



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

200-59 Hayden Street, Toronto, ON M4Y 0E7 • Tel (416) 979-2431 • Fax (416) 599-9244 • www.pebc.ca

Candidate Information – Performance Examinations

Pharmacist/Pharmacy Technician Qualifying Examination – Part II (OSCE/OSPE)

This document provides some general information of what to expect on exam day. 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. The [PEBC website](#) has more detailed information on **what to expect on exam day (OSCE or OSPE)** and latest news with respect to the examinations.

Table of Contents

Identification	2
Apparel.....	2
Security & Belongings Check.....	2
Registration & Orientation.....	3
Items Provided by PEBC	3
Using the <i>Candidate Notebook</i> and Barcode Labels.....	4
Station Materials.....	4
Rest Stations & Breaks	5
Quality Assurance	5
Conflict of Interest with Assessor or Standardized Participant	5
Prayer Times	6
At the End of the Examination – Sign Out and Sequestering	6
Failure to Complete an Examination.....	7
Telephone Use, Messages and Transportation Arrangements.....	7
Request for Exam Accommodations on Exam Day	8
Emergency Circumstances	8
Illnesses & Extraordinary Personal Circumstances on Exam Day	8
Exam-related Issues on Exam Day	9
Examination Results	9

Identification

1. To be admitted to the **PEBC Qualifying Examination – Part II (OSCE/OSPE)**, candidates must bring the following two items to the exam:
 - PEBC *Admission Card* (printed on white paper, not an electronic copy)
 - 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.

Registration & Orientation

9. After candidates complete the identification and security checks, they:
 - exchange their *PEBC Admission Card* for a *PEBC Identification Badge*
 - sign in on the candidates' register
 - receive the exam materials (see *Items Provided by PEBC*)
10. Before the examination begins, candidates receive a demonstration to review the station timing signals. Candidates are required to watch the *Candidate Orientation Video* available on the PEBC website before exam day.
11. Questions regarding possible exam content will not be answered during this demonstration or after the examination begins.

Items Provided by PEBC

12. All materials essential for the examination are provided to you at registration or in the examination stations.
13. When candidates register for the examination, exam personnel sign them in at the registration desk and provide the following materials to carry with you during the examination:
 - *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
 - [Candidate's Agreement](#)
 - candidates must read, sign and hand in one copy of the *Candidate's Agreement*
 - if candidates have any questions or concerns about the contents of the *Candidate's Agreement*, they must contact PEBC before exam day
 - candidates wishing to have a signed copy of their *Candidate's Agreement* must contact PEBC
 - one *Candidate Notebook* with a sheet of barcode labels attached
 - the barcode labels contain a candidate's PEBC Identification number
 - containing 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*
 - two pencils with erasers (and one calculator for pharmacy technicians only)
 - candidates carry for use in the examination stations
 - menstrual hygiene products in washrooms

Quality Assurance

14. In select interactive stations, candidates' interactions with Standardized Participants (SPs) may be videotaped for PEBC's use, for examination quality assurance purposes. The *Candidate's Agreement* includes acknowledgement of, and agreement to comply with, this procedure.
15. For quality assurance purposes, select stations may have up to three assessors or observers and candidates give a barcode label to each. Candidates' exam results are based on the score of the one, assigned assessor and not on the score of the others.

Using the *Candidate Notebook* and Barcode Labels

16. Candidates receive only one *Candidate Notebook*.
17. Candidates must ensure that their PEBC Identification number matches on the following documents:
 - barcode labels
 - PEBC *Identification Badge*
 - cover of *Candidate Notebook*
18. 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.
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. Candidates may write or erase in their *Candidate Notebook* at any time.
21. Notes that candidates make in their *Candidate Notebook* are not assessed. However, their *Candidate Notebook* is subject to inspection by exam personnel.
22. After entering a station, candidates give one barcode label to the assessor. Outside some stations, there is a sign instructing candidates to give two or more barcode labels. Give two barcode labels to the assessor in stations with videotaping or one barcode label to each assessor when there is more than one assessor in the station.
23. In stations where there is no assessor, candidates take one answer sheet from the **red** folder labelled "*For Candidates Only*" outside the station and attach one barcode label.

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 on station medication products as some products may have passed the expiration date.

Rest Stations & Breaks

28. In addition to interactive and non-interactive stations, there are also periodic rest stations. Each rest station is 7 minutes for pharmacists (OSCE) and 6 minutes for pharmacy technicians (OSPE).
29. PEBC will not provide water or snacks to candidates unless required in a medical emergency. Candidates may bring water in clear, plastic bottles (not opaque) with all labels removed. Candidates may also bring their own snacks in a separate *Ziploc*:
- During rest stations, candidates are permitted to use the washroom (accompanied and supervised by an exam personnel) and drink their water. Eating snacks in rest stations is not permitted. Candidates must notify exam personnel by raising their hand to alert exam personnel before using the washroom.
 - Candidates also have a longer Mid-Session Break in the middle of the examination when they are permitted to eat their snacks and drink their water.
30. On a washroom break, exam personnel accompany candidates to the washroom. Exam personnel take their *Candidate Notebook* and pencil 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.
31. During rest stations, during breaks and when using the washroom, candidates are:
- under exam conditions
 - allowed to communicate only with exam personnel

Conflict of Interest with Assessor or Standardized Participant

32. 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
33. Simply knowing an assessor or SP by sight or by name only is **not** considered a conflict of interest.
34. When there is a conflict of interest, candidates must:
- exit the station immediately,
 - tell an exam personnel, and
 - request a change
35. Assessors or SPs may also request a substitution if they identify a conflict of interest with a candidate.

36. 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
37. 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
38. Assessors are instructed not to talk or interact with candidates during the examination so candidates must not:
- engage them in conversation
 - take it personally when assessors do not respond

Prayer Times

39. 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
40. After offering prayers, candidates must be ready to begin the exam process or enter the next station when scheduled.
41. Prayer mats may not be carried into the secure examination area.
42. Offering prayers must not delay or disrupt the examination for other candidates.

At the End of the Examination – Sign Out and Sequestering

43. After the examination finishes, candidates:
- are signed out
 - continue to be under exam conditions until they are dismissed and leave the secure examination area
 - may be sequestered and have to wait for a period of time after signing out before being permitted to leave

44. 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 calculator for pharmacy technicians)
 - any other item in their possession
- dispose of remaining snacks or tissues
- 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

45. 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.

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

Failure to Complete an Examination

47. 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

Telephone Use, Messages and Transportation Arrangements

48. 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.

49. 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

50. Only emergency messages, received in English (or in French at a bilingual exam centre), will be relayed.
51. 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.

Request for Exam Accommodations on Exam Day

52. 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.
53. 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 that you are permitted to bring 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 \(MCQ\)](#).
54. 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.
55. Last minute requests for exam accommodations, made at the exam center on exam day, cannot be accommodated.

Emergency Circumstances

56. 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
57. 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.
58. Check local information for weather conditions and any public transportation service interruptions or road detours, etc. when planning travel before or on exam day.

Illnesses & Extraordinary Personal Circumstances on Exam Day

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

59. If illness or another type of emergency arises after arriving at the exam centre, candidates must inform an exam personnel **immediately**.

60. [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. 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.
61. Candidates must notify PEBC as soon as possible if they are withdrawing (not yet started) or discontinuing the exam.
62. Click for details regarding exam [withdrawal](#), [discontinuation](#) and [refund policies](#).

Exam-related Issues on Exam Day

63. 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.
64. Candidates must also document their complaints or concerns on the *Candidate Feedback Questionnaire* that is provided upon completion of the examination.
65. If candidates feel that a specific matter that was documented on exam day requires further action or response by PEBC, they must make such a request in writing to PEBC, outlining the reason(s) for the request, within 7 calendar days after the close 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](#).

Examination Results

66. 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.
67. A list of candidates who have successfully passed their examination is posted (by PEBC identification number) on the PEBC website by noon on the results day.

For more information: [Pharmacist Qualifying Examination](#)
 [Pharmacy Technician Qualifying Examination](#)