



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

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The Pharmacy Examining Board of Canada (PEBC) Candidate Rules of Conduct Performance Examinations (OSCE / OSPE)

The following PEBC *Candidate Rules of Conduct* apply to all candidates registered with PEBC for the purpose of attempting PEBC's **Pharmacist/Pharmacy Technician Qualifying Examination – Part II Objective Structured Clinical/Performance Examinations (OSCE/OSPE)** to achieve certification.

As an over-arching principle, all candidates shall conduct themselves in a professional and courteous manner at all times when interacting with PEBC staff and exam personnel. Furthermore, it is assumed that every candidate taking PEBC examinations is doing so for legitimate purposes, to become a registered pharmacist or pharmacy technician in Canada and will make their best effort when attempting a PEBC examination.

Candidates are required to follow all examination directives provided in writing by PEBC and verbally by exam personnel. Failure to do so, or demonstration of conduct deemed not to meet the standard of conduct expected of a regulated health professional, will be considered a breach of the PEBC *Candidate Rules of Conduct* and addressed according to Section 3 of this document.

1. Rules of Conduct

Admission to Examination

1. To be admitted to the exam, candidates must bring the following two items to the exam:
 - a) PEBC *Admission Card* (printed on white paper, not an electronic copy)
 - b) 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. Unless granted permission by the Chief Administrator, no person is permitted to enter an exam centre during the exam period except exam personnel and candidates scheduled for the examination who present their PEBC *Admission Card* and government-issued photo ID. Family members and friends are not permitted to enter the exam centre.
3. Candidates shall enter the exam centre only through the entrance specified and at the time specified on their PEBC *Admission Card*.
4. Candidates must arrive promptly at the scheduled time to report for registration so that all candidates can be registered in a timely manner, in order to avoid unnecessary delays in starting the examination. Candidates must follow exam personnel directions to enter and register for the examination. Candidates must enter **no sooner** than the scheduled time to report for registration. If a candidate arrives later than 30 minutes after the scheduled time, the candidate is not permitted to enter that examination without the discretionary consent of the Chief Administrator.

Candidates consent to having their identification documents and identity checked by exam personnel, including removing any face covering or having covered ears checked. Candidates also consent to having a photograph of their face and their identification documents taken to confirm identity when necessary.

6. Candidates must bring and wear a plain, white lab coat or white dispensing jacket, uniform or scrubs with any logos or identifiers (e.g. school, employer, name) removed or covered in opaque (duct) tape.
7. Candidates must not wear scented products (e.g. cosmetics, perfumes, cologne, etc.) or clothing (e.g. laundered using scented detergent or fabric softener) as some candidates and exam personnel may have scent sensitivities. Candidates who fail to comply may be refused entry to the examination.
8. Candidates are required to comply with any health, safety and security screening procedures as posted in the exam centre or as directed verbally by exam personnel, including consenting to being scanned individually with a metal and/or electronic detector.
9. If a candidate feels ill at any time before or during the examination, the candidate must inform exam personnel immediately so that the candidate may be assisted as required or make an informed decision regarding whether it is safe for the candidate to proceed with the examination.
10. Candidates may bring personal items into the secure examination area following the guidelines listed in the *Candidate Personal Items* section on the PEBC website for [Pharmacists](#) and [Pharmacy Technicians](#). Candidates are strongly advised not to bring personal items or wear jewelry to the examination.

During the Examination

11. Candidates are under exam conditions at all times when in the secure examination area. The secure examination area is any area at the exam centre from where candidates first present their PEBC *Admission Card* and government-issued photo ID to the exit at final dismissal. When under exam conditions, candidates must follow all rules outlined in the PEBC *Candidate Rules of Conduct – Performance Examinations*, PEBC *Candidate Information for Pharmacist/Pharmacy Technician Performance Examinations*, *Candidate's Agreement* and on the PEBC website as well as all exam personnel directions and instructions.

12. If candidates breach an exam rule as listed in the PEBC *Candidate Rules of Conduct – Performance Examinations*, they receive a warning and PEBC is informed. If candidates breach exam rules more than once, either the same exam rule twice or two different exam rules, they may be removed from the exam, their results may be cancelled and the exam will count as an attempt. If candidates engage in falsifying their identity, have an electronic device or share exam content in any way, they may be removed from the examination the first time they break a rule.
13. Candidates must not provide falsified identification documents, exchange identification documents with other candidates including exam materials and PEBC Identification barcode labels or employ an imposter to take the examination.
14. Candidates must not have an electronic device or other prohibited items in the examination.
15. Candidates must not share exam content in any way either verbally in any language or non-verbally, including copying answers from another candidate.
16. Candidates must not communicate with other candidates either verbally or non-verbally in any language while in the secure examination area under exam conditions. Candidates may only talk aloud when talking with exam personnel. Candidates must not talk aloud even to themselves while reading *Candidate's Instructions* outside stations, in a rest station, or completing tasks inside non-interactive stations.
17. In examination stations, candidates may only speak during an interaction with a standardized participant and not to assessors.
18. Outside examination stations, when conversation is necessary between a candidate and exam personnel, it should be carried out as discreetly as possible and only in English or French.
19. Candidates are required to comply with the station time allotments and enter/start and stop/leave stations promptly at the signals. For stations with a *Candidate Answer Sheet*, candidates must comply with the time allotments and verbal instructions and stop writing or erasing on the answer sheet immediately at the station stop signal.
20. Candidates may use only the materials provided by PEBC in the examination. No other materials may be used at any time while in the secure examination area.
21. Candidates must not remove/read assessor scoring sheet(s) or answer sheet(s) from previous candidates that are contained in folders outside stations.
22. Candidates must not look at or towards another candidate's *Candidate Answer Sheet* or *Candidate Notebook* or expose their own *Candidate Answer Sheet* or *Candidate Notebook*.
23. Candidates must not write on, mark or deface any of the references or exam materials. Candidates who write on, mark or deface the references or exam materials in any manner may also be charged for cost of replacement.
24. Candidates may write only on the following materials provided by PEBC: *Candidate Notebook*, *Candidate Answer Sheets*, *Candidate Feedback Questionnaire* and *OSPE Candidate Examination Booklet*.
25. Candidates must not take station/reference/exam materials out of any station, away from the secure examination area or out of the exam centre.

26. Candidates must not remove pages from their *Candidate Notebook* or *OSPE Candidate Examination Booklet*. Additionally, candidates must not write on, tear or remove the sheet of barcode labels attached to the *Candidate Notebook* or any of the barcode labels.
27. Candidates consent to exam personnel checking any personal belongings at any time or confiscating personal belongings including electronic devices such as cell/smart phones if found after candidate orientation. Candidates understand that the confiscated item may be sent to the PEBC office, is subject to full inspection and may not be returned for several days. PEBC and its exam centres are not responsible for any damage or loss that may occur during this period.
28. Candidates must not cause disruption of the examination for other candidates.
29. Candidates may ask exam personnel to clarify exam procedures, but are not permitted to ask questions about exam content, interpret *Candidate's Instructions*, explain terminology, etc.
30. Candidates are not permitted to smoke or vape anytime while in the exam centre building.
31. Candidates may use washrooms during rest stations or breaks and only with the permission of and escorted by exam personnel. When using the washroom, candidates are required to give their pencil and *Candidate Notebook* with attached barcode labels to exam personnel, then collect them again when leaving the washroom after their identity is confirmed. Candidates may not use the washrooms during the Mid-Session Break except in cases of emergency. Candidates are responsible to confirm that they collected their own *Candidate Notebook* and barcode labels.
32. Candidates must submit any verbal complaints or concerns about any aspect of the examination, (e.g. process, facilities, administration, etc.) or personal circumstances (e.g. illness, bereavement, etc.) to exam personnel for immediate attention, correction if possible and documentation on a report to PEBC by exam personnel and on the *Candidate Feedback Questionnaire* by the candidate. Any complaints, concerns or incidents which are not documented by the candidate at the exam centre are not considered as part of the [Complaints, Concerns and Appeals Process](#).
33. Any candidate who feels a specific matter warrants further consideration or review must make such a request in writing, outlining the reason(s) for the request. The written request must be received by the PEBC Registrar-Treasurer within 7 calendar days after the close of the examination. Petitions or complaints which are received after this time period (e.g. upon receipt of a notice of an unsuccessful exam result) will not be considered.

Completing the Examination

34. After the examination is finished, candidates must complete the *Candidate Feedback Questionnaire*.
35. All materials supplied by PEBC or the exam centre must remain in the examination stations. Candidates must hand in all materials provided by PEBC and dispose of remaining snacks or tissues at the end of the examination.
36. Candidates are allowed to leave when the Chief Administrator or other exam personnel officially instructs them to. Candidates must then exit the exam centre immediately and must not re-enter. Candidates or others waiting for them are not permitted to wait inside the exam centre.
37. Candidates must continue to maintain exam confidentiality at all times after the examination and must not discuss exam content with anyone, including other candidates, as prescribed in the [Candidate's Agreement](#).

2. Security of Examination Material (Copyright ©)

To ensure that the examination provides an equal opportunity for all candidates to demonstrate their levels of knowledge and ability to meet the required competence standards, PEBC maintains the strictest security of the content of its examinations before, during, and after each examination. All examination materials are protected by Copyright© and property right laws. Candidates must strictly follow the PEBC *Candidate Rules of Conduct* for examinations and the signed certification statements made on the examination application form.

These rules and statements prohibit:

- attempting to take the examination for someone else;
- the giving or receiving of assistance in answering questions in the written examinations or in completing stations in Part II;
- access to questions before or after the examination;
- reproduction of examination content in any manner;
- disclosure of questions to others at any time (includes discussion of examination content with other candidates or others before, during or after an examination), whether verbally, in writing or through any internet blogs, chatrooms or other means

3. Consequences of Breaching the PEBC *Candidate Rules of Conduct*

If a candidate breaches the PEBC *Candidate Rules of Conduct*, the candidate will receive a warning and/or may be removed from the examination and held under supervision until the end when all candidates are permitted to leave, or have other action taken, including possible legal prosecution.

If the breach is with respect to possession of any of the prohibited items after the examination has started, the items will be confiscated and inspected and may be sent to the PEBC office for further investigation. If the confiscated item is an electronic device, the candidate will not be allowed to continue the examination and will forfeit the results which will be counted as an unsuccessful attempt and may be subject to further sanctions.

PEBC reserves the right to search any confiscated items, which may include reviewing emails, texts and other documents stored on the device or through applications (“apps”) or services to which the device is connected or that the device may access.

In any case of breach, an incident report will be filed by the Chief Administrator and the candidate will be told of this action. The candidate may provide an independent explanation in writing to the PEBC office, no later than 7 calendar days following the close of the examination.

If, after consideration of evidence of improper conduct, a candidate is found by the Registrar-Treasurer to have committed a breach of copyright, rules of conduct or any stated examination instructions or procedural guidelines, the Registrar-Treasurer may:

- cancel the candidate's examination score;
- report the misconduct to professional regulatory and legal authorities;
- bar the candidate from one or more future examination sessions; and/or
- take such other action as deemed appropriate, including possible legal prosecution

A candidate may be held responsible for all damages and cost-recovery in the event that the examination or any component of it is compromised by the candidate’s action.