



**CIRO · OCRI**

Canadian Investment  
Regulatory  
Organization

Organisme canadien  
de réglementation  
des investissements

# CIRO Proficiency Program

1017 – Candidate Support Policy

Supported by



**FitchLearning**



# Contents

Purpose of Policy.....	1
Scope of Policy.....	1
Definitions and Terminology.....	1
Policy Statement.....	1
Policy Requirements.....	1
Relevant Services.....	1
General Support from Fitch Learning.....	2
Exam-day Support from Prometric.....	2
Roles and Responsibilities.....	2
Appendices.....	3



## Purpose of Policy

The purpose of this document is to explain the basis upon which Fitch Learning will:

- Deliver on CIRO's commitment to provide prompt and appropriate support to Exam Candidates and Approved Persons taking Conduct Training, or any other training as prescribed by CIRO.
- Reinforce CIRO's and Fitch Learning's commitment to transparent and non-discriminatory access to Exams and training.

## Scope of Policy

This policy applies to all Candidates enrolling in CIRO Exams, and Approved Persons enrolling in Conduct Training and any other training as prescribed by CIRO.

## Definitions and Terminology

The following terminology applies throughout this document:

- **CIRO Exam:** any exam offered by CIRO, delivered and supported by Fitch Learning.
- **Candidate:** an individual who is taking, or intends to take, a CIRO Exam.
- **Approved Persons:** an Approved Person within the meaning of the applicable CIRO rules.
- **Exam Enrolment:** purchase of the right to schedule up to three attempts of a CIRO Exam within the Enrolment Period.
- **Enrolment Period:** the period from the date of Exam Enrolment up to a maximum of 12 months, during which the Candidate may complete up to three Exam Attempts for a specific exam.
- **Enrolment Fee:** a fee for the first Exam Attempt within an Enrolment Period.
- **Retake Fee:** a fee for the second or third Exam Attempt within an Enrolment Period.
- **Exam Attempt:** an Exam Attempt is recorded where a Candidate takes an individual CIRO Exam and receives a pass, fail or absent result.
- **Exemption:** a Candidate may be excused from the requirements of the policy due to Exceptional Circumstances.
- **Exceptional Circumstances:** the specific conditions under which an Exemption may be considered.

## Policy Statement

CIRO and Fitch Learning will provide to CIRO Exam Candidates and CIRO Approved Persons comprehensive operational support throughout all stages of their exam and training journey.

## Policy Requirements

### Relevant Services

Fitch Learning will provide support services relating to CIRO Exams for Candidates and training for CIRO Approved Persons in both English and French.



Under this policy, Fitch Learning will not provide support services relating to education or preparation providers. For more information on exam preparation, please visit [Exam Hub | Canadian Investment Regulatory Organization](#)

Under this policy, Fitch Learning will not provide support services relating to CIRO's proficiency requirements. For more information, please contact [proficiency@ciro.ca](mailto:proficiency@ciro.ca), CIRO's registration department, or your dealer.

### **General Support from Fitch Learning**

Candidates and CIRO Approved Persons can utilize the support site to learn about the procedures relating to enrolment into a CIRO Exam or Conduct Training.

Candidates and CIRO Approved Persons can reach support from Fitch Learning directly by submitting a request using the support site at <https://fitchlearning-na.zendesk.com/hc/en-ca>

Submitting a request and raising a ticket creates an email that the Candidate and the Fitch Learning team can follow to resolution.

Candidates will receive an initial response to their ticket by email within one business day and, where possible, Fitch Learning will seek to provide a resolution to questions and help requests within three business days.

Candidates can also call the dedicated support line at +1 (647) 905-5108, between the hours of 9am to 6pm EST, Monday to Friday, excluding Canadian national holidays and Ontario provincial holidays. Candidates are encouraged to determine their support needs a minimum of four business days in advance of their exam or training due date.

Useful links for Candidates and Approved Persons can be found in the Appendices of this policy.

### **Exam-day Support from Prometric**

Candidates will be provided with all necessary links and contact information for exam-day support from Prometric prior to the day of their exam. Technical issues of any kind relating to remote exam delivery, or on-site test centre issues on exam day, should be directed to Prometric.

Remote exam Candidates who face technical issues before the exam begins can use Prometric's chat feature to connect to an agent for immediate assistance: <https://rpcandidate.prometric.com/>. Candidates will need to provide the confirmation number from their booking confirmation email to the agent.

Once the exam has started in the ProProctor application, Candidates can use the built-in live chat feature to connect to the proctor, who will assist and provide technical support.

Candidates who miss their exam, are late or cannot complete their exam for any reason, should also contact Fitch Learning at <https://fitchlearning-na.zendesk.com/hc/en-ca> or call +1 (647) 905-5108 to provide information and get assistance.

## **Roles and Responsibilities**

Fitch Learning are the primary support route for most queries before and after a Candidate exam and for queries concerning enrolment in Conduct Training.

Prometric are the primary support route for queries on the day of the exam.



## Appendices

[Test Centre Policy](#)

[Remote Exam Policy](#)

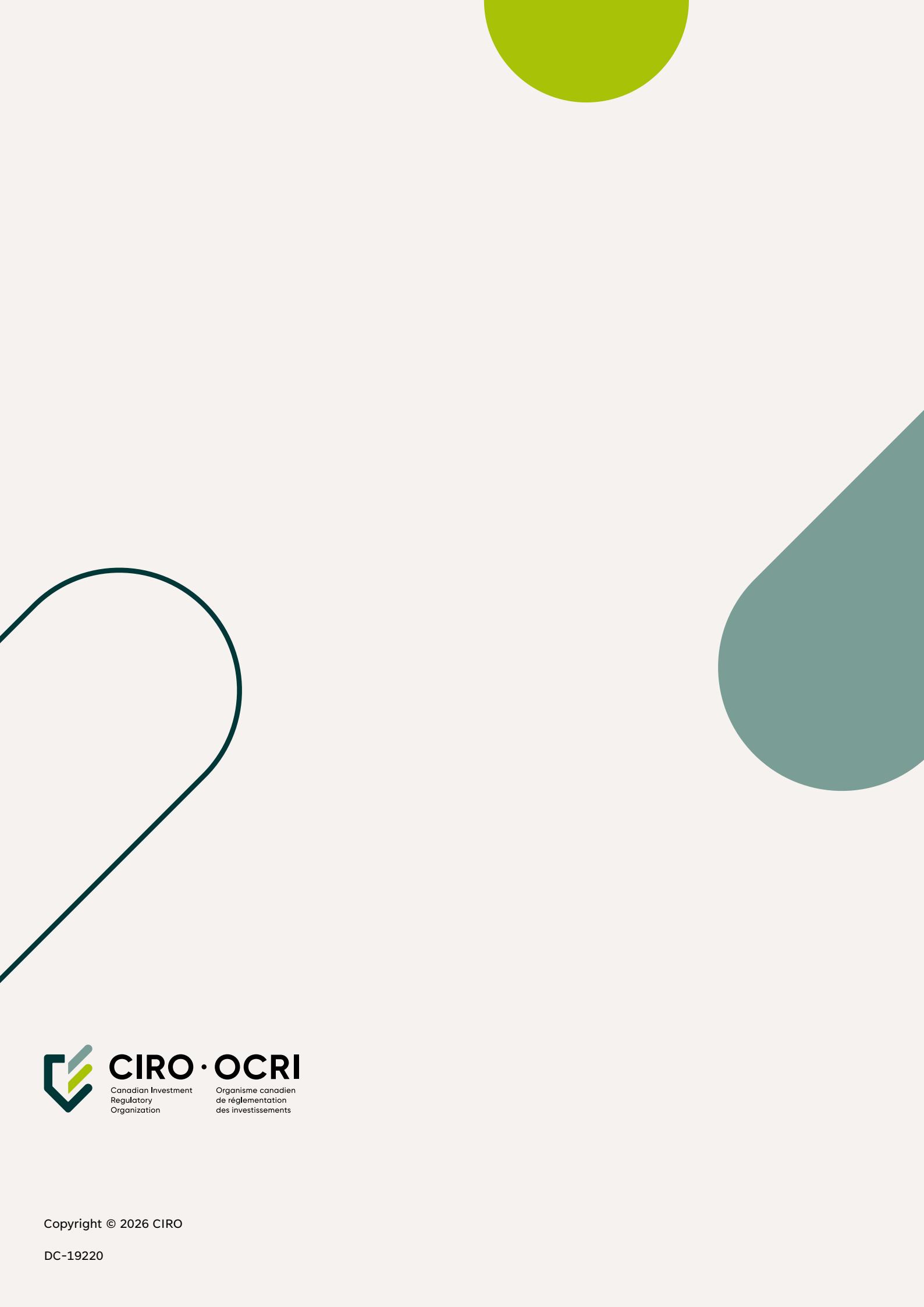
[Test Centre Support Articles](#)

[Remote Exam Support Articles](#)

[Exam Enrolment and Attempts Policy](#)

[Mandatory Conduct Training Policy](#)

[Conduct Training Support Articles](#)



**CIRI · OCRI**

Canadian Investment  
Regulatory  
Organization

Organisme canadien  
de réglementation  
des investissements