



College of Massage Therapists of Ontario Certification Examination Review Request Policy

Examination candidates may request a review of their examination results within the specific criteria established by the College set out below.

Criteria for a Certification Examination Review

A review of a candidate's examination results may only be based on process issues, and not on the content of the examination. That is, a candidate may only request a review of his/her certification examination results in situations where s/he is of the opinion that extraordinary circumstances arose coincidental to the holding of the examination. "Coincidental" is defined as immediately prior to the examination or during the delivery of the examination. "Extraordinary circumstances outside the control of the candidate" are defined as something (not of the candidate's doing) that was severe enough to have disrupted a candidate's examination experience to the extent that it could reasonably be seen to have altered their test score. Examples of "extraordinary circumstances" include situations such as: a death in the family immediately before the examination, a fire alarm during the examination that necessitated the building being evacuated, a power failure that had an impact on the exam administration, etc.

A written request for a review should be submitted to the College within 72 hours of completing the examination. Requests outside of that time period will be considered on a case-by-case basis with careful consideration of the reason for the delay in submitting the request.

The request should include an explanation of the extraordinary circumstances upon which the request is based along with any supporting documentation.

The request should also include the outcome that the candidate is seeking from the review.

In no circumstances will a request for review of an examination attempt be accepted if the candidate fails to request a review (of an earlier attempt) until after he or she has made (and failed) a subsequent attempt at the examination. For example, if a candidate fails an exam twice, they cannot request a review of their first attempt after failing their second attempt.

Certification Examination Review Procedure

An internal review of the available information, including the candidate's submissions, will be conducted by the Registrar and a decision, along with reasons for the decision, will be issued to the candidate within 30 days (or as soon thereafter as possible) of receipt of the request for review and all supporting documentation required.

In general, the Registrar will consider the following when reviewing a Certification Examination review request:

- The nature of the request;
- Whether or not the applicant raised the issue immediately following the examination;
- Whether or not the issue is long-standing, or if it occurred immediately prior to the exam;
- Whether or not the candidate could have contacted the CMTO to request a postponement of the examination, if the candidate is experiencing a long-term issue;
- If accommodation for the examination could have been requested in advance but was not requested, an explanation as to why accommodation was not requested; and
- Any formal documentation that has been submitted in support of the request (this documentation will depend on the nature of the request and might include, for example, a physician's note, government-issued documents, etc.).

Supporting Documentation

Depending on the nature of the extraordinary circumstances, it is often necessary for an applicant to provide supporting documentation to verify the statements made in the request. For instance, if an applicant's examination review request is based on an unexpected health emergency that he or she experienced just prior to the examination, then appropriate medical documentation should be provided to verify this event. The documentation should also explain how the medical condition impacted the applicant's ability to perform on their examination.

After the completion of the review, the Registrar may do one of the following:

- Determine that, in the Registrar's opinion, no extraordinary circumstances arose coincidental to the holding of the examination which were severe enough to have had an impact on the candidate's performance to the extent that it could reasonably be seen to have had an adverse impact on their examination performance; or
- Grant the candidate another attempt at the examination without counting the current attempt as one of the three attempts permitted to take the examination.

Under no circumstances can the Registrar change an examination score.

Please note that the requirement to successfully complete the College's Certification Examinations is a non-exemptible registration requirement. This means that neither the Registrar nor the Registration Committee may exempt an applicant from the requirement for successful completion of the certification examination.

Once the exam review process is complete, the decision of the Registrar is final.

Approved by Council: February 11, 2014

Revised: October 16, 2017