



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

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Candidate Information

Computer-based Examinations (MCQ) at a Test Centre

This document provides some general information of what to expect on exam day for all of PEBC's computer-based, multiple choice examinations taken on-site at a Prometric test centre. Candidates must also ensure that they have read and understood the [Candidate Rules of Conduct – Computer-based Examinations \(MCQ\) at a Test Centre](#) as candidates are expected to abide by them. See [Candidate Information – Computer-based Examinations \(MCQ\) using Remote Proctoring](#) for computer-based examinations taken remotely.

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Prometric Test Centers

1. Candidates can take the **PEBC Pharmacist Evaluating Examination** and **Pharmacist/Pharmacy Technician Qualifying Examination – Part I (MCQ)** at one of Prometric’s secure test centers.
2. To maintain exam security, Prometric Test Center Administrators (TCA):
 - only admit candidates who are approved by PEBC to take the examination
 - screen candidates and personal belongings during registration
 - supervise candidates during registration/check in by registering candidates and conducting security checks in an area recorded by overhead security cameras
 - supervise candidates in the test room by monitoring the overhead security cameras that are placed above each computer station and regularly walking through the test room

Scheduling and Fees

3. Click *Pharmacist* or *Pharmacy Technician* for information about exam dates and fees.

Exam Dates	Exam Fees
Pharmacist	Pharmacist
Pharmacy Technician	Pharmacy Technician

4. After processing a candidate’s exam application, PEBC:
 - emails an invitation to schedule an exam appointment with Prometric
 - sends the emails in the order that complete applications are received and processed

If candidates do not receive their email invitation by 6 weeks prior to exam date, email pebcinfo@pebc.ca.

5. Candidates schedule their exam appointment on Prometric’s [website](#) by selecting the desired date, time and location. Candidates:
 - should schedule their exam appointment as soon as possible after receiving PEBC’s email so that they have the most options
 - can schedule one exam appointment at a time only, i.e. when an exam appointment is rescheduled, the original is cancelled
6. When applying for PEBC examinations, candidates indicate their preferred location. PEBC uses this information to project the number of seats required in each location and then works with Prometric to provide sufficient capacity, where possible. However, indicating a preferred location **does not confirm that candidates are able to schedule their exam appointment in that location**. As PEBC cannot guarantee the availability of a preferred date, time or location, candidates:
 - **may be required to travel** to take the examination
 - must regularly check Prometric’s website as availability may change as the exam dates approach

Otherwise, candidates may choose to take the examination via remote proctoring, when available, or [withdraw](#) (PEBC’s [refund policies](#)).

7. Candidates can cancel their exam appointment online on Prometric’s website and notify PEBC by email as soon as possible (see PEBC’s refund policies above). The email to PEBC must state:
 - candidate’s complete name
 - candidate’s PEBC ID number
 - the name of the examination withdrawing from
 - that candidate is asking to be "withdrawn" from the examination
 - the reason why candidate is withdrawing
8. Candidates may reschedule their exam appointment:
 - directly through Prometric’s website
 - according to the schedule of fees in the chart below

Calendar days before scheduled exam appointment	Fee
30 or more	no fee
3 – 29	approx. \$50 fee paid directly to Prometric (PEBC does not collect or refund any change fees)
0 – 2	change not permitted

Identification

9. Only the following types of government-issued photo identification are accepted:
 - Canadian or Foreign Passport
 - Canadian Provincial Driver’s License
 - Canadian Provincial Photo Health Card
 - Canadian Permanent Resident Card

This identification must:

- be original as issued (no photocopies or electronic copies)
 - be valid (not expired)
 - resemble the candidate’s current physical appearance
10. 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 examination

Admission & Security

11. Candidates must arrive at the Prometric test center at least 30 minutes before their scheduled exam appointment time.
12. Candidates present one piece of government-issued photo ID (see above).
13. TCA assigns candidates a locker with key to store their personal belongings as bringing any items into the test room is not permitted.

14. The lockers are limited in size. Therefore, candidates:

- are strongly encouraged not to bring personal items to the test center
- should review “Required, Permitted & Prohibited” Items below
- cannot access lockers during the examination including on an unscheduled break
- may access their beverages and snacks during an unscheduled break by placing them above the lockers or in another designated area of the test center

PEBC and Prometric accept no responsibility for damaged, lost or stolen items.

15. Candidates review the *Prometric Test Center Regulations* provided at the test center (sample in *Appendix 1*).

16. TCA invites candidates for the security check-in on a first come, first served basis at the test center based on their scheduled exam appointment time. The TCA:

- confirms the candidate’s identity by matching the candidate’s appearance to the government-issued photo ID
- scans the candidate’s fingerprints (3 times for both index fingers)
- captures a digital photograph of the candidate

All candidate biometric information is kept secure and strictly protected by Prometric.

- observes the candidate:
 - emptying their pockets
 - raising their pant leg above the ankle
 - raising their shirt sleeve above the wrist
- inspects the candidate’s eyeglasses to ensure they do not contain a recording device
- scans the candidate with a metal detector
- takes the candidate’s signature

Public health guidelines may require changing or cancelling any of the above processes such as fingerprint scanning or using a metal detector. Candidates must bring their own mask (medical masks or face coverings) and wear the mask at all times while in the test centre. Candidates who do not bring a mask are not allowed to test. Prometric will not give candidates any masks. Please note that masks with exhale valves are not permitted in the test center.

See Prometric’s [social distancing guidelines](#) for more information.

17. To confirm the identity of a female candidate who wears a veil covering her face, a female TCA:

- takes the candidate to a private area
- asks the candidate to lift her own veil
- scans over the head covering with a metal detector to confirm that there are no concealed prohibited items

The metal detector does not emit any harmful radiation. Extensive research by Garrett, the metal detector manufacturer, has produced NO information indicating that using this product has adverse effects on pregnancies or unborn children.

18. All security check in steps are conducted in an area recorded by overhead security camera.
19. TCA escorts candidates into the test room and to their computer workstations.
20. Candidates are recorded at their computer workstations throughout the duration of the examination via overhead security cameras.

Apparel

21. Candidates are strongly encouraged to dress for fluctuating temperatures in test rooms.
22. Coats, jackets and other outerwear are **not** allowed at candidates’ seats in test rooms. Therefore, candidates must:
 - place outerwear in their locker or hang outerwear in the waiting area of the test center
 - hang light clothing items removed for comfort such as sweaters, cardigans, scarves, etc. on candidates’ chairs (not place in laps or on the workstation desktops)

Required, Permitted & Prohibited Items

23. Required and permitted items are subject to inspection by the TCA.
24. Prohibited items are not allowed at any time during the examination. The TCA instructs candidates to remove any prohibited item(s) at check-in. If a prohibited item is detected in the test room during the examination, the TCA may terminate the examination immediately.

Required	Permitted	Prohibited
<p>Provided by test centre</p> <ul style="list-style-type: none"> • Desktop computer with onscreen scientific calculator • Dry erase boards and markers • Keyboard • Locker Key • Mouse <p>Brought by candidate:</p> <ul style="list-style-type: none"> • Government-issued photo ID <p>All materials issued by TCAs must be returned at the conclusion of the examination</p>	<p>Provided by test centre on request</p> <ul style="list-style-type: none"> • Ear plugs • Headphones to minimize noise distractions • Two tissues <p>Brought by candidate:</p> <ul style="list-style-type: none"> • Eyeglasses, if required • Medications or medical devices (presented at check in to the TCA; any packaging, inserts or related written material must be left at home or placed in the locker provided) 	<ul style="list-style-type: none"> • Food, beverages • Hair accessories (unless for religious reasons) • Jewelry (subject to inspection) • Notebook, paper, pen, pencil, highlighter, etc. • Outwear, hat • Physical calculator • Published materials and other testing aids • Purse, wallet, bag, briefcase • Smartphone / Cell phone, pager, all other electronic devices including any wearable technology • Watch

25. Candidates should be familiar with the use of a mouse and keyboard. There is a brief tutorial about how to use Prometric’s computers and the testing platform before the examination begins. A similar tutorial is on the PEBC website (see below).

26. Physical, hand-held calculators are prohibited. On the testing platform, use the onscreen scientific calculator for calculations. Practice using the calculator in the demo tutorial from the PEBC website or your computer’s calculator application to get more comfortable with the onscreen tool.
27. Other items may be allowed into the examination only with prior approval by PEBC by submitting a request for [exam accommodations](#) before the application deadline.

Seating & Start Times

28. Prometric test rooms typically have 15-20 computers.
29. Candidates should expect to start their examination immediately after being checked-in if there is a computer terminal available, even if they arrive early. However, note that at busy times, it may take up to 30 minutes after a candidate’s exam appointment time to be seated. This will not impact a candidate’s total testing time and they will receive the full testing time regardless of when they are seated at the computer terminal.
30. Food/snacks, beverages (including water), watches, candidates’ own calculators and all other electronic devices are **prohibited** in the test room. If food/snacks or beverages are required for medical or religious reasons, candidates must submit a request for exam accommodations to PEBC (see below) before the exam application deadline and receive PEBC approval.

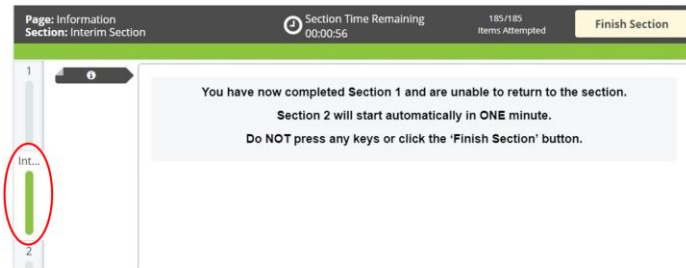
Examination Overview

	Evaluating Examination (Pharmacist)	Qualifying Examination – Part I (MCQ) (Pharmacist) (Pharmacy Technician)	
What to Expect on Exam Day	Pharm Eval	Pharm Qual	Pharm Tech Qual
Total Duration (including tutorial, interim break & survey)	~ 4 hours 15 min	~ 4 hours 30 min	~ 3 hours 45 min
# of Sections	2 x 118 min	2 x 126 min	2 x 100 min
Question Types	stand-alone & case-based questions	stand-alone & case-based questions	stand-alone questions
# of Questions	200 (all scored)	200 (150 scored + 50 pre-test)	150 (120 scored + 30 pre-test)
Click to Experience an Interactive Demo Tutorial	Pharm Eval Demo	Pharm Qual Demo	Pharm Tech Qual Demo

Exam Duration and Sections

31. The total exam duration includes a brief *Tutorial* at the beginning, an *Interim Section* in the middle and a *Post-Exam Survey* at the end of the examination. Skipping the tutorial or the survey, or finishing them quickly, does not give candidates additional testing time.

32. Examinations are divided into 2 sections with an equal number of questions in each section. The questions are balanced in length, complexity and types of questions / cases. All answers to questions are recorded directly on the computer by clicking the box with the desired response.
33. Each section is timed individually and candidates receive the same amount of time for each section. Candidates do not receive additional testing time if either section is completed more quickly.
34. Sections 1 and 2 are divided by a one-minute *Interim Section* ('Int') to prevent candidates from accidentally ending their examination. During the *Interim Section*, the testing platform automatically moves candidates from Section 1 to Section 2 – candidates do not have to do anything and should not touch their mouse or keyboard.



Unscheduled Breaks

35. There are no scheduled breaks during the examination. Candidates must raise their hand and a TCA signs them out of the test room to take an unscheduled break, e.g. to have a drink/snack within the test center or use the washroom. Candidates must sign back in with all security checks when returning. The *Section Time Remaining* clock on the screen continues to count down. If the TCA does not see a candidate's hand raised after a few seconds, the candidate should stand up at the workstation with their hand raised to get the TCA's attention, but must never call out.

The exam timer (*Section Time Remaining* clock) does not stop during an unscheduled break and candidates do not receive additional time to take an unscheduled break.

Examination Questions

36. Questions may be:
- individual (stand-alone) questions (**all examinations**)
 - case-based questions: two or more questions relating to a single case (**Pharmacist examinations only**)
37. Each question (and case) is identified by a green numbered button on the left-hand side of the screen (see the diagram below displaying buttons for questions #67 – #85). See any question or case by clicking on its button. Scroll through the buttons by clicking the arrows on both ends of the buttons or using the scrolling ball on the computer mouse. To do this, place the mouse pointer on the buttons and use a finger on the scrolling ball to quickly move through the buttons.
38. Case-Based Questions (Pharmacist Examinations Only)
- Cases typically have 2 – 4 questions related to a scenario. Clicking on a case button shows the questions relating to that case. Each case-based question is identified by its own single button. For example, in the diagram below, button #85 is a case (identified by a down arrow next to the

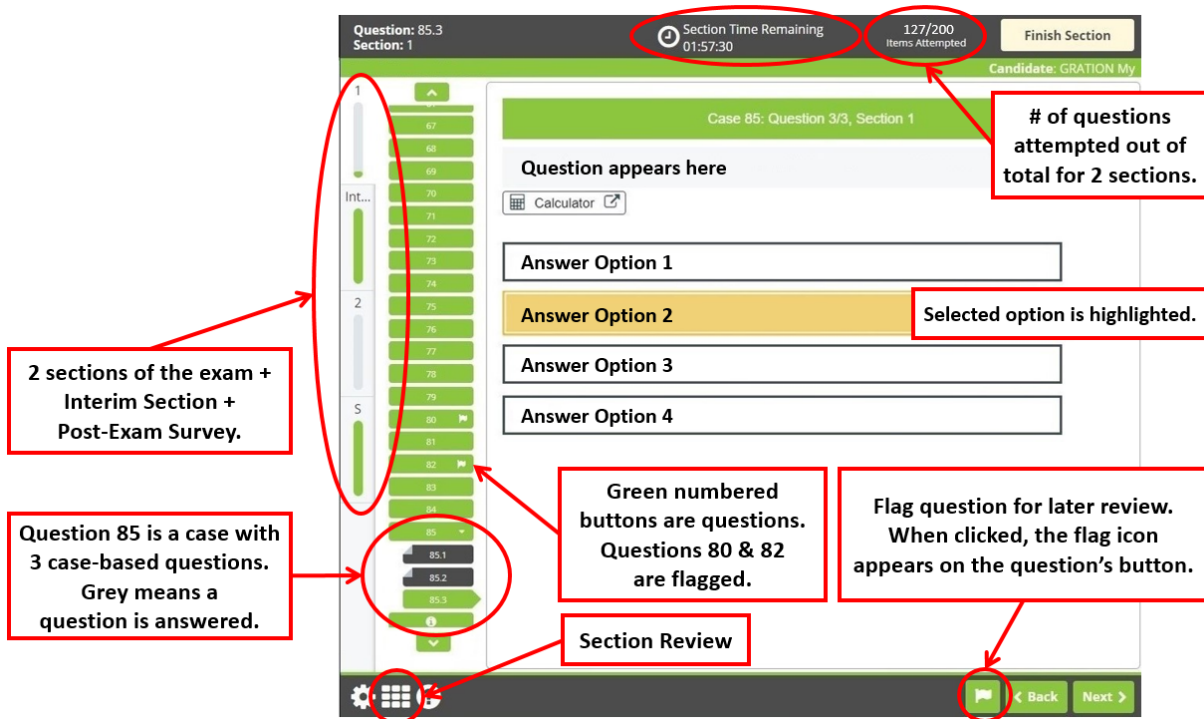
number 85) with 3 questions. Clicking on button #85 shows the 3 questions, numbered 85.1, 85.2 and 85.3 to indicate that they relate to the same case.

For further clarity, each section of the Pharmacist Examinations has 100 questions; however, the final button is not numbered '100' because of the case-based questions. The final button is a smaller number depending on the total number of cases with case-based questions in that version of the examination.

Time Allotments & Tracking Progress through Examination

39. The total amount of time remaining for each section is shown at the top of the screen as *Section Time Remaining*:

- for sections finished early, any remaining time in that section is not carried forward to the next section
- warnings appear on the screen for a few seconds prior to the end of each section when there are 30, 15 and 5 minutes remaining in the section
- the section ends when the time remaining reaches zero; candidates cannot answer any more questions after that and do not receive credit for any unanswered questions
- the next section of the examination will then automatically start as there are no scheduled breaks during the examination



40. In order to help track progress through the examination, the *Items Attempted* displays the number of questions attempted out of the entire examination (see chart above for total number of questions in each examination). For example, 127/200 means 127 questions have been attempted out of a total of 200 questions

41. To help candidates navigate between questions, click the *Section Review* icon on the bottom left hand side of the screen. By using the filters, candidates can easily see which questions still need to be answered and quickly jump to any question. Click the padlock symbol on the *Section Review* to lock it in place on the screen. This functionality can be viewed in the demo tutorial.
42. As all items are weighted equally, candidates should flag any questions they are unsure about and come back to them before completing the section. Marks are not deducted for incorrect answers.

Completing a Section / Finishing the Examination

43. After answering the last question in a given section, candidates confirm that all questions are answered before proceeding to the next section or finishing the examination:
 - a warning pop-up appears indicating any unanswered questions
 - these pop-ups also appear after clicking Next on the last question of a section
 - candidates are required to confirm the intention to finish the section 2 times before proceeding to the next section

After moving onto the next section, candidates cannot return to the previous section to review answers or make changes. TCAs cannot restart the exam section for the candidate to complete.

44. To indicate completion of the entire examination, click the *Finish* button on the top right-hand side of the screen. Warning pop-ups appear to confirm the desire to end the examination. The examination cannot be restarted once the examination has been finished.

Asking for Help

45. If candidates need any help, they must raise their hand and remain seated:
 - a TCA will come into the test room to help
 - if the TCA does not see a candidate's hand raised after a few seconds, the candidate should stand up at the workstation with their hand raised to get the TCA's attention
46. TCAs are unable to answer any questions related to the content of the examination; however, they will note any issues for PEBC follow-up as necessary.
47. The testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.
48. On rare occasions when the computer becomes unresponsive, candidates must raise their hand immediately to alert the TCA who will restart the computer. Candidates can be sure that:
 - the computer captured all their responses
 - they do NOT lose any time on the examination

Request for Exam Accommodations on Exam Day

49. Candidates may request [exam accommodations](#) by submitting to PEBC before the exam application deadline:
- a completed, signed *Request for Exam Accommodations* form
 - if applicable, supporting documentation, such as the *Health Professional Assessment and Recommendations* form (for medical issues)
50. 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. Last minute requests for exam accommodations, made at the test center on exam day, cannot be accommodated.

Emergency Procedures & Other Extraordinary Circumstances

51. Before the examination, candidates should check these sites for special notices:

	Pharmacist	Pharmacy Technician
PEBC Website	Latest News	Latest News
PEBC Website	Emergency Procedures & Other Extraordinary Circumstances	
Prometric website	www.prometric.com	

52. PEBC posts advisory information when circumstances arise at any time before an upcoming PEBC exam date which may affect the scheduling arrangements for the examination.
53. Check local information for any public transportation service interruptions, road detours, etc. when planning travel on exam day.

Illnesses & Extraordinary Personal Circumstances on Examination Day

54. **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, i.e. bereavement, recent physical injury, etc., that may affect their exam performance.**
- Click [here](#) for full details on how these situations are managed.
55. If illness or another type of emergency arises after arriving at the test center, candidates must inform a TCA **immediately**.
56. [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 examination:
- 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 examination
57. Candidates must notify PEBC as soon as possible after arriving at the test center if they are withdrawing (not yet started) or discontinuing the examination.

58. See [withdrawal](#), [discontinuation](#) and [refund](#) policies.

Examination-related Issues on Examination Day

59. Candidates must submit any verbal complaints or concerns about any aspect of the examination, i.e. process, facilities, administration, etc. to a TCA on exam day for immediate attention, correction if possible, and documentation on a report to PEBC.
60. Candidates must also document their complaints or concerns in the *Post-Exam Survey* that is presented upon completion of the examination.
61. If candidates feel that a specific matter that was documented on exam day requires further action or response by PEBC, PEBC must receive their complaints or concerns within 7 calendar days after the close of the examination.

Any complaints or concerns not documented by candidates at the test center are not considered as part of the [PEBC Process for Complaints, Concerns and Appeals](#).

Examination Results

62. Within 24 hours of checking out of the examination, Prometric emails candidates a *Notice of Completion* that also serves as their official receipt for the examination. Please keep this email as PEBC does not provide other official receipts.
63. 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.
64. PEBC emails exam results, in the days following the results day, to the email address provided by the candidate on their exam application form (unless candidates advise PEBC otherwise in writing). For reasons of confidentiality, results are not released by telephone or fax.
65. For more information about Examination Results, click:
 - [Pharmacist Evaluating Examination](#)
 - [Pharmacist Qualifying Examination](#)
 - [Pharmacy Technician Qualifying Examination](#)

Prometric Test Center Regulations

Candidates are required to be professional, civil and respectful at all times while on the premises of the test center. All exams are continuously monitored by video and audio recording, physical walk-throughs, and through the observation window. The Test Center Administrator (TCA) is authorized to dismiss you from the test session for a violation of any of the Test Center Regulations, including exhibiting abusive behavior towards the TCAs or other candidates. If you are found to have violated any of the regulations during your exam, the TCA is required to notify Prometric and your test sponsor. Prometric, alone or in conjunction with your test sponsor, shall then take any further action necessary to sanction your conduct, up to and including invalidation of your test score and/or pursuit of civil or criminal charges.

CONFIDENTIALITY OF EXAM CONTENT/SYSTEMS

- The computer-based test delivery system, tutorial, exam content, and survey are the unpublished, confidential, and proprietary materials of Prometric and/or your test sponsor.
- Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is **strictly prohibited**.
- **ANY** reproduction or disclosure will result in the immediate filing of civil and/or criminal charges against you and anyone directing or conspiring with you.

TEST CENTER CHECK-IN PROCEDURES & BREAKS

- Original, valid (unexpired), government issued photo & signature bearing identification is required in order to take an exam. Validity and the number of acceptable IDs are predetermined by your test sponsor.
- You will be scanned with a metal detector wand prior to every entry into the test room. You will be required to raise your pants legs above your ankles, empty and turn all pockets inside-out and raise shirt sleeves above your wrists **prior to every entry** into the test room.
- If you are wearing eyeglasses you will be required to remove them for visual inspection to ensure they don't contain a recording device. Large jewelry items must be stored in your locker due to concerns over concealed recording devices.
- Exams may have scheduled or unscheduled breaks, as determined by your test sponsor. Each time you leave the test room you must sign-out.
- The TCA will inform you what is permitted during exam breaks, specifically regarding whether access to your locker, and access to cell phones and notes within it, is permitted or not. All candidates must inform the TCA before accessing a stored item during a break, including medicine. Repeated or lengthy departures from the test room will be reported to the test sponsor.
- Upon return from a break, without exception, you must go through all security checks, present valid ID, sign-in and, if required by the test sponsor, provide a fingerprint to be re-admitted to the test room.

PROHIBITED ITEMS AND EXAMINEE CONDUCT IN THE TEST CENTER

- **Weapons are not allowed in any Prometric Test Center.**
- Unauthorized personal items may not be brought into the test room. Such items include, but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology.
- Written notes published materials and other testing aids are **strictly prohibited** in the test room, except where allowed by your test sponsor. Test center staff will refer to the applicable Client Practices for allowances.
- Written notes or electronic devices discovered in the test room will be confiscated by the Test Center Administrator.
- Only soft ear plugs (with no wires/cords attached) and center-supplied tissues are permitted in the test room.
- All materials issued by the TCA must be returned at the conclusion of testing. Used scratch paper must be returned before new scratch paper will be issued by the TCA during your exam.
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on the examinee's chair, not placed in laps or on the workstation desktop. Outerwear such as heavy coats, parkas, rain coats, etc., is not permitted in the test room.
- Talking to other candidates in the test room, referring to their screens, testing materials or written notes is strictly prohibited.

Note: Client/test sponsor practice policies shall supersede these regulations if a conflict exists.