

Prior to the drop-in session, candidates must download the free Zoom Client for Meetings application on the device that will be used during the exam. The BOC will not ask candidates to download or operate any additional online platforms or exam delivery software prior to or during the exam.

Candidates must use a desktop or laptop computer with clear, stable audio and video capability. Phones and tablets are not allowed for the virtual oral exam. Earbuds are also not allowed during the exam. Candidate will need to confirm that they will use the same device on the exam date that they used during the drop-in session.
Candidates can test their internet speed at Speedtest.net. A download speed between 50Mbps and 150Mbps is recommended. A wired connection to the internet is ideal but not mandatory. It is also ideal, to avoid having any other devices drawing on the internet connection at the time of the exam to reduce connection difficulties. For more instructions, please review the system and bandwidth requirements at System requirements for Windows, macOS, and Linux – Zoom Help Center.

**Virtual Exam Environment**

Candidates may attend the virtual exam from home, an office location or other secure location, as long as the space is a closed room, free of distraction, with no other people or pets are around. The room must have a strong internet connection. The space must be well-lit, avoiding backlight from bright windows. The test environment/or camera view of the test environment should be clear of personalized information (e.g., academic degrees, family photos, etc.). Virtual backgrounds are not permitted. Desk must be free of any clutter or unnecessary materials. Candidates should be dressed in professional attire.

Candidates must join the virtual meeting room at their scheduled exam time and participate in an orientation with the other candidates before their exam begins. The exam coordinator will then move the candidates to their respective virtual exam room (Zoom Breakout Rooms).

An exam panel chair will greet the candidate and introduce them to the exam panel. An exam panel will examine each candidate in accordance with the BOC Policy 4 and the Guideline for Exam Coordinators & Examiners. Examiners will read out the questions to the candidate, as they would during an in person BOC exam. Candidates are encouraged to focus on the examiner who is asking the question. The exam panel chair will review all this necessary information with the candidates prior to the start of the exam.

The exam panel chair will note the time when the exam begins and the candidate will have 75 minutes to answer the 12 scenario oral exam questions. The exam chair will present each scenario on their screen for the candidate to view during the respective scenarios.

Once candidates have completed their exam they can disconnect from the virtual meeting room.

Exam panels will move into a separate confidential breakout room to discuss the exam results before moving on to the next exam session.

**Technical Support & Troubleshooting**

Both candidates and examiners will have the ability to request technical support, via cell phone or email, before and during the exam by requesting help from the appointed IT support contacts. The candidate must immediately notify the exam panel chair at any point during the virtual exam if they are experiencing technical difficulties.

IT support will be on standby in the event that there are questions/concerns regarding the virtual exam, before or during the exam.

**Interrupted Oral Exam Sessions**

Unexpected distractions and interruptions may occur at times during the exam. Distractions and interruptions include, but are not limited to, background noise that interferes with the ability to conduct the exam.

The exam panel chair, in consultation with the BOC oral exam panel members will determine if the distraction or interruption can be handled or if the exam must be terminated e.g. internet drop, power
outage and if the exam will need to be stopped or if the interruption will warrant for the candidate to be disqualified from the exam process. If only one of the examiners is having technical difficulties the exam may proceed with the other two examiners and the candidate.

All interruptions must documented by the exam panel chair and reviewed by the exam coordinators after the exam is complete.

Candidates who had interrupted exams that could not be resumed during the exam schedule will be contacted by the exam coordinator to determine if their issue can be resolved on exam day. The BOC will have additional exam panels to resume any exams that may have been interrupted earlier in the day. If the issue cannot be resolved the candidate will be deferred until the next available BOC exam in October of 2021.

Candidates are responsible for documenting their own technical issues and immediately notifying the exam panel chair of their technical difficulties.

Exam Security

Candidates Joining the Session

Candidates are required to participate in several steps to ensure the security of the examination.

1. **Identification:** At the beginning of the exam session the exam panel chair will require each candidate to present a valid Canadian government-issued form of identification (such as a driver’s license or passport) that includes a photograph and signature. This identification must match their first and last name as it appears on their oral exam registration. The only acceptable difference is the presence of a middle name or middle initial.

2. **Room check:** Candidates will be expected to use their camera to provide a scan of the room they are using for the virtual exam. The Exam panel will need to see behind the computer, ceiling, desk area, side walls, and the blank note paper that will be used during the exam. The exam panel may request an additional scan of the room during the exam if they deem necessary.

3. **Eyes on the screen:** Candidates are expected to keep their eyes on the camera or computer screen for the majority of the exam process. The candidate may look down on occasion if notes are being taken during the exam or are being reviewed, but when answering the question eyes should be kept on the camera. Failure to do so, or if the candidate is repeatedly warned that they are looking away from the camera too often it may result in the termination of the exam.

4. **Candidate acknowledgment:** Candidates must sign off and agree to the virtual exam policy process and the non-disclosure policy. Candidates have a responsibility to protect the examination integrity. They must acknowledge the consequences of non-compliance, such as sharing exam questions with others or reviewing prohibited materials during the exam. Non-compliance could result in exam failure and the candidate will have to reapply for a future BOC exam.

Non-Disclosure Policy

All CIPHI Board of Certification examinations and examination materials are confidential. The examination materials are made available to examinees solely for the purpose of achieving the Certificate in Public Health Inspection (Canada). Candidates are expressly prohibited from disclosing, publishing, reproducing, or transmitting any CIPHI Board of Certification examination or examination materials, in
Virtual Examination Process Day of the Exam

Exam Coordinator (EC):

- Greet candidates as they enter the main virtual meeting room.
- Remind candidates they need to be in a secure room free of distractions and that they will have to show the exam chair the room in which they are located.
- Inform candidates that they may be recorded during the exam but that they are prohibited from recording the session themselves.
- Remind candidates of the non-disclosure policy.
- Confirm candidates are using the appropriate equipment.
- Provide candidates with cell phone numbers and emails for IT support in case of technical issues.
- Place candidates in their respective breakout rooms when the exam session is ready to start.

Exam Panel Chair:

- Greet candidates as they enter the breakout room and introduce them to exam panel.
- Confirm the candidate’s identity by checking their government-issued photo identification.
- Explain the exam process to the candidate.
- Ensure the candidate is alone in the room and that their desk is clear except for blank paper and pen for notes.
- Observe the candidate for abnormal behaviours that may indicate non-compliance with the virtual exam policy.

Candidates:

- Confirm you have a strong internet connection, and a working microphone, speakers and a web camera. A computer or laptop, but you cannot use a tablet, Chromebook or mobile device.
- Make sure you are in a private room and your desk, monitor and walls are clear. Remove books, bags, phones, and any other unnecessary items from the room. Only blank paper and pen are allowed for taking notes during the exam.
- Confirm that you are alone in the room for the duration of the exam. It is your responsibility to notify others that they should not enter the room during your exam.
- Turn off other electronic devices and keep them clear of your workspace (e.g. phones, tablets, internet-connected watches, etc.)
- Scan your workspace upon the request of the exam panel chair and review the rules of your exam.
- Show the exam panel chair your government-issued photo ID.
- If you experience any technical issues during the start-up process, contact your IT support immediately.
- Keep your microphone on for the duration of the exam.
- Do not type on the keyboard during the exam. You may use a pen and paper to take notes during the exam.
- Any notes taken during the exam must torn up in front of the examiners at the end of the exam session.