



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

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Candidate Information – Performance Examinations Pharmacist/Pharmacy Technician Qualifying Examination – Part II (OSCE/OSPE)

This document provides general information of what to expect on exam day. For more detailed information, visit the [PEBC website](http://www.pebc.ca) or by clicking [OSCE](#) or [OSPE](#). Candidates must also ensure that they have read and understood the [Candidate Rules of Conduct – Performance Examinations \(OSCE/OSPE\)](#) as candidates are expected to abide by them.

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Identification

1. To be admitted to the **PEBC Qualifying Examination – Part II (OSCE/OSPE)**, candidates must bring the following two items to the exam:
 - i. PEBC *Admission Card* (printed on white paper, not an electronic copy)
 - ii. Government-issued photo identification – one of the following:
 - Canadian or Foreign Passport
 - Canadian Provincial Driver’s Licence
 - Canadian Provincial Photo Health Card
 - Canadian Permanent Resident Card

The government-issued photo ID must:

 - be original as issued (no photocopies or electronic copies)
 - be valid (non-expired)
 - bear the same name as the *PEBC Admission Card*
 - resemble the candidate’s current physical appearance
2. Candidates must contact PEBC **prior** to exam day if they:
 - are unable to provide one of the above government-issued photo IDs
 - have any concerns about the ID that they will bring to the exam
3. If a female candidate cannot be identified due to a veil covering her face, two female exam personnel take the candidate to a private area where they confirm the candidate’s identity.

Apparel

4. Candidates must bring and wear a plain lab coat, dispensing jacket, uniform or scrubs with any logos or identifiers (e.g. school, employer, name) removed or covered in opaque (e.g. duct) tape.
5. Although PEBC attempts to ensure the comfort of all candidates and exam personnel, conditions are sometimes beyond our control, e.g. temperature fluctuations. Candidates are strongly encouraged to dress for fluctuating temperatures in exam rooms.

Security & Belongings Check

6. On arrival, candidates are asked to empty pockets and turn in all pocket contents and personal belongings other than permitted and prior approval items. For full details regarding permitted, prior approval and prohibited items, refer to *Candidate Personal Items and Registration and Candidate Materials* for [Pharmacists](#) or [Pharmacy Technicians](#) on the PEBC website.
7. For security reasons, candidates may be individually scanned using an electronic and/or metal detector, randomly or otherwise, before admission and/or during the examination.

8. PEBC and exam centres are NOT responsible for lost, damaged or stolen personal items. Candidates are encouraged only to bring permitted items and prior approval items on exam day. Please review the [Candidate Personal Items List](#) for Permitted, Prior Approval and Prohibited Items.

Candidate's Agreement & Orientation

9. Before exam day, candidates are required to read the *Candidate's Agreement*. Click [here](#) to view.
- candidates will receive, sign and hand in one copy of this agreement on exam day; you do not need to bring a printed copy with you
 - if candidates have any questions or concerns about the contents of the *Candidate's Agreement*, they must contact PEBC before exam day
 - candidates who wish to have a signed copy of their *Candidate's Agreement* must contact PEBC
10. Before exam day, candidates are required to watch the *Candidate Orientation Video*. The video will be posted on the PEBC website and available for self-viewing **approximately 30 days before the exam**. Once available, candidates will receive a notification of the link to the video. **Information in the *Candidate Orientation Video* will not be repeated on exam day, so it is important to watch the video before coming to the examination.**

Registration

11. On exam day, candidates go through the identification and security checks, and thereafter:
- exchange their PEBC *Admission Card* for a PEBC *Identification Badge*
 - sign in on the candidates' register
 - sign the *Candidate Agreement*
 - receive the exam materials (see *Items Provided by PEBC* below)
12. Before the examination begins, candidates are given a demonstration of the actual station timing signals that will be used during the examination. Candidates will then be escorted to the exam area to begin the examination.
13. Questions regarding possible exam content will not be answered during this demonstration or after the examination begins.

Items Provided by PEBC

14. All materials essential for the examination are provided to candidates at registration or in the examination stations.
15. Candidates are provided with the following materials to carry throughout the examination:
- two pencils and one eraser (and **one calculator for pharmacy technicians only**)

- These items can be conveniently stored in the candidate ID badge or pouch on exam day for easy access.
- To ensure the proper erasure of any changes made on the Answer Sheets, please use only the provided eraser, rather than the one attached to the pencil. The erasers on the pencils may not fully erase marks and could potentially damage the Answer Sheets.
- PEBC *Identification Badge* and Badge Holder
 - candidates must sign their name on their *Identification Badge*, attach one barcode label and place their *Identification Badge* in the badge holder with photo facing out to wear throughout the examination
 - *Identification Badges* are the same colour as candidates' exam tracks
 - exam personnel identify candidates by track colour and PEBC Identification number
- one *Candidate Notebook* with a sheet of barcode labels attached
 - the barcode labels contain a candidate's PEBC Identification number
 - the notebook contains blank pages to make notes for candidate's own reference during the examination
 - candidates must sign their name on the cover of their *Candidate Notebook*

Using the *Candidate Notebook* and Barcode Labels

16. Candidates receive only one *Candidate Notebook*.
17. Candidates may write or erase in their *Candidate Notebook* at any time.
18. Notes that candidates make in their *Candidate Notebook* are not assessed. However, their *Candidate Notebook* is subject to inspection by exam personnel, if required.
19. Candidates must keep intact the whole *Candidate Notebook* with the attached sheet of barcode labels throughout the examination and return it intact at the end of the examination, including the cover pages, inside pages and barcode label sheet with any unused barcode labels.
20. The barcode labels identify a candidate's PEBC Identification number. Candidates must check the barcode labels to ensure that they match their PEBC Identification number on their Identification Badge.
21. Candidates place one barcode label on their PEBC *Identification Badge* and sign the cover of their *Candidate Notebook* confirming that the PEBC Identification numbers match.
22. In stations where there is an assessor, all interactive stations (OSCE and OSPE) and the technique demonstration station (OSPE only), candidates give one barcode label to the assessor after entering the station. The stations may have more than one assessor or are video-recorded for PEBC's use for quality assurance purposes (See *Quality Assurance* below). For these stations, candidates give two barcode labels to the assessor(s) as instructed on the sign posted under the *Candidate Instructions* outside of the station.

23. Some stations have a candidate answer sheet, provided either outside the station in a red *For Candidates Only* folder or inside the station on the desk/table. Attach a barcode label to the answer sheet before completing the task or problem for that station.

Station Materials

- 24. One or more references, excerpts of specific chapters and/or sections from some references are provided in select stations.
- 25. Some of the written prescriptions or patient records may use only a drug’s trade or generic name.
- 26. Medication packages may not have any actual drug product in them, unless the station task requires that candidates check the product.
- 27. Disregard all expiration dates that have been blackened out on station medication products as some products may have passed the expiration date.

Examination Stations & Mid-Session Break

28. For both the pharmacists (OSCE) and the pharmacy technicians (OSPE) there are 11 examination stations. See chart below.

OSCE	OSPE
<ul style="list-style-type: none"> • 9 interactive stations • 2 non-interactive stations • 0 pretest* station (interactive or non-interactive) 	<ul style="list-style-type: none"> • 5 interactive stations • 4 non-interactive stations (includes a technique demonstration station, where candidates demonstrate a technical procedure) • 1 video station • 1 pretest* station (interactive or non-interactive)
<p>*Pretest Station: if applicable, this station is pretested for possible use in future examinations. The station is conducted and assessed in the same way as scored stations for station evaluation purposes. Candidate’s performance is not used to calculate their exam result. Candidates will not know which station is the pretest station.</p>	
<p><u>For more information, click on the exams below.</u></p> <p>Pharmacist Qualifying Examination</p> <p>Pharmacy Technician Qualifying Examination</p>	

29. Each examination station consists of a task or problem to complete within 7 minutes for pharmacists (OSCE) and 6 minutes for pharmacy technicians (OSPE).

30. **For Pharmacy Technicians (OSPE) only:**

- The video station varies in length from exam to exam depending on the station content

- Candidates are required to wear the gloves provided by PEBC for the technique demonstration station

31. During rest stations, candidates are permitted to:

- drink their water (snacks are not permitted during rest stations)
- use the washroom (candidates must notify exam personnel by raising their hand to alert exam personnel before using the washroom)

32. On a washroom break, exam personnel accompany candidates to the washroom. Exam personnel take their *Candidate Notebook* and pencils before they enter the washroom, verify their identity after using the washroom, return their materials and accompany them back. Candidates are responsible to confirm that they received their own *Candidate Notebook* and barcode labels.

33. Halfway through the examination, there is a longer Mid-Session Break for candidates to have their snacks and water.

34. Washroom use during the Mid-Session Break is reserved for Assessors and Standardized Participants (SPs). Candidates may only use the washroom during the Mid-Session Break in an emergency.

35. During rest stations, breaks and when using the washroom, candidates are:

- under exam conditions
- allowed to communication only with exam personnel

Snacks and Water

36. PEBC will not provide water or snacks to candidates unless required in a medical emergency.

37. Candidates may bring their own snacks in a clear, plastic, re-sealable bag, e.g. *Ziploc* and water in clear, plastic, disposable bottle(s) with all labels removed.

38. Candidates are required to carry their snacks and water bottle(s) themselves at all times.

39. At the end of the exam session, candidates must discard their plastic bag with all contents (including any unconsumed snacks) and their water bottle(s), before sign-out and dismissal.

40. Candidates may have their snacks and drink water during the Mid-Session Break. They may also drink water in rest stations but **not** have snacks – snacks during rest stations is not permitted. **Eating or drinking while completing a station is prohibited.** There may be further site-specific restrictions on when and where you may consume snacks and/or water.

Prayer Times

41. Candidates who need to offer prayers during the examination must pray:

- individually and silently (praying aloud or in groups is strictly prohibited at all times)
- under the supervision of an exam personnel
- in the space where they are located (are not permitted to leave their location)
- only during rest stations or scheduled breaks

- when time allows as no additional time is provided
42. After offering prayers, candidates must be ready to begin the exam process or enter the next station when scheduled.
43. Prayer mats may not be carried into the secure examination area.
44. Offering prayers must not delay or disrupt the examination for other candidates.

Quality Assurance

45. Candidate's performance may be videotaped in select stations for PEBC's use, for examination quality assurance or educational purposes. The *Candidate's Agreement* includes acknowledgement of, and agreement to comply with, this procedure.
46. For quality assurance, research or educational purposes, select stations may have additional assessors or observers.

Conflict of Interest with Assessor or Standardized Participant (SP)

47. A conflict of interest occurs when a candidate has a relationship with an assessor or SP in a station that creates bias, or the potential for bias, in the assessment of the candidate. Candidates will be deemed to have a conflict of interest with an assessor or SP who is one of the following:
- a current or former colleague that the candidate works/has worked with, closely or regularly
 - the candidate's current or former employer or supervisor
 - the candidate's current or former significant other, friend, or relative
48. Simply knowing an assessor or SP by sight or by name only is **not** considered a conflict of interest.
49. When there is a conflict of interest, candidates must:
- exit the station immediately,
 - inform exam personnel, and
 - request a change
50. Assessors or SPs may also request a substitution if they identify a conflict of interest with a candidate.
51. When there is a conflict of interest, the assessor or SP with the conflict exits the station and is substituted with another assessor or SP trained on that station. If the conflict is in a station with:
- one assessor, the assessor exits the station and a substitute assessor enters to assess the interaction
 - two or more assessors, the assessor with the conflict exits the station and the other assessor(s) remain to assess the interaction
 - an SP, the SP exits the station and a substitute SP enters to participate in the interaction

52. A request for a change by a candidate, assessor or SP:

- **does not** impact how candidates are assessed as all assessors are trained to listen to, observe, record and score candidates' performances as demonstrated in the examination and to follow specific, objective scoring guidelines
- will be handled within the standard timing allowed as per PEBC policies

53. Assessors are instructed not to talk or interact with candidates during the examination so candidates must not:

- engage assessors in conversation
- ask the assessors any questions (about case content, station materials, SP portrayal or candidate instructions). The assessors will not answer **any** candidate questions.

Telephone Use, Messages and Transportation Arrangements

54. Candidates are **not** permitted to communicate with anyone outside the exam centre at any time while they are in the secure examination area, e.g. by cell/Smart phone, text, etc.

55. An emergency contact name and telephone number:

- are provided to candidates in the *Location Information* document emailed with their PEBC *Admission Card*
- may be given to whom it may concern, in order to contact the candidate in the event of an emergency during the examination

56. Only emergency messages, received in English (or in French at a bilingual exam centre), will be relayed.

57. Candidates must make all arrangements, such as transportation or meeting time and place, before entering the secure examination area. When arranging a meeting place, it must be outside of the exam centre building.

At the End of the Examination – Sign Out and Sequestering

58. After the examination finishes, candidates:

- are signed out
- continue to be under exam conditions until they are dismissed and leave the secure examination area

59. Candidates may be sequestered and have to wait for a period of time after signing out before being permitted to leave

60. During sign out, candidates must:

- complete the *Candidate Feedback Questionnaire*
 - candidates must report or describe anything that may have affected their performance

- PEBC will not consider anything that candidates report later
- hand in the following materials:
 - completed *Candidate Feedback Questionnaire*
 - *Identification Badge* and badge holder
 - intact *Candidate Notebook* with attached barcode sheet
 - pencils and eraser (and calculator for pharmacy technicians)
- dispose of their plastic bag with remaining snacks and water bottle
- sign out on the candidates' register to indicate that they:
 - completed the examination stations in accordance with exam procedures
 - returned all exam materials
- retrieve any personal belongings that were checked in

61. The Chief Administrator or representative announces when candidates are allowed to leave the exam centre. Candidates:

- are not allowed to leave early except for medical emergencies
- must leave the exam centre immediately when instructed
- are not allowed to remain at the exam centre or near its exits
- must not re-enter the exam centre for any reason, e.g. to wait for rides, use washrooms, etc.

62. After leaving the exam centre, candidates must continue to maintain exam confidentiality at all times as agreed to in the *Candidate's Agreement*.

Examination Results

63. Exam results are released by mail to the address provided by the candidate shown on their PEBC *Admission Card* (unless candidates advise PEBC otherwise in writing). For reasons of confidentiality, results are not released by telephone, fax or email.

64. A list of candidates who have successfully passed their examination is posted (by PEBC identification number) on the PEBC website. The schedule for the release of exam results is found [here](#), under 'Key Dates'.

Failure to Complete an Examination

65. Candidates who do not complete the examination must:

- remain on site under supervision
- continue to observe exam rules of conduct
- follow all exam personnel directions until **all** candidates are dismissed from that session

Exam-related Issues on Exam Day

66. Candidates must submit any verbal complaints or concerns about any aspect of the examination (e.g. process, facilities, administration, etc.) to an exam personnel on exam day for immediate attention, correction if possible and documentation on a report to PEBC.
67. Candidates must also document their complaints or concerns on the *Candidate Feedback Questionnaire* that is provided upon completion of the examination. **Any complaints or concerns which are not documented by candidates at the exam centre are not considered as part of the [PEBC's Process for Handling Complaints, Concerns and Appeals](#).**
68. See [Comments, Complaints and Requests for Further Consideration](#) for more information on how candidate concerns and complaints are handled.

Illnesses & Extraordinary Personal Circumstances on Exam Day

Candidates are strongly encouraged not to attempt an examination and to withdraw if, prior to the examination, they are ill or have other extraordinary personal circumstances, e.g. bereavement, recent physical injury, etc., that may affect their exam performance. Click [here](#) for full details on the process for handling these situations.

69. If illness or another type of emergency arises after arriving at the exam centre, candidates must inform exam personnel **immediately**.
70. **Waiver Forms** (*Continuation of Examination or Discontinuation of Examination*) are provided to candidates to read in order to decide and agree to continue or discontinue the exam. Click [here](#) to view the forms. Candidates sign two copies of the appropriate form, indicating their choice. One signed form is provided to PEBC; the other is provided to the candidate before leaving the exam.
71. Candidates must notify PEBC as soon as possible if they are withdrawing (not yet started) or discontinuing the exam.
72. Click for details regarding exam [withdrawal](#), [discontinuation](#) and [refund policies](#).

Request for Exam Accommodations on Exam Day

73. Candidates may request exam accommodations by submitting a completed, signed *Request for Exam Accommodations* form as well as supporting documentation, if applicable, by the [exam deadline date](#). For more information on exam accommodations, click [here](#).
74. See [About the Examination – Part II \(OSCE\): Candidate Personal Items](#) or [About the Examination – Part II \(OSPE\): Candidate Personal Items](#) for a list of pre-approved personal items permitted into the examination, including medical, assistive and mobility devices and personal items that require pre-approval by PEBC. Personal items that are permitted into the examination or require an exam accommodation may be different for **Part I (MCQ)**.
75. If a situation that requires exam accommodations arises after the exam application deadline and before exam day, e.g. recent injury requiring the use of an assistive device, candidates must contact PEBC immediately in order for such a request to be considered.

76. Last minute requests for exam accommodations, made at the exam centre on exam day, cannot be accommodated.

Emergency Circumstances

77. Check local information for weather conditions and any public transportation service interruptions or road detours, etc. when planning travel before or on exam day.

78. PEBC posts advisory information when circumstances arise at any time before an upcoming PEBC exam date which may affect the scheduling arrangements and admission procedures for the examination.

79. Before the exam, candidates should check these locations for special notices on the PEBC website:

- [Latest News](#) on the homepage
- the [Emergency Procedures & Other Extraordinary Circumstances](#) page

Guidelines on Enhanced Health and Safety Measures

PEBC reserves the right to adjust its policies and procedures in response to health risks from viruses like COVID-19, following guidance from Public Health officials. Our priority is the health and safety of candidates and exam personnel, while ensuring exam security, standardization, and validity. All modifications to standard exam conditions have been approved by the PEBC Board of Directors and psychometric experts to ensure the exam remains fair, valid, and reliable.

Note that exam centres set their own policies based on local requirements. Candidates must comply with these additional measures to attend their examination. **These policies are subject to change**; candidates should check the "Latest News" section on the PEBC website for updates, click [here](#).

In response to the COVID-19 pandemic, the following health and safety measures have been implemented:

- All candidates and exam personnel are required to wear a PEBC-provided face mask. Click [here](#) for more information about the face mask
- Candidate's own PPE, including face masks, are prohibited. Candidates who wish to bring PPE items into the secure examination area must submit a request for exam accommodations. See section above on **Request for Exam Accommodations on Exam Day** for more information
- Candidates must follow their assigned exam centre's vaccination policy and show proof of vaccination, if required for entry. Requests for exemptions (if available) based on human rights grounds must be made directly to the exam centre. The decision to grant the exemption(s) is made by the exam centre. PEBC does not handle exemption requests
- Candidates should self-assess their own health and wellness by using their local Public Health screening questionnaire. **Do not attend the examination if you are unwell or if you pose a health risk to others.** See section above on **Illnesses & Extraordinary Personal Circumstances on Exam Day** for more information
- PEBC exam personnel have the authority to deny entry to any participant who is determined to pose a health risk