



**CIRO · OCRI**

Canadian Investment  
Regulatory  
Organization

Organisme canadien  
de réglementation  
des investissements

# CIRO Proficiency Program

1007 – Test Centre Exam Policy

Supported by



**FitchLearning**



# Contents

Purpose of Policy.....	1
Scope of Policy .....	1
Definitions and Terminology .....	1
Policy Statement .....	1
Policy Requirements .....	1
Test Centre Exam Conditions .....	2
Identification .....	2
Compliance .....	2
Roles and Responsibilities.....	3
Appendices .....	3



## Purpose of Policy

The purpose of this document is to explain the requirements and responsibilities for taking a CIRO Exam in person at a Test Centre.

## Scope of Policy

This policy applies to all Candidates enrolling in CIRO Exams.

## Definitions and Terminology

- **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.
- **Test Centre:** a location in Canada provided by Prometric in which a Candidate can take a CIRO Exam.
- **Remote Proctoring:** a method of supervising online exams using technology to ensure test integrity and prevent cheating, allowing Candidates to take assessments from any location.
- **ID:** acceptable identification for the purpose of Candidate validation.
- **Check-in Agent:** a Prometric staff member who checks the Candidate's ID, ensures security and interacts with the Candidate upon Test Centre arrival.
- **Proctor:** a Prometric staff member who monitors the Candidate, security protocols and technology.
- **Exam Attempt:** an Exam Attempt is recorded where a Candidate takes an individual CIRO Exam and receives a pass, fail or absent result.
- **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.
- **Displaced Candidates:** scheduled Candidates who must be rescheduled due to an emergency closure at a Test Centre.

## Policy Statement

Candidates taking CIRO Exams in person can schedule and attend their exam at available Test Centres operated by Prometric in Canada. They are required to follow this policy and all Test Centre procedures for CIRO exams.

## Policy Requirements

CIRO and Fitch Learning are implementing this policy to reflect the Test Centre Policy set out here by our delivery partner, Prometric Inc.:

<https://www.prometric.com/test-center-policies>

Test Centre locations are listed at the link below. Candidates can filter to search for CIRO Exams:

<https://www.prometric.com/find-your-exam>

Test Centre appointments are on a first-come, first-served basis. Candidates are encouraged to take their exam by Remote Proctoring if they are unable to find an available location or timeslot within their ideal range.



Test Centre services are available in English at all locations and French at select locations.

Displaced Candidates: at times, Prometric may need to cancel a Test Centre appointment due to unforeseen circumstances. If an appointment is cancelled, Prometric will contact the affected Candidate by phone or email with a new appointment. The Candidate has the option to decline that appointment and reschedule at a different time if they prefer.

Candidates must arrive at the Test Centre 30 minutes before the exam start time given in their booking confirmation. Late Candidates may not be permitted to take the exam.

If candidates are going to miss their exam, they must inform Fitch Learning by phone at +1 (647) 905-5108 or informing us by submitting a request at <https://fitchlearning-na.zendesk.com/hc/en-ca>

Candidates must follow the Prometric Test Centre security and procedural requirements. Candidates who do not follow security and procedural requirements will not be permitted to take the exam.

## Test Centre Exam Conditions

The following conditions apply for exams taken at a Test Centre:

- The Check-in Agent will screen Candidates and their personal belongings during check-in and after any unscheduled breaks.
- During the exam, Candidates will be observed and monitored in person and through continuous live video by the Proctor. Unscheduled breaks can be taken, if necessary; during an unscheduled break, the timing of the exam will not be paused.
- Candidates should consult the Proctor if they experience any technical issues or require a non-scheduled break.

## Identification

Candidates must present a **valid government-issued** identity document to the Check-in Agent.

The ID must:

- Include a clear photo of the Candidate.
- Include the Candidate's signature.
- Be original (photocopies are not accepted).
- Match the name in the candidate portal.
- Not be expired.

Candidates without acceptable and valid identification will not be permitted to take their exam.

Candidates can learn more about ID requirements at <https://fitchlearning-na.zendesk.com/hc/en-ca>

## Compliance

Candidates who do not meet the requirements of this policy may be prohibited from beginning or completing their exam and may receive an absent (fail) result. Any further attempt of the exam will be considered a new attempt and will require a Retake Fee or Enrolment Fee, as per the Enrolment and Attempts Policy.



## Roles and Responsibilities

Candidates are responsible for ensuring they understand the Test Centre Policy and for following the instructions and guidance provided by Fitch Learning and Prometric.

Fitch Learning are responsible for managing each Candidate's enrolment and Exam Attempts, and for providing guidance and support to Candidates according to CIRO policies.

Prometric are responsible for providing Candidates with exam-day support, ensuring exam security and delivering the exam.

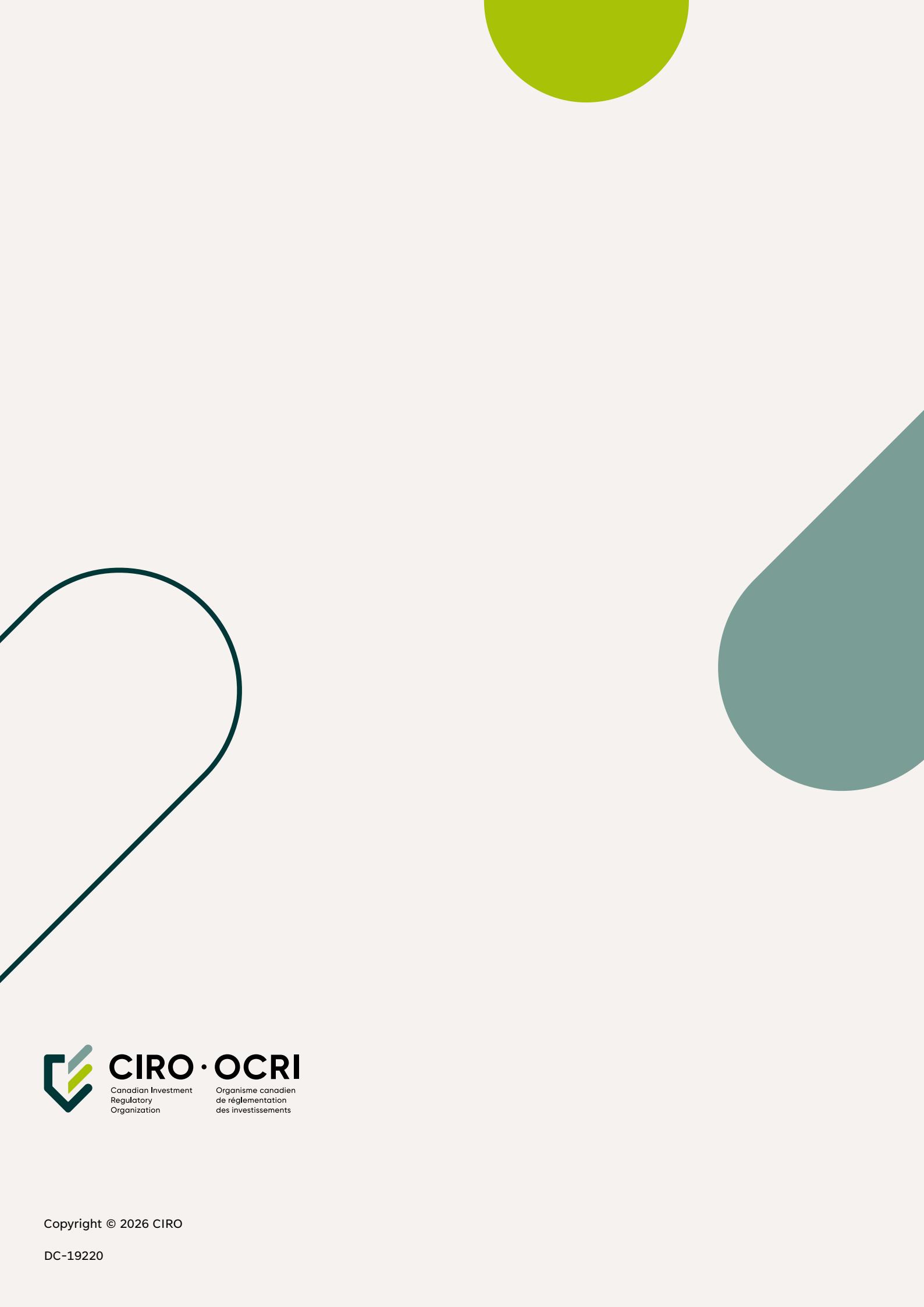
## Appendices

[\*\*Exam Enrolment and Attempts Policy\*\*](#)

[\*\*Complaints Policy\*\*](#)

[\*\*Candidate Support Policy\*\*](#)

[\*\*Test Centre Exam Support Articles\*\*](#)



**CIRI · OCRI**

Canadian Investment  
Regulatory  
Organization

Organisme canadien  
de réglementation  
des investissements