



POLICY ID	BP-E-08	SUBJECT	CHANGE AND CANCELLATION POLICY
SECTION	EXAMS		
EFFECTIVE DATE	MAY 1, 2023	REVIEW CYCLE	EVERY 2 YEARS
DATE AMENDED		NEXT REVIEW	SPRING 2025

Policy

The CCEB relies on the accuracy of information provided by candidates and requires timely updates be provided. Additionally, the CCEB understands that from time-to-time candidate circumstances change and they may wish to make changes to their personal information, exam site, or application.

Purpose

To provide clarity and transparency for candidates who require changes to their information or application for examination.

Definitions:

In this policy:

- a. “CCEB” means the Canadian Chiropractic Examining Board;
- b. “Candidate” means a student or graduated chiropractor who desires to write any or all of the CCEB Examinations;
- c. “CEO” means the Chief Executive Officer of the CCEB;
- d. “Extraordinary Circumstances” means an unanticipated situation outside of the control of the candidate, relating to the examination policies and procedures, which are sufficient to support the fairness of exempting any particular candidate from the policies of the CCEB as they are applied to all other candidates.

Process

Change to Personal Information:

- Candidates must notify the CCEB immediately of any changes to personal information.
- Candidates are responsible for the accuracy of the personal information relied upon by the CCEB.
- Personal information includes:

- Name
 - Name changes must be accompanied by government issued official documentation demonstrating the change of name.
- Pronouns
 - Pronoun changes can be requested prior to official government documentation being received.
- Address
- Email address
- Telephone number
- Graduation date
- All changes must be received by email; no changes will be accepted over the phone.
 - exams@cceb.ca
- The password you submitted with your application may be required to make changes.

Change of Exam Site:

- Change of exam site requests must be received by the posted application deadline.
- Exam site changes include:
 - Location changes from one in-person site to another,
 - Change to (or from) remote proctoring,
 - Change to (or from) in-person proctoring,
- All changes must be received by email; no changes will be accepted over the phone.
 - exams@cceb.ca

Cancellation of Examination Application:

- Request for cancellation must be received by the posted application deadline to receive a full refund.
- Cancellation requests received after the application deadline will forfeit the full application fee.
 - Candidates who provide sufficient and acceptable evidence of Extraordinary Circumstances may receive a partial refund.
- Exam deferral requests are not permitted.
- All requests must be received by email, no requests will be accepted over the phone.
 - exams@cceb.ca
- Refunds are processed using PayPal in Canadian Dollars.
- Refund decisions are at the sole discretion of the CCEB CEO.
- Refund decisions are final.

Administrative Fees:

- The CCEB reserves the right to apply an administrative fee to any change requests.

Scope:

This policy applies to all CCEB examination candidates.

Responsibility:

Approval (Policy): Changes to this policy must be approved by the CEO of the CCEB.