This handbook contains all the information and forms you need to apply for our entry level certification exam. You are responsible for making sure you have and use the current version(s) of documents and application form(s). Check the CSMLS website (csmls.org) for updates.
Disclaimer

Before you apply for the Medical Laboratory Assistant (MLA) certification exam, you must read and understand all the policies and regulations outlined in this handbook. By signing the application form, you are agreeing to all of these policies and regulations. Failure to do so may result in a loss of eligibility to write the exam or may result in your examination not being marked.

Contact Information

Canadian Society for Medical Laboratory Science

Address
33 Wellington St N
Hamilton, ON
L8R 1M7

Telephone
(905) 528-8642 or
(800) 263-8277

Fax
(905) 528-4968

Email
exam@csmls.org

Website
csmls.org

Exam Administrator
Ext. 8686

The Canadian Society for Medical Laboratory Science (CSMLS) is the national certifying body for medical laboratory technologists and medical laboratory assistants, and the national professional society for Canada’s medical laboratory professionals. As such, to maintain fairness to all our members we do not allow visitors at the CSMLS nor do we accept documents at our door.
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Code of Professional Conduct

- Medical laboratory professionals are dedicated to serving the health care needs of the public. The welfare of the patient and respect for the dignity of the individual shall be paramount at all times.

- Medical laboratory professionals work with other health care professionals, to provide effective patient care.

- Medical laboratory professionals shall promote the image and status of their profession by maintaining high standards in their professional practice and through active support of their professional bodies.

- Medical laboratory professionals shall protect the confidentiality of all patient information.

- Medical laboratory professionals shall take responsibility for their professional acts.

- Medical laboratory professionals shall practise within the scope of their professional competence.

- Medical laboratory professionals shall endeavour to maintain and improve their skills and knowledge and keep current with scientific advances. They will uphold academic integrity in all matters of professional certification and continuing education.

- Medical laboratory professionals shall share their knowledge with colleagues and promote learning.

- Medical laboratory professionals shall be aware of the laws and regulations governing medical laboratory technology and shall apply them in the practice of their profession.

- Medical laboratory professionals shall practise safe work procedures at all times to ensure the safety of patients and co-workers and the protection of the environment.
Exam Policies
General Information

Carefully Read the Entire Handbook Before Applying for Examination.

The Canadian Society for Medical Laboratory Science (CSMLS) is the national certifying body for medical laboratory technologists and medical laboratory assistants, and the national professional society for Canada's medical laboratory professionals. The society began in 1937 as the Canadian Society of Laboratory Technologists and now has over 14,000 members in Canada and in countries around the world.

The CSMLS remains committed to continuing to build a clearly focused and proactive advocacy strategy. Medical laboratory professionals deserve a voice that recognizes our profession’s strong contribution to the core of Canadian health care. Our advocacy efforts are focused on two main audiences, the government and the general public.

Canadian medical laboratory technologists must be certified with the CSMLS throughout Canada, with the exception of Quebec. CSMLS certification is part of the entry-to-practice requirements for medical laboratory technologists who want to work in Canadian medical laboratories.

Our Purpose

To promote and maintain a nationally accepted standard of medical laboratory technology by which other health professionals and the public are assured of effective laboratory services. We also promote, maintain and protect the professional identity and interests of medical laboratory technologists and of the profession.

In each province where there is a regulatory body, the regulatory body oversees the practice of the profession. We work with provincial regulatory bodies to make sure that CSMLS qualifications can be used across the country. We have developed exam service agreements with some of them so that they use CSMLS certification as an admission requirement.

Professional Standards Council (PSC)

The Professional Standards Council (PSC) is the policy recommendation body for Certification, Prior Learning Assessment (PLA) and Standards of Practice. The PSC is responsible for all matters relating to certification and prior learning assessment standards and policies. It has member representatives from each provincial association and regulatory body, and in non-regulated provinces there are representatives from the provincial associations.

Reciprocity

The CSMLS does not offer reciprocity with any university or college, or with any other country. Your education and experience in another country do not automatically make you eligible to write the certification exam.
CSMLS Membership

General Information

A CSMLS membership will provide you with many benefits that you can start taking advantage of right away, including reduced examination fees.

We connect members to a comprehensive network of peers, news and updates, continuing education, employment opportunities and much more.

Certification and membership with CSMLS is transferable (portable) across Canada.

CSMLS membership also:

- Saves you money by offering lower registration fees for LABCON, CSMLS’s annual national conference and access to various membership discount programs (visit our website for a list of current Affinity Partners).

- Keeps you connected to the profession with bi-weekly eNEWS, the quarterly Canadian Journal of Medical Laboratory Science (CjMLS) and the new online discussion forum, Communities.

- Is with you every step of your career, providing access to job postings and our new online Career Centre in addition to discounts on professional development and continuing education.

At the CSMLS we believe that the medical laboratory profession deserves a voice that recognizes your valuable contribution to Canadian health care. Your membership with the CSMLS will help make this voice stronger and demonstrate your commitment to your chosen profession.

If you have any questions about membership, please feel free to contact us by phone (905-528-8642 or 1-800-263-8277) or email (info@csmls.org).

More information about memberships can also be found on our website at csmls.org under “Join Us”.

Student Membership-CMA Accredited

A member who is enrolled as a full-time student in a CMA accredited training program.

Associate Non-Certified Membership

This type of membership is for someone who is not CSMLS certified, and is not eligible for membership under any other membership category. This is an annual membership that will expire on December 31st of each year. Membership fees are not prorated.
Eligibility Requirements

There are two ways to become eligible to write the CSMLS Certification Exam.

1. **Canadian Educated MLA Program Graduate Requirements:**

   Successful completion (graduate) of a CMA-accredited Medical Laboratory Assistant (MLA) education program. This includes programs that have applied for accreditation. A CMA-accredited program is one that has met the requirements of the Conjoint Committee for Accreditation of Educational Programs in Medical Laboratory Technology for the Canadian Medical Association.

   To be eligible to write the exam:
   - All program requirements must be completed a minimum of two weeks before the exam date
   - You must be a recent graduate - program completion must have occurred within the past twelve (12) months of exam registration

2. **Prior Learning Assessment Candidate Requirements:**

   Be declared eligible through CSMLS Prior Learning Assessment (PLA) process for Medical Laboratory Assistants (MLAs). Have a valid (not expired) examination eligibility statement.

The PLA process for Medical Laboratory Assistants is intended for MLAs that are currently working in Canada, or have graduated from a Canadian MLA program that has not been accredited by the Canadian Medical Association, or where graduation from a MLA program has taken place more than twelve (12) months ago.
Recent Graduates

If you are a recent graduate that has successfully completed a CMA-accredited Medical Laboratory Assistant (MLA) education program (including those programs that are scheduled to have an accreditation visit by the Canadian Medical Association prior to December 2017), you will be eligible to challenge the certification examination if your program completion (graduation) took place within the last 12 months prior to exam registration.

We will contact your educational institution on your behalf to verify that you have completed the program requirements. If we are unable to verify program completion, you will be required to provide to us one of the following at your own cost:

- a notarized copy of certificate and/or transcript confirming successful completion of a CMA accredited educational institution (training program); or
- a verification of successful program completion (transcript and/or diploma) to be sent to the CSMLS directly from your educational institution

Not a Recent Graduate

If you have completed your MLA program more than twelve (12) months ago, then you are not eligible to apply for or challenge the MLA certification exam. You will need to apply for a prior learning assessment (PLA) first. The PLA will determine if you are eligible to challenge the exam based on your education, clinical training and experience. If you wish to apply for a PLA please read the PLA Handbook for the steps you need to follow; it also includes the application form. The PLA Handbook is located on our website csmls.org.

Registering for Your Exam—After an Unsuccessful Attempt

If you were not successful on your last/previous exam attempt and you are eligible to write the certification exam again, you will be automatically provided with an application form, directions and an alternate application deadline. You must follow the provided directions fully to be eligible for the next exam attempt. You will be required to apply and pay for your next exam attempt by mail, email or fax only.

You are expected to come to the next available exam session. If you do not apply by the deadline date provided you will not be able to write the next exam and you will lose this attempt. A loss of an exam attempt is considered a fail.

If you were not successful on your last/previous exam attempt and you have been informed that you need to complete a Learning Plan, you cannot register for the next exam. In your exam results package you will receive a letter that will provide you with a date by which you should receive your Learning Plan by email. Please follow the directions provided in the Learning Plan. If you have any questions about your Learning Plan, please contact directly the CSMLS representative you have been assigned to. The contact information for your assigned CSMLS representative can be found in your examination results package.

Please be advised that this process can take some time. Learning plans take a minimum of one year to complete.
Registering for Your Exam—After Completing a Learning Plan

After you complete your Learning Plan and the CSMLS receives all of your transcripts and documents showing completion of this plan, your file will be reviewed for exam eligibility. The review of your file can take four (4) to six (6) weeks. If your Learning Plan has been deemed complete you will be issued an eligibility statement for the next available exam. This next available exam will be a date where registration has not yet opened so that you can apply without paying a late fee and to provide you time to prepare for the exam.

Do not register for the exam unless you have received an Eligibility Statement indicating that you are eligible to write the exam. The Eligibility Statement will include the exam date that you can write the exam on.

Applied for Exam but Not Eligible

If you apply for the exam but are not eligible, you will be refunded your exam fees minus the administrative fee. Students who have not completed their MLA program will be refunded all of their exam fees.

Request for Special Accommodation (Disability, Religious)

The Canadian Society for Medical Laboratory Science (CSMLS) is committed to providing accessible and equitable services to all examination candidates, including administering the CSMLS Certification Examination in a way that respects the dignity and independence of persons with disabilities and/or religious observations. The CSMLS will make the CSMLS Certification Examination accessible to every extent possible including making arrangements for special accommodations for candidates who have provided evidence of special needs.

In reviewing accommodation requests, the CSMLS must balance the rights of the individual examination candidate with its mandate to protect the public interest through a fair, secure, valid and reliable certification exam.

The CSMLS has the right to approve or deny requests for special accommodation. If your request is approved, you may be required to write your examination at an alternative location.

Special Accommodation Requirements

If you are a candidate with a request for special accommodation, you must contact the Certification Department by email at exam@csmls.org or in writing before the initial exam application deadline for the request to be considered.

- Requests received after the initial deadline date will not be considered.

You must complete all of the CSMLS accommodation request forms and include official supporting documentation (medical or religious) to support your request.

Official supporting documentation (which may include records, reports, evaluations, assessments, etc.) must be submitted with the Accommodation Verification Form to document the candidate’s disability and any history of testing accommodation. The documentation must include a specific diagnosis.
Official supporting documentation must not be more than six (6) months old for psychiatric and recent physical disabilities, five (5) years for long-term disabilities and three (3) years for all other disabilities.

Medical documentation must be current and include a formal diagnosis of the specific disability made by a qualified physician/psychologist.

Special Accommodation Requirements for Candidates Re-Writing the Exam
If you are re-writing the exam and need special accommodation for your next exam attempt, you are required to submit a new Request for Special Accommodation.

Discrimination Policy
The Canadian Society for Medical Laboratory Science (CSMLS) is committed to providing an examination process that is free from any type of discrimination and supports the productivity and dignity of exam candidates.

Discrimination is unequal treatment on the basis of prohibited grounds which may include age, race, sex, religion / creed, sexual orientation, physical or mental handicap, ancestry, place of origin, colour, ethnic origin, citizenship, marital or family status and record of offences.

Exam Specific Policies

Exam Application Requirements
You are required to submit a signed and fully completed application form by mail, fax, or email or complete the online application process (available for first time applicants only).

Applications must be received in our office prior to the application deadline. Applications postmarked prior to the application deadline will be accepted. We are not responsible for lost or misdirected mail. We recommend that your application is sent by courier service, so you can track it.

Applications received after the deadline date will be subject to late fees.

Applications received after the late application deadline will not be processed. The exam candidate in this case will lose the exam attempt and it will be considered a fail.

Exam candidates are directly responsible for ensuring that we receive their exam application on time by mail, fax, and email or through the online process.

Exam Fees
Exam candidates must submit their full exam fees in Canadian funds with their exam application. Exam fees must be paid by Canadian cheque, Visa, MasterCard or by American Express. Other methods of payment are not accepted. If you have paid using a cheque or credit card, please check your statement to ensure that payment has been received. If you are unsure, contact the office directly at exam@csmls.org. Please allow five (5) business days for the processing of your fees.
Make your cheque or money order payable to the Canadian Society for Medical Laboratory Science or CSMLS. Payments returned for insufficient funds will be charged a $25.00 NSF fee. You will not be able to challenge the exam until full payment is received. Payment must be received within fifteen (15) days of our notification to you.

Exam Sites

Exam site options are located in Appendix VI, on page 49 of this guidebook. As an exam candidate, you will be asked to select your top two (2) exam locations from the list provided in this handbook. You must write the city and site code on your application.

Exam Site Assignment

Exam site choices are assigned based on the date the applications are received. Space is limited at some exam sites, so you may not be assigned to the sites you choose. We cannot guarantee that we will assign you to one of your preferred examination sites.

The CSMLS reserves the right to:

- Cancel an exam site if there are fewer than five (5) candidates
- Assign you to your exam site
- Monitor exam sites

Candidates are responsible for finding their own way to the correct examination site (location). Candidates are strongly advised not to arrange travel and accommodation plans until site arrangement has been confirmed. CSMLS is not responsible for any travel/accommodation arrangements made by candidates.

Exam Site Change

If you need to change your exam site you need to let us know immediately by sending the Request to Change Exam Site form. We will do everything we can to change your site as long as we receive the form at least 30 days before the exam date. There is currently no fee for this process.

Requests for exam site changes will be accepted only if space is available at the new site after all candidates who selected it as their first choice has been accommodated.

Service Fees

The CSMLS has several non-refundable service fees that may apply to you. They are as follows:

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<th>Description</th>
<th>Fee</th>
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<tr>
<td>Late Application Fee</td>
<td>Fee applies to members that have submitted their application to the exam after the application deadline date</td>
<td>$100</td>
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<tr>
<td>Service Fee</td>
<td>Description</td>
<td>Fee</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Exam Cancellation Fee</td>
<td>The non-refundable portion of exam fee related to the exam cancellation process</td>
<td>$100</td>
</tr>
<tr>
<td>Extension Request</td>
<td>Fee applies to individuals requesting an extension or deferral of their eligible exam date</td>
<td>$155</td>
</tr>
<tr>
<td>Member Rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extension Request</td>
<td>Fee applies to individuals requesting an extension or deferral of their eligible exam date</td>
<td>$205</td>
</tr>
<tr>
<td>Non-member Rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSF Cheque</td>
<td>Fee applied to non-sufficient-fund (NSF) cheques</td>
<td>$25</td>
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<tr>
<td>Manual Verification of</td>
<td>Fee applied to the manual verification of an exam result</td>
<td>$155</td>
</tr>
<tr>
<td>Exam Results Member Rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manual Verification of</td>
<td>Fee applied to the manual verification of an exam result</td>
<td>$205</td>
</tr>
<tr>
<td>Exam Results Non-member Rate</td>
<td></td>
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<tr>
<td>Replacement Certificates</td>
<td>Fee to replace certificate</td>
<td>$50</td>
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<tr>
<td>Member Only</td>
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<td></td>
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<tr>
<td>Duplicate Exam Results</td>
<td>Fee applied to obtaining a duplicate copy of exam results</td>
<td>$25 – members</td>
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<td></td>
<td></td>
<td>$50 – non-members</td>
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**Choice of Language**

You can take your CSMLS Certification Examination in English or French. Your exam will be in the language you have indicated on your application. A change of language preference will not be considered after the exam application deadline date.

If you require a copy of both a French and English exam, please contact the office directly at 905-667-8686 or exam@csmls.org to make these arrangements.

**Refund Policy - Request for Exam Cancellation/Withdrawal**

You must cancel your exam at least thirty (30) days before the exam date in writing to receive a partial refund of your fees. There is a $100 non-refundable processing fee for this process. We do not refund late fees or non-member surcharges.

If you cancel your exam less than thirty (30) days before the exam date you will not receive a refund.

Cancelling an exam attempt will result in the loss of that attempt.

**Illness or Other Extraordinary Circumstances Before or on Examination Day**

Exam candidates who are ill or have extraordinary circumstances (including bereavement) before or on the examination day must contact the CSMLS office **BEFORE** the exam at exam@csmls.org or 905-667-8686.

The CSMLS will require supporting documentation within seven (7) calendar days after notification. Supporting documentation may include doctor’s notes, CSMLS medical form, death certificates and/or other documents.
If you provide notification to us by this deadline, we will review your situation and consider refunding a portion of your examination fee and/or the reinstatement of that exam attempt. Refunds of the exam fee and reinstatements of exam attempts will be considered on a case by case basis.

Change of Information

If you change your name or contact information (address, telephone number or email), send us notification in writing as soon as possible using the Change of Information Form. The form can be found online at csmls.org and in this handbook. Please provide copies of supporting official documentation with your form.

**Unless you send this form, we will send all correspondence about your exam, including your exam results, to the address written on your exam application.**

Manual Verification of Results

If you fail the exam, you can ask to have your result checked (manual verification).

We must receive your request in writing; be sure to include a payment of $155 (for members) or $205 (for non-members). All requests must be received in our office no later than sixty (60) days after the exam date.

Exam Development and Validation

The Professional Standards Council chooses certified subject matter experts from across Canada to form exam panels. These panels are responsible for the development of exams, exam plans (the blueprint) and new questions. They also validate exams to ensure that they are fair and that they assess the skills they are supposed to. New test items are included in examinations with a zero mark assigned for statistical validation in the technologist examinations. The exam may contain up to an additional 20% of new test items.

Competency Based

The ultimate goal of the certification examination is to identify minimally competent laboratory professionals that are ready to enter into entry-level clinical practice.

The CSMLS exams are competency-based, testing what you can do and how well you can use your knowledge, not just what you know. The competency profiles describe the minimal practice requirements of the Medical Laboratory Assistant (MLA) at entry-level, in order to provide safe, effective and ethical patient care in a variety of work environments.

Education programs in Medical Laboratory Technology are accredited through the Canadian Medical Association (CMA) Conjoint Accreditation Service. CMA accepts the competency profiles that have been approved by the Professional Standards Association and regulators and requires that accredited programs develop curricula to ensure that their students demonstrate proficiency in all competencies prior to graduation.
Competency Profiles

Competency profiles consist of a listing of competencies within categories and include exam blueprints, which show the topics that the exam will test and the weighting for each topic. The competency profiles are available on the CSMLS website csmls.org. Competency profiles are used as a guide for curriculums of CMA accredited education programs and the blueprints are used as a guideline for CSMLS examination development.

The competency profile for each of the CSMLS certification exams is distinct, although there is a common framework and some common content in each competency profile.

When presented with routine situations, an entry-level laboratory professional should independently be able to perform relevant competencies in a manner consistent with generally accepted standards in the profession and within a reasonable timeframe. The entry-level AML should be able to anticipate what outcomes to expect in a given situation, and respond appropriately, selecting and performing competencies in an informed manner. The entry-level laboratory professional should be able to recognize unusual, difficult and complex situations which may be beyond her/his capacity and takes appropriate steps to address these situations. This may include consulting with others, seeking supervision or mentorship, reviewing literature or documentation, or referring the situation to a more experienced laboratory professional (ALM).

Each competency profile establishes a minimum standard for entry-to-practice, and a foundation upon which to build higher levels of proficiency. Laboratory professional competencies and proficiency are expected to develop further, based upon experience and ongoing learning. The CSMLS strongly advocates continuing professional development.

The figure below illustrates in general terms how workplace performance may evolve over time. It is also known as the Competency Continuum:

Incompetent  Minimally Competent  Competent  Mastery

Minimally Competent (Entry-Level)

A Minimally Competent laboratory professional fulfills the role professionally by:

- Practicing safely
- Learning from experiences
- Demonstrating potential for growth
- Asking for help and support in decision-making
- Understanding obvious points but missing the subtle points
- Developing confidence
- Having a limited view of the profession
- Requiring direction in complex situations
- Lacking initiative on occasion
- Practicing within the standards of practice
- Evaluating own performance with assistance and feedback
- Recognizing an error made but may be weak in problem-solving

Each competency profile defines the key learning outcomes that should be the product of attending a CMA accredited education program. They do not constitute a complete educational curriculum nor do they define a learning process; these should be developed by appropriately qualified educational program personnel.

The profile is intended to set a meaningful national standard for each competency without being overly prescriptive. It provides a guide for curriculum development. Curriculum should incorporate the expectations of minimally competent laboratory professionals ready to enter into entry-level clinical practice.

**Development and Updating of the Competency Profiles**

Re-validation of the competency profiles takes place approximately every five years. Due to rapid changes in technology and practice certain portions of the profile may be validated more frequently to ensure that the profiles accurately reflect workplace needs.

This consultative process involves a survey to our stakeholders (regulators, education programs, employers, members and non-members) for a critical review of the profile with recommended changes, market demands and projections of future competencies and emerging technologies.

**Process Map-Competency Profile Re-validation:**

1. Start
2. Task Force and Facilitator Appointed
3. Survey Stakeholders for recommended changes
4. Validated Draft Presented to PSC for Approval
5. Draft Profile Validated with Stakeholders
6. Task Force Prepare Draft based on Feedback
7. Draft approved by BOD (now finalized)
8. Submission of Final Draft to CMA Committee on Conjoint Accreditation
9. Publication of New Standard
10. End
Taxonomic Levels
The CSMLS uses three taxonomic levels for test questions based on Bloom’s classification; these are recall (knowledge), application (comprehension and application), and critical thinking (analysis, synthesis, evaluation). The majority of questions on the exam test the application of knowledge.

Examination Formats
The questions on the CSMLS exams are in multiple-choice format.

Multiple-Choice Question Format:
- ONE answer is acceptable – choose the BEST
- ONE mark will be allotted for each correct answer
- NO case studies
- NO choices with – a & b, c & d, all of the above or none of the above

Exam Length:
The MLA exams are conducted over a total time of 2.5 hours. They take place from 0930 to 1200h.

It is recommended that you arrive thirty (30) minutes early to check into the exam.

| Arrival: | 09:00 |
| Exam: | 09:30 – 12:00 |

What to Expect:

<table>
<thead>
<tr>
<th>Medical Laboratory Assistant Certification Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Length of Exam</strong></td>
</tr>
<tr>
<td>--------------------</td>
</tr>
<tr>
<td>2 ½ hours</td>
</tr>
<tr>
<td>150 questions including validation questions</td>
</tr>
<tr>
<td>Multiple-choice questions only</td>
</tr>
</tbody>
</table>
CSMLS Examination Scoring/Results

Every exam has a “pass mark”, which is the total percentage score you must reach to pass. Anyone who achieves this mark passes the exam, and there is no limit to the number of candidates who can pass.

The pass mark, which is set by the Angoff method, varies from exam to exam depending on the difficulty of that particular exam. You can find a detailed explanation of the Angoff method in Appendix I.

After each exam, exam material is shipped back to the CSMLS office from across the country. Each exam package is opened and checked to ensure that all documents have been returned and the security agreement has been signed. Once each exam is accounted for, the scoring process can begin.

Computer answer sheets (also called bubble sheets) are electronically scanned. Numerous quality control measures are taken throughout this process, and each exam question is statistically analyzed. When all the steps in the process are complete, examination results are generated and they are packaged for mailing. Candidates are provided with a document that indicates if they have passed or failed the certification exam. Results are mailed out to all exam candidates at the same time. This process can take up to forty-five (45) days to complete.

Setting the Pass Mark

Health related agencies require registration/licensure for their professionals as one means of assuring the quality of practice. Currently the CSMLS examination is the national requirement for entry to practice for all medical laboratory technologists across Canada (with the exception of Quebec) and is also a requirement in some provinces for medical laboratory assistants.

Setting a pass mark for an examination is setting a standard of performance on which decisions will be made about an individual’s level of competence in a given field of practice. Determination of an appropriate pass mark is essential to the effectiveness of the process. The pass mark determination is a judgment made by informed individuals (i.e., experts in the field of practice). It is arrived at through a rational discussion of the field of practice as well as an awareness of the consequences involved when a decision affecting individuals is made.

Validity and reliability must be considered, as must the variables affecting candidate performance. Unrealistically high pass marks exclude competent candidates and inappropriately low pass marks allow non-competent candidates to practice.

The pass mark is based on the content of the examination and not on an arbitrary percentage or group performance.

The CSMLS Angoff Process

The CSMLS uses a Double Angoff Process that requires demographically selected expert judges to discuss the issues involved in determining a pass mark and to evaluate the examination by using a well-defined and rational procedure.

The purpose of this Angoff process is to determine the cut score (pass rate) required to identify a minimally competent laboratory professional for each CSMLS exam.
The exams undergoing the Double Angoff Process have been reviewed and accepted by the Examination Panel prior to this process.

Incomplete Certification

PSC Exam Attempt Policy

The Professional Standards Council (PSC) has a policy about the number of times any candidate can write the certification examination. Candidates have three (3) attempts at the certification exam. After two (2) consecutive attempts, an exam candidate must complete a Learning Plan based on the outcome of the two previous examinations, before attempting their third (3rd) and final attempt at the certification exam. Please note Learning Plans take a minimum of one year to complete. Candidates who exceed three (3) exam attempts are no longer eligible to challenge the exam.

Candidates exceeding three exam attempts must complete a full-time Medical Laboratory program if they want to become eligible again to take the CSMLS certification exam. The Medical Laboratory program must be accredited by the Conjoint Committee for Accreditation of Educational Programs in Medical Laboratory Technology for the Canadian Medical Association (CMA). See www.cma.ca/en/Pages/official-program-list.aspx for a current list of accredited programs.

This policy was revised and put into effect January 1, 2014.

2014 Revised Policy

This 2014 revised policy applies:

- January 1, 2014, with candidates receiving examination Eligibility Statements
- September 2014 with examination candidates completing a Medical Laboratory Technology (MLT) or Medical Laboratory Assistant (MLA) program accredited by the Conjoint Committee for Accreditation of Educational Programs in Medical Laboratory Technology for the Canadian Medical Association (CMA). This also includes programs that have applied for accreditation.

Incomplete Certification-Time and Attempt Limits

You cannot write the CSMLS certification exam more than two (2) consecutive times within twelve (12) months after receiving initial eligibility.

After two (2) unsuccessful attempts you will need to re-establish your eligibility to be able to write the exam again. To re-establish your eligibility to write the exam again you will need to complete a Learning Plan. This Learning Plan will be sent to you after your second unsuccessful attempt.

If you miss your second attempt you are responsible for contacting us directly and arranging for a Learning Plan. You must contact us within twelve (12) months of what would have been the date of your second attempt. If you do not contact us within twelve (12) months you will no longer be eligible to challenge the CSMLS certification exam.
Once you complete your Learning Plan you will have one (1) additional attempt at the exam, for a total of three (3) eligible attempts.

*If you do not complete your learning plan before it expires, you will no longer be eligible to challenge the CSMLS certification exam.*

**Initial eligibility is:**

- The first (1st) examination session available after a student completes a medical laboratory technology (MLT) or assistant (MLA) program accredited by the Conjoint Committee for Accreditation of Educational Programs in Medical Laboratory Technology for the Canadian Medical Association (CMA). This also includes programs that have applied for accreditation. The candidates are also known as candidates from a CMA accredited MLT or MLA program.
- The first examination session available after a candidate receives an examination Eligibility Statement.

**Re-establishing Eligibility:**

- CSMLS will review your bar charts to identify your areas of weakness. Once your areas of weakness have been identified you will be issued a Learning Plan. You will be required to successfully complete this Learning Plan if you want to challenge the certification exam again. This is how you re-establish eligibility to the exam.

**Learning Plan:**

- Learning Plans are issued after two (2) unsuccessful exam attempts. They are based on a review of all available exam attempts. You will receive your Learning Plan by email. If you want to write the exam again you will have to complete a Learning Plan. Once you complete your Learning Plan and we receive all the required documents proving completion, this Learning Plan is reviewed by an assessor. If deemed complete, you will be issued an examination Eligibility Statement.
- Please be advised that this process can take some time. As an example, if a candidate performs poorly in all areas, the candidate will be required to complete refresher courses in 5 areas: Clinical Chemistry, Hematology, Histotechnology, Microbiology, and Transfusion Science. In this situation, the candidate would have up to 2 years to complete the courses before challenging the exam again.
- This Eligibility Statement will grant you one (1) final attempt to the next available certification examination session.

**Eligible Attempts:**

- If you sign up for an exam and cancel it OR do not show up for your exam, it will be considered an eligible attempt and considered a fail.
New Policy-Transition Rules

If you have been given eligibility to the certification exam because you:

- Completed a CMA accredited medical laboratory program and have started the examination process prior to September 2014; or
- Received an examination Eligibility Statement prior to January 1, 2014 that has not expired

You will remain in the Old Exam Attempt Policy. You will have **three (3) consecutive** examination attempts within twelve (12) months of your initial eligibility.

If you do not pass the exam after **three (3) consecutive** attempts, you will no longer be eligible to write the exam. If you want to challenge the exam again, you will need to re-establish your exam eligibility by completing a Learning Plan. You will be issued a Learning Plan if you are unsuccessful on your third (3rd) attempt.

*If you miss your third attempt you are responsible for contacting us directly and arranging for a Learning Plan. You must contact us with twelve (12) months of what would have been the date of your third (3rd) attempt. If you do not contact us within twelve (12) months you will no longer be eligible to challenge the CSMLS certification exam.*

Once you complete your Learning Plan and it is reviewed and deemed complete by an assessor, you will be issued an examination Eligibility Statement. This Eligibility Statement will grant you an additional **three (3) consecutive** attempts to the next available certification examination session for a **total of six (6) attempts**.

**NOTE:** If you do not complete your learning plan before it expires, you will no longer be eligible to challenge the CSMLS certification exam.
Registration Guide
Applying for the Exam and Completing the Application Form

Before Completing the Application

Read this handbook completely before you fill out the application form. The exam application is located on the inside back cover of this handbook.

Keep this handbook for future reference.

- Apply online at csmls.org (first time applicants only) or,
- Send your application by fax, email or regular mail

We will begin accepting applications one month before the application deadline date.

You will not be allowed to write the exam if you include false information on your application.

Keep this guidebook for future reference.

Application Deadline Dates

We begin accepting examination applications one month before the application deadline date.

<table>
<thead>
<tr>
<th>Exam Session</th>
<th>Exam Registration Opens</th>
<th>Application Deadline</th>
<th>Late Application Deadline (late fee applies)</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 20</td>
<td>February 28</td>
<td>March 31</td>
<td>April 30</td>
</tr>
<tr>
<td>October 24</td>
<td>June 30</td>
<td>July 31</td>
<td>August 31</td>
</tr>
<tr>
<td>February 22</td>
<td>October 31</td>
<td>November 30</td>
<td>December 31</td>
</tr>
</tbody>
</table>

Applying for an Exam - After the “Application Deadline”

If you apply for the exam before the Late Application Deadline you will be required to pay a non-refundable late fee of $100. This late fee must be included with your application when you apply. Refer to the Exam Fee tables for examination fee totals.

We will accept applications without a late fee that have been post-marked prior to the application deadline.

Applying for an Exam - After the “Late Application Deadline”

If you apply for the exam after the Late Application Deadline you will NOT be able to write the exam. You will lose that exam attempt and it will be considered a fail.

We will accept applications that have been post-marked prior to the Late Application Deadline.
Applying for an Exam - After an “Unsuccessful Exam Attempt”

You will be notified if you are eligible to rewrite the exam in your exam results package. You will be provided with an alternate application deadline date. You must apply and pay for the exam by mail, email or fax only. You cannot apply for the exam online if you are rewriting. If you do not apply for the exam by this alternate application deadline date, you will lose that exam attempt and it will be considered a fail.

Name and Contact Information

Clearly print your name as you want it to appear on all correspondence. Add in your CSMLS ID number if you have one; if you do not, leave the space blank. Complete the required address and contact information and include your email address. See example of where this information is entered in the application form below.

Correspondence about your exam, including your exam results, will be sent to the address written on your exam application.

You are responsible to update your information with the CSMLS as soon as possible with any name or address changes.

If you move, send us your new address using the “Change of Information Form” as soon as possible. The form can be found in this guideline or online at csmls.org.

Example (taken from the exam application form)

<table>
<thead>
<tr>
<th>Application for Entry Level MLA Certification Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Information: (Indicate the address where you want your results/certificate mailed to)</td>
</tr>
<tr>
<td>□ Miss □ Mrs □ Ms □ Mr CSMLS ID: ______________________</td>
</tr>
<tr>
<td>Last Name (Please print above) First Name Middle Initial</td>
</tr>
<tr>
<td>Address City Province Postal Code</td>
</tr>
<tr>
<td>Telephone No. Business Telephone No.</td>
</tr>
<tr>
<td>Fax No. Email</td>
</tr>
</tbody>
</table>

Name on Certificate

On the application form print your full name, including accents, as you wish it to appear on your CSMLS certificate. Contact the CSMLS as soon as possible with any name changes. You are directly responsible for contacting us when your name changes. Failure to do so may result in additional fees. See example below.

Example (taken from the exam application form)

Name on Certificate: Please print your full name including accents in the box below. This is how it will appear on your CSMLS certificate.
Newly Certified Members

We publish a list of new certified members every year. If you want your name included on this list, please check the statement box on the application. We only publish your name if you are a member in good standing at the time of publication.

Applicant Type:

Under applicant type you have four (4) different types to choose from. Check the appropriate box to indicate your applicant type.

*Example (taken from the exam application form)*

**Applicant Type:** (check the appropriate boxes)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Student Candidate</td>
<td>☐ I have successfully graduated my program within the last twelve (12) months or I am expected to graduate from this program prior to the exam date</td>
</tr>
<tr>
<td>First (1st) Exam Attempt</td>
<td></td>
</tr>
<tr>
<td>☐ Prior Learning Assessment Candidate</td>
<td>☐ I have received an eligibility statement for my first (1st) exam attempt</td>
</tr>
<tr>
<td>First (1st) Exam Attempt</td>
<td></td>
</tr>
<tr>
<td>☐ Repeat Candidate</td>
<td>☐ I missed or failed my last eligible attempt at the certification exam and I received an application form and directions to apply for the next exam</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Post Learning Plan Candidate</td>
<td>☐ I have successfully completed my Learning Plan, I am in my second exam cycle, and I have received an eligibility statement for this exam attempt</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Training Institution:

If you are a first (1st) time student applicant indicate your training institution (program) name and program completion date.

Program completion includes the completion of the clinical internship phase of your program along with the didactic (instructional or educational) portion. You cannot apply for the exam if your program will not be complete at least two (2) weeks before the exam date.

*Example (taken from the exam application form)*

**Training Institution** (if applicable):

<table>
<thead>
<tr>
<th>Name of Training Institution:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus:</td>
</tr>
<tr>
<td>City:</td>
</tr>
</tbody>
</table>
Exam Session

CSMLS certification examinations are held three (3) times per year. Choose your exam session by checking the appropriate box for the June, October or February exam. See example below.

Choice of Language

We offer the exam in both English and French; please indicate your language of preference on your exam application form. Your exam will be in the language you have indicated on your application. Change of language preference will not be considered after the exam application deadline. Check the box to indicate in which language you would like to write the exam. If you require a copy of both a French and English exam, please contact the office directly at 905-667-8686 or exam@csmls.org to make arrangements.

Exam Site

Select your first and second choice exam locations from the list provided in this handbook and write the city and site code on your application. The list can be found in Appendix VI, on page 53. Space is limited at some exam sites, so you may not be assigned to the site(s) you choose. We reserve the right to cancel an exam site if there are fewer than five (5) candidates. We reserve the right to assign you to your exam site. We reserve the right to monitor exam sites.

Privacy Agreement:

You must complete this section of the exam application. Carefully read the “Important Information about the Collection, Use and Disclosure of Your Personal Information” in Appendix II on page 45. It includes acceptance of the terms of the following options:

- Please include my name in the list sent to Member Discount Programs/Partners.
- Please include my name in the list sent to CSMLS Partner Provincial Societies.
- Please include my name in the list of certified members (Roster - Print & Web).

Newly Certified Members

We publish a list of newly certified members every year. Students who have successfully completed their certification exam in 2017 will have their name published in the first Journal of 2018. If you want your name included on this list, please check the statement box on the application under “Privacy Agreement”.

Example (taken from the exam application form)

<table>
<thead>
<tr>
<th>Privacy Agreement</th>
<th>- I have read the privacy agreement and accept the terms with the following options:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Please include my name in the list sent to Member Discount Programs/Partners.</td>
</tr>
<tr>
<td>☐</td>
<td>Please include my name in the list sent to CSMLS Partner Provincial Societies.</td>
</tr>
<tr>
<td>☑</td>
<td>Please include my name in the list of certified members (Roster - Print &amp; Web).</td>
</tr>
</tbody>
</table>
We only publish your name if you are a member in good standing at the time of publication. This means you must be a paying member in 2018 to have your name printed in the Journal. Members in good standing will also receive a free copy of the Journal.

**Applicant’s Statement**

You must read and complete this section of the exam application otherwise your application will not be accepted. By signing this statement or checking off the requirement online, you are agreeing to all the statements. Failure to do so could result in loss of exam attempt, loss in examination fees, a non-marked exam, and/or legal action.

**Applicant’s Statement: By signing this applicant statement:**
- I declare that the above information is true and hereby apply to write the CSMLS certification exam
- I declare that I have read and agree to abide by the examination handbook: policies, procedures, rules and eligibility requirements
- I understand that final acceptance to the certification examination depends on successfully meeting all eligibility requirements
- I understand there is a non-refundable portion of the exam fee
- I understand that the exam fee does not include a certificate

<table>
<thead>
<tr>
<th>Print Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**Payment methods**

Your full exam fee must be submitted with your exam application. You can pay by Canadian cheque, Visa, MasterCard or American Express. Other methods of payment are not accepted.

Make your cheque or money order payable to the Canadian Society for Medical Laboratory Science or CSMLS. If your payment is returned for insufficient funds, you will be charged a $25.00 NSF fee. You will not be able to challenge the exam until payment is received.

Complete the credit card portion of the application form for payment by Visa, MasterCard or American Express.

Be sure to submit the appropriate exam fees. Put the total amount of exam fees in the Total Fees Paid box on the application form.

---

**Example (taken from the exam application form)**

<table>
<thead>
<tr>
<th>Credit Card Information</th>
<th>TOTAL FEES PAID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐Cheque ☐ Master Card ☐Visa ☐AMEX</td>
<td>CSMLS USE ONLY</td>
</tr>
<tr>
<td>Name on Card:</td>
<td>Date Received:</td>
</tr>
<tr>
<td>Credit Card #:</td>
<td>Date Processed:</td>
</tr>
<tr>
<td>Exp. Date:</td>
<td></td>
</tr>
</tbody>
</table>

Payments must be in Canadian funds. Acceptable forms of payment are Canadian cheque or Canadian money order. Make your cheque or money order payable to the Canadian Society for Medical Laboratory Science, or CSMLS.
Examination Fees - June 2017, October 2017, and February 2018 Exam Sessions

<table>
<thead>
<tr>
<th>June 2017, October 2017 or February 2018 Exam</th>
<th>Select Your Current Membership Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ MLA</td>
<td>□ Member</td>
</tr>
<tr>
<td>Fee Submitted After Application Deadline</td>
<td>$225</td>
</tr>
<tr>
<td></td>
<td>□ Non-Member</td>
</tr>
<tr>
<td></td>
<td>$275</td>
</tr>
</tbody>
</table>

Non-Refundable Fees

A non-refundable late fee of $100 must be included with your application when you apply after the application deadline date. Refer to the Exam Fee tables above.

We reserve the right to change fees without notice. All fees must be received in Canadian funds.

Mailing Information

We are not responsible for lost or misdirected mail. We recommend that your application is sent by courier service, so you can track it. Applications must be filled out completely and include the correct exam fee or your application will be returned.

<table>
<thead>
<tr>
<th>Mailing/Courier Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canadian Society for Medical Laboratory Science</td>
</tr>
<tr>
<td>33 Wellington St N</td>
</tr>
<tr>
<td>Hamilton, ON L8R 1M7</td>
</tr>
</tbody>
</table>

After Applying for the Examination

Verification of Eligibility

The eligibility of ALL exam applicants is verified. If you do not meet eligibility requirements, we will cancel your exam application.

Admission to Examination Notice

Approximately two (2) weeks before the exam date, we will email you two copies of your Admission to Examination notification. The notice will provide you with exact exam location details. You must bring both notifications to the exam site along with your government issued photo identification e.g. driver's license, passport.

You will NOT be admitted to the exam without presenting your Admission to Exam Notice for the morning and afternoon examination sessions.

It is your responsibility to contact us if you do not receive your Admission to Exam Notice prior to the exam. We will supply additional copies up until 16:30 EST on the day before the exam.
Exam Site Change

If you need to change your exam site, let us know immediately by sending the Request to Change Exam Site form. We will do everything we can to change your site as long as we receive the form at least thirty (30) days before the exam date. There is currently no charge for this process.

Requests for exam site changes will be accepted only if space is available at the new site after all candidates who selected it as their first choice has been accommodated.

Exam Cancellation

If you cannot take the exam and want to cancel your application, complete and submit the Request for Exam Cancellation form.

Policy:

- If you cancel at least thirty (30) days before the exam, you will receive a partial refund
- There is a $100 non-refundable processing fee
- We do not refund late fees
- We do not refund non-member surcharges
- If you cancel your exam less than thirty (30) days before the exam you will NOT receive a refund
- Cancellation of an exam will result in the loss of this exam attempt (also considered a fail)

Refund Policy

Request for Exam Cancellation/Withdrawal

You must cancel your exam at least thirty (30) days before the exam date in writing to receive a partial refund of your fees. There is a $100 non-refundable processing fee for this process. We do not refund late fees or non-member surcharges.

If you cancel your exam less than thirty (30) days before the exam date you will not receive a refund.

Cancelling an exam attempt will result in the loss of that attempt.

Illness or other Extraordinary Circumstances Before or on Examination Day

Exam candidates who are ill or have extraordinary circumstances (including bereavement) before or on the examination day must contact the CSMLS office as soon as possible at exam@csmls.org or 905-667-8686.
The CSMLS will require supporting documentation within seven (7) calendar days after notification. Supporting documentation may include doctor’s notes, CSMLS medical form, death certificates and/or other documents.

If you provide notification to us by this deadline, we will review your situation and consider refunding a portion of your examination fee and/or the reinstatement of that exam attempt. Refunds of the exam fee and reinstatements of exam attempts will be considered on a case by case basis.

**Failure to Take the Exam**

If you sign up for an exam and then cancel it, it will still be considered an eligible attempt. If you do not show up for your exam you will have given up a chance to write the exam. This will be considered as a fail. We will not refund your fees.

**Change of Information**

If you change your name or contact information (address, telephone number or email), send us notification in writing as soon as possible using the Change of Information Form. The form can be found online at [csmls.org](http://csmls.org) and in this handbook. Please provide copies of supporting official documentation with your form for name changes. **Unless you send this form, we will send all correspondence about your exam, including your exam results, to the address written on your exam application.**

**On Exam Day**

**Admission to the Exam**

You must bring your Admission to Examination Notification and photo identification to the exam site. To be allowed into the exam, you must present the admission notice and your government issued photo ID to the exam invigilator. **You will NOT be admitted to the exam without presenting your Admission to Exam Notice for the morning and afternoon examination sessions.**

It is your responsibility to contact us if you do not receive your Admission to Exam Notice prior to the exam. We will supply additional copies up until 16:30 EST on the day before the exam. We will NOT issue Admission to Exam Notices on the day of the exam. Absence from the exam due to not presenting your admission to exam notice will result in the loss of that exam attempt. You will not be provided a refund.

**Unforeseen Circumstances**

If an exam is disrupted through circumstances beyond the control of the exam site and the CSMLS (such as power failure or extreme weather), the invigilator or the person responsible for the site will contact the CSMLS about adjusting the timing of the exam.

On exam day, if you cannot reach the exam site because of circumstances beyond your control, you must contact the CSMLS **BEFORE** the exam begins. Contact the office at exam@csmls.org or 905-667-8686.
The CSMLS will require supporting documentation within seven (7) calendar days after notification. Supporting documentation may include doctor’s notes, CSMLS medical form, death certificates and/or other documents.

If you provide notification to us by this deadline, we will review your situation and consider refunding a portion of your examination fee and/or the reinstatement of that exam attempt. Refunds of the exam fee and reinstatements of exam attempts will be considered on a case by case basis.

Late for the Exam

If you arrive late, you will NOT be given extra time to finish the exam. You will NOT be allowed entry into the exam after the first candidate has handed in their completed exam and has left the room.

Before the Start of the Exam

The invigilator will have a list of exam candidates. You must sign the list when you enter the exam room for both parts of the exam. The invigilator will read the exam instructions aloud before the start of each part of the exam. You will be given the opportunity to ask questions at this time only. You will receive a calculator and pencil in your examination package.

Neighbours

Do not worry about the people seated near you. People react in many different ways to exams. Some people are confident while others are nervous; some people finish very quickly. Do not use other people’s behaviour as a measure of how hard the exam is and do not let others disturb or affect your exam strategy.

Computer Answer Sheet

The computer answer sheets are electronically marked. You must fill in the answer sheets correctly using the pencil given to you. We will not complete your answer sheet for you. We will not transfer answers from the question booklet to your answer sheet.

Mark your answer by filling in the circle of what you believe is the correct answer using the pencil provided. A sample answer sheet can be found below. This sample shows the correct way to fill out the CSMLS identification number and name. If you do not complete the answer sheet correctly as directed your exam will NOT be marked.

Do NOT complete the birth date, sex, grade or education sections.
Computer Answer sheet Example:

The Exam Package

Your exam package will come in a large sealed outer envelope containing the following items:

- Envelope (to package returning exam documents in)
- Exam Test Booklet
- Computer Answer Sheet
- Question Comment Sheet
- Pencil
- Calculator

If you do not complete your answer sheet correctly your exam will NOT be marked. We will not fix or complete the answer sheet.
Exam Package Example:

At the End of the Exam

When you finish the exam, you **must** put the following materials in the return envelope:

**Signed Exam Security Agreement**

- Computer Answer Sheet
- Exam Test Booklet
- Question Comment Sheet
- Rough Notes
- Outer Envelope
- Admission to Examination Notice

You will not have access to your exam materials after you have handed them to the invigilator. If your Exam Security Agreement is missing or not signed your exam will not be marked.

Seal the envelope and put your CSMLS identification number and signature on it. If you do not know your CSMLS identification number you can leave that blank. Hand the sealed envelope to the invigilator.

Leave the exam desk/table with only the CSMLS pencil, calculator and your identification. Collect any belongings that you may have left at the front of the room. CSMLS is not responsible for any items brought to the exam site.
Exam Conduct

Your behaviour before, during and after the exam cannot disturb other candidates or cause them anxiety. Do not make disruptive comments about the exam, unnecessarily question exam policies and procedures or engage in other behaviour that could disturb other candidates.

Poor or disruptive behaviour will not be tolerated and may result in your removal from the exam. If you are removed from the exam you will lose that exam attempt and you will not receive a refund.

Cheating

Cheating will not be tolerated and may result in your removal from the exam. If you are removed from the exam you will lose that exam attempt and you will not receive a refund or credit.

It is assumed that you are writing the CSMLS certification exam in good faith or in an honest attempt to pass the exam. Any actions or behaviours violating this assumption will be considered “cheating”. This includes anything that could affect your results, the results of another exam candidate, or the results of a future candidate. It also includes but is not limited to the following examples:

- Non-registered individuals posing as registered exam candidates
- Bringing study materials to the exam room(s), or any other material that has not been expressly permitted including electronic devices. This does not include items left at the front of the room that are not accessed during the exam.
- Giving or receiving help during the exam.
- Engaging in any conduct during the exam that disturbs or is disrespectful towards other candidates or examination invigilators.
- Removing or trying to remove exam materials from the exam site. This includes the Admission to Exam Notification that you arrive with and must leave with your exam package.
- Starting the exam before being instructed to do so and/or continuing the exam after being told to stop.
- Modification of documents in order to give the false impression of having passed the exam.
- Any activity that would be considered illegal such as assault, harassment, or theft.
## CSMLS Exam Site Rules

By participating in the Canadian Society for Medical Laboratory Science (CSMLS) competency based Certification Examination, you agree to the following rules:

- The CSMLS Certification Examination and its contents are the exclusive property of the CSMLS.
- You will not be allowed entry to the exam without government issued photo ID and your Admission to Exam Notice (one for the morning and one for the afternoon session).
- You must not bring in items like pens, pencils, highlighters, pencil cases, food, beverages (including water), notes, textbooks, cell phones, personal digital assistants (PDA’s), pagers, watches and earplugs into the exam area.
- You will not be allowed to wear a watch, earplugs, hat or coat during the exam. You can wear a sweater or hoodie without pockets. Outerwear worn during the exam may be subject to a search.
- All items including purses and backpacks must be left at the front of the room. The CSMLS is not responsible for your personal items. Cell phones must be turned off and left at the front of the room. Failure to do so may result in your removal from the exam and an exam attempt loss.
- In the event of a suspected security breach, both you and your personal items may be subject to a search by an invigilator.
- You must sign the CSMLS Exam Security Agreement and return it with your exam materials. **We will NOT mark your exam if you do not sign this agreement.** It is recommended that you sign the Exam Security Agreement before beginning the exam.
- The content of the examination is confidential between you and the CSMLS and is not to be discussed or shared with anyone, including the exam invigilator. You cannot remove any part of the CSMLS Certification Examination from the exam site, or memorize/record questions for distribution.
- Once the exam begins, talking is not permitted.
- If you are found using notes or reference material of any kind, you will be sent out of the exam immediately and your exam papers will not be marked.
- Each individual exam package is sealed, and is to be opened only by you.
- The invigilator will constantly supervise each exam session and you may be subject to video surveillance.
- If you arrive late, you will not be given extra time to finish the exam.
- You will not be allowed to leave and re-enter during the exam. Use the washroom before beginning the exam.
- You must stop writing immediately when the invigilator says time is up. We will not mark your exam if you do not stop writing when instructed.
- When you finish the exam, you **must** put the following materials in the return envelope (double check that everything is in the envelope before you seal it):
  - Signed Exam Security Agreement
  - Computer Answer Sheet
  - Test Book
  - Comment Sheet and Rough Notes
  - Outer Envelope
  - Admission to Examination Notice
- You will not be allowed access to your exam materials once you have handed them in.
Actions in the Event of Suspected Cheating

If the exam invigilator(s) suspect that you are cheating, they may take your exam package, objects or materials that could be used for cheating, and may make you or others leave the exam site. The exam invigilator(s) report any suspected cheating to the CSMLS Certification Department.

The CSMLS Certification Department conducts investigations into all suspected cheating incidents. You will have the opportunity to submit a written response to the suspicion of cheating via regular post or by email.

A formal investigation and review process will take place. You may be required to provide additional information during the investigation and review process.

Once a decision has been made you will be informed by email. The decision may include but is not limited to the following actions:

- Exam is marked as usual
- Exam candidate receives eligibility to next exam without charge
- Exam in not marked and candidate loses this exam attempt
- Exam candidate is permanently banned from writing the certification exam
- Exam candidate faces legal action

The CSMLS reserves the right to begin an investigation into suspected cheating at any time before, during, or after the CSMLS Certification Examination is administered.

After the Exam

There are hundreds of Medical Laboratory Technologist and Medical Laboratory Assistant candidates writing the CSMLS certification exam at each exam session. Exam material is shipped to the CSMLS office from across the country. Each exam needs to be accounted for. Once all exams are accounted for, the examination marking process can begin.

Each exam package is opened manually and checked to ensure that all exam package contents have been returned including the Admission to Exam Notice and with the exception of the calculator and pencil. CSMLS staff have to ensure that identification numbers and names are on the answer sheets, answer sheets are completed (filled in) properly, the Admission to Exam Notice is included and matches the computer answer sheet, and the Exam Security Agreement has been signed and the name matches.

Any discrepancies or concerns, or invigilator concerns in this process must be investigated before any examinations are marked.

Exam Marking

Computer answer sheets (also known as bubble sheets) are electronically scanned during the marking process. We perform numerous quality control measures and analyze statistics based on each exam question. We create quality control reports during and after marking to ensure accuracy. Finally, when quality assurance is complete, we mail your exam results to you.
Results

Results will be sent in the mail within forty-five (45) days of the exam date. We will send your statement of results to you at the address provided on your application form, unless you send us a Name and/or Address Change form. If you do not receive your result within sixty (60) days of the exam, let the CSMLS office know by sending us a letter, fax or email.

Our contact information is on the inside front cover of this handbook. You will be required to pay a service fee for duplicate copies ($25 for members or $50 for non-members).

Under no circumstances will we give or discuss exam results over the phone.

We report your exam result as “pass” or “fail.” Candidates who have passed the exam will only receive the Angoff score. Unsuccessful candidates will receive both their exam score and the Angoff score. We set the pass mark for each exam using a modified Double Angoff method; therefore, the passing criteria are different for each exam.

Regulatory Bodies

In provinces where we have an exam services agreement with a regulatory body, we will provide the regulatory body with a list of candidates from the province. The list shows each candidate’s pass or fail result. We will not give a candidate’s exam result to any other individual or organization without written consent from the candidate.

If you pass the exam and want to work in a regulated jurisdiction, contact the regulatory body in that province for their registration requirements.

CSMLS Certificate

We will send your certificate when we process your Application for Membership and Certificate. If you pass the exam, you will receive a Statement of Examination Results and an invitation to become a certified member of the CSMLS. We provide certificates only to members in good standing.

Holding a certificate is a privilege of membership. It is written in the CSMLS bylaws that you must return your certificate to the CSMLS if you do not renew your membership.

Performance Report (Bar Chart)

If you do not pass the exam, you will receive a performance report (bar chart) that shows how you did in each of the categories defined in the exam blueprint. This report may help you prepare to write the exam again. If you pass the exam, you will NOT receive a performance report.

If you are a graduate from a CMA Program and you did not pass the exam, we encourage you to contact your educational institution as they may be able to assist you in preparing for your next exam attempt.

Example of a Performance Report (Bar Chart)

Exam questions are coded by competency and, where appropriate, by discipline. Please refer to the appropriate competency profile to view the exam blueprint within it. The exam
is based on this blueprint. The categories in the blueprint correspond to the categories found on the bar chart, which are represented by blue bars. The blue print and bars also show the weighting of each category. A list of the competency profiles can be found on our website at csmls.org

The blue bars on the bar chart (see below) are arranged in order of category weighting. The top bar is the highest weighted category. The shades of blue also represent the category weightings with the darkest shade of blue representing the higher weighted categories. As shown in the example below, the Data Entry and Specimen Procurement/Receipt competency category is the top bar and the darkest shade of blue. If you refer to the MLA examination blueprint, it will show that the Data Entry and Specimen Procurement/Receipt category has the highest mark percentage of 30-40%.

To identify areas of weakness, look for the bars (i.e. competency categories) that are below the 70 percentile. Once identified, find the category in the exam blueprint. The blueprint lists the competencies associated with that category.

If you are a graduate from a CMA Program and you did not pass the exam, we encourage you to contact your educational institute as they may be able to assist you in preparing for your next exam attempt.

Manual Verification of Results

Before we release exam results, we perform many quality control and assurance checks to be sure your results are accurate. An error in your result is unlikely. If you fail the exam, you can ask to have your result checked (manual verification).

We must receive your request in writing; be sure to include a payment of $155 (for members) or $205 (for non-members). All requests must be received in our office no later than sixty (60) days after the exam date.

If you have submitted a request for manual verification of your result, do not wait for us to complete your request before submitting your application to re-write the exam.
Applying for Rewrite

If you were not successful on your last/previous exam attempt and you are eligible to write the certification exam again, you will be automatically provided with an application form, directions and an alternate application deadline. You must follow the provided directions fully to be eligible for the next exam attempt.

You will be required to apply and pay for your next exam attempt by mail, email or fax only.

You are expected to come to the next available exam session. If you do not apply by the deadline date provided you will not be able to write the next exam and you will lose this attempt. A loss of an exam attempt is considered a fail.

If you were not successful on your last/previous exam attempt and you have been informed that you need to complete a Learning Plan, you cannot register for the next exam. In your exam results package you will receive a letter that will provide you with a date by which you should receive your Learning Plan by email. Please follow the directions provided in the Learning Plan. If you have any questions about your Learning Plan, please contact directly the CSMLS representative you have been assigned to. The contact information for your assigned CSMLS representative can be found in your examination results package. Please note your Learning Plan will take a minimum of one year to complete.
Preparing for the Exam
Guidelines for Writing CSMLS Exams

The CSMLS examinations are competency-based exams, testing what an exam candidate can do or accomplish rather than simply knowledge acquired. The examination focuses on your ability to apply your knowledge in the laboratory. It focuses on the application of knowledge not simply 'textbook' learning.

Use the Competency Profile for your discipline as a guide when you study. The Competency Profile for each discipline is located on our website csmls.org. The Competency Profiles include the Examination Blueprint. The Blueprint is a guideline that shows the exam weighting for each category (how much each category is worth).

The CSMLS does not provide a 'study guide' for any of our exams. There are no CSMLS study guides or preparation courses that are sanctioned by the CSMLS. You must prepare your own study notes and prioritize your study time using the Competency Profile and Blueprints. There is a text book reference list for each discipline also available on our website.

Examination Preparation Videos:

CSMLS has developed Examination Preparation Videos that you can view at www.csmls.org/examprep. The videos were created with you in mind. Each one is full of valuable information that will help answer any questions you may have before taking the exam.

Topics include:

- What to expect
- How to prepare
- Examination blueprint explanation
- Top 10 exam myths
- How to interpret your results
- Understanding the competency profile

Examination Preparation Tips:

Writing the CSMLS Certification Exam can create anxiety and stress for some candidates. In the Certification department, we often receive requests from nervous candidates seeking out the best way to ensure success on exam day. We have put together a short list of what we think are the most important elements. Like all examinations, preparation involves three components: mental, physical and emotional.

Mental Preparation: Know the Material

- Use the appropriate CSMLS Competency Profile to develop your own study notes.
- In the Competency Profile, consider the blueprint where it identifies the mark percentage for each category so you know how much each category is worth.
- Set up a study schedule three to six weeks before exams start.
• Create flash cards to help absorb the material in smaller segments (see Flash Card tips).
• Ensure you study each discipline, with a little more time for subjects you are having difficulty in.
• Study your most difficult subject FIRST, not your favourite!
• Check out the "Preparing for the Exam - Videos Series" on the CSMLS website under Exam Information and Resources.

Physical Preparation: Take Care of Yourself

• Take breaks where you get away from the books– long enough to relieve stress, but short enough to maintain focus.
• Keep caffeine and sugar intake at regular levels.
• Maintain an exercise schedule; even short bouts of exercise will get blood flowing and keep you alert and focused.
• Go to bed at the same time and get up at the same time each day.
• Keep your life as balanced as possible, especially during exam time.

Emotional Preparation: Conquer Anxiety

• Often, exam anxiety is caused by lack of preparation. Have a plan in place to deal with problems encountered on the exam.
• Use positive self-talk.
• Staying up all night to study can cause anxiety that can lead to poor exam performance.

Flash Card Making Tips:

There are no CSMLS sanctioned examination preparation courses or flash cards and we discourage candidates from purchasing these types of study aides. We do recommend making your own flash (or study) cards. Flash cards are an inexpensive and effective way to help you remember and retain important facts. The process of making flash cards often helps commit the information to memory.

Here are some tips to get you started:

• Recipe or index cards are a great size for making flash cards.
• Create categories and write the category number in the corner of each card. Labelling the cards will help keep you organized if they get mixed up.
• Stick to one question, key term, or equation on the front of the card and place its corresponding answer on the back. Don't include more information on one card than you can reasonably recall later.
• Keep the cards clear and simple. Don't be too wordy.
• Practice studying with your cards by reading the front of each card and trying to remember the answer on the back. As you go, set aside the cards you already know well and concentrate on your weaker areas the next time.
Examination Writing Tips—On the Day of the Exam...

**Bring These Items:**

- a sweater, jacket or hoodie (without pockets) in case the room temperature is not comfortable for you
- both copies of your Admission to Exam Notification letter
- your government issued photo ID

Before the exam starts, the invigilator will give you a sealed exam package. It contains all your exam material, including a pencil and calculator. The content of the examination is confidential between you and the CSMLS and is NOT to be discussed or shared with anyone, including the exam invigilator.

**Read & Understand the Instructions**

Stay calm. ALWAYS read the exam instructions carefully. Many candidates do not take the time to do this and then discover that they did the exam incorrectly.

**Preview the Exam & Budget Your Time Accordingly**

First, write your name and your CSMLS ID number clearly on the computer answer sheet provided and on the exam book. You do not need to fill in your birth date, sex, grade or education. Do not leave this step until the end.

Note the number of questions. Quickly reading over the questions will assist in activating your memory. Decide which questions will be easier to do and which ones will take more time, and budget your time. Allot time to review the exam and make corrections. If you think of something as you preview, write it down immediately.

You can make all the notes you want on the exam book.

**Attack Each Question Systematically**

Read each question carefully and cover the answers, underlining key words if it helps. Mentally choose your answer (you can write it down if it helps), and scroll down the answers and see if yours is there. If your answer in NOT there, skip that question and go back to it after you answer all the ones you know for sure.

- Pick an Answer for Every Question
- Guess; there are no penalties for guessing.
- First Impressions Usually Produce Correct Answers
- If you do not see an obvious first choice, then do all of the following things:
  - Underline key words and make sure that you know what they mean.
  - Ignore answers that are obviously wrong.
  - Select the best answer. Flag the questions you are not sure of and return to these questions at the end of the exam.
- Do not leave any question unanswered.
  - Go with your gut instinct!

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If You “Draw a Blank”

First, don’t panic and allow anxiety to take control of how you are going to do on the exam. Ask yourself, “What do I need to know to answer this question?” and start writing down your thoughts. Avoid negative self-talk – focus on the task instead of yourself.

Review & Make Corrections

Take the time to go over the exam and check your answers. Do not change anything unless you are 100% sure it is wrong. Check mathematical answers by performing reverse calculations. Look at the processes you used.

Research indicates that first impressions are usually right. About three out of four changes are from a correct answer to a wrong one. Erase with great caution.

Sample Questions

Instructions:

1. Each of the questions is followed by four suggested answers. Select the one that best answers the question.
2. Blacken the appropriate circle on the answer sheet.
3. Only one answer is acceptable for each question.
4. One (1) mark is allotted for each correct answer.

What is the first step to take when a large biological spill occurs?
(a) Call for help
(b) Cover the spill with paper towels
(c) Hold breath while leaving the room
(d) Quickly pour disinfectant on the spill

How should a laboratory assistant respond when confronted with a telephone complaint concerning delayed laboratory results when the laboratory is not at fault?
(a) State that the department is not at fault and hang up
(b) Continue trying to explain
(c) Refer the call to a supervisor
(d) Listen patiently and apologize

Which culture medium should be planted with a swab from the tonsils?
(a) Blood agar
(b) MacConkey
(c) Hektoen
(d) Selenite broth
CSMLS Exam Security Agreement

You must read and sign the Exam Security Agreement at the exam, and you must return it to the CSMLS with your exam materials in the envelope provided. We will not mark your exam if you do not do this.

We consider the following acts breaches of exam security (cheating):

- Finding out, or trying to find out, the contents of any exam question or paper to gain an unfair advantage
- Impersonating a candidate, or letting someone impersonate you during the exam
- Stealing, buying or obtaining through bribery or conspiracy an exam question or paper before the established exam date and time
- Trying to gain an unfair advantage, or helping others to gain an unfair advantage
- Sharing details of the exam with others through any means before, during or after the exam
- Copying or allowing somebody to copy from your work during an exam
- Having or using notes or any other tools or sources of information during an exam
- Copying, disclosing, publishing, reproducing or transmitting the exams in whole or in part, in any form or by any means, whether verbal, written, electronic or mechanical, for any reason

If you know of any breach of exam security, you must report it to the exam invigilator and/or the CSMLS Director of Certification immediately. Any attempt to breach exam confidentiality by sharing details of the exam with others is professional misconduct, and we will deal with it accordingly.

Violators may be dismissed from the testing centre, invalidation of exam results or certification and fees withheld.

We may cancel your certification if we verify that you have breached exam security.

________________________  __________________________  _________________
Print Name                  Signature                  Date

________________________
CSMLS ID #

Note: By completing the examination application form you are agreeing to all aspects of the above Exam Security Agreement. You will also sign a copy of this agreement when you write the exam.
The Angoff Method

of Standard-Setting for Criterion-Referenced Registration/Licensure Examinations

By Canadian Nurses Association, Testing Division, Ottawa, ON

Introduction - Many health and health related agencies require registration/licensure for their professionals as one means of assuring the quality of practice. As a standardized examination is often a requirement for registration/licensure, determination of an appropriate pass mark for the examination is essential to the effectiveness of the process.

Relevant Issues - Setting a pass mark for an examination is setting a standard of performance on which decisions will be made about an individual's level of competence in a given field of practice. The pass mark determination is a judgment made by informed individuals (i.e., experts in the field of practice). It is arrived at through a rational discussion of the field of practice as well as an awareness of the consequences involved when a decision affecting individuals is made.

The Pass Mark and Consequences - Whenever a pass mark is determined for a registration/licensure examination, there are a number of potential consequences that must be anticipated: an inappropriately low pass mark will allow non-competent candidates to practice, perhaps at the expense of the public welfare; an unrealistically high pass mark will exclude competent candidates from being registered/licensed.

The accuracy and precision of the measuring instrument (i.e., examination validity and reliability) must also be considered. Examinations are not perfect: they cannot include all the knowledge and skills in a given field of practice. An examination can only sample the field. Furthermore, if it were possible to repeatedly administer the same examination to a single candidate 100 times, the candidate's score would likely not be exactly the same each time. The inconsistency of the scores is a result of the reliability of the examination and the variables affecting candidate performance (such as anxiety level and health).

The Angoff Method - The Angoff method requires expert judges to discuss the issues involved in determining a pass mark and to evaluate the examination by using a well-defined and rational procedure.

Competence and the Borderline Candidate - The Angoff method is based on the concept of the borderline or minimally competent candidate. The minimally competent candidate can be conceptualized as the candidate possessing the minimum level of knowledge and skills necessary to perform at a registration/licensure level. This candidate performs at a level “on the borderline” between acceptable and unacceptable performance. It is essential that each judge arrive at a clear and specific definition of the minimally competent candidate.

To better understand the concept of the minimally competent candidate, it is often helpful to think of the people you work with every day; a few of them are the “superstars” performing at a level well above the majority, while others perform rather poorly and perhaps should not be practising. Somewhere between these two extremes is the group that performs at the level of minimum competence. The borderline candidate belongs to the group that just qualifies for registration/licensure.

Rating the Items - The Angoff method requires the judges to independently rate each item in the examination in terms of the minimally competent candidate. For each item, each judge answers the question: "In your opinion, what percentage of minimally competent candidates will answer this item correctly?" Alternately phrased, "Given 100 minimally competent candidates, how many will answer this item correctly?" The judge then indicates the appropriate percentage on the rating form and proceeds with the next item.

One common error made when rating items is to base the rating on the average candidate or the exceptional candidate rather than on the borderline candidate.

Appendix I

Table 1: Example of the Angoff Method
Overall Average Rating - Another potential error involves the interpretation of the question asked for each item. The items are to be rated in terms of how many borderline candidates will answer the item correctly. In a large group of borderline candidates, only some may actually know the correct response. It should not be assumed that all borderline candidates will know the answer. Finally, although item statistics may be used to provide additional information to the judges, the ratings should not be based solely on these statistics; item statistics are calculated on the entire candidate population, not on the borderline group alone.

Determining the Pass Mark - As an illustration of the rating process, consider a fictitious application of the Angoff method, with a panel of six judges setting the pass mark on a four item exam. Following the orientation session, the judges provide independent ratings on each of the items in the exam. The ratings obtained are presented in Table 1. With a 30% rule specified to define the target level of agreement, items 1, 2, and 4 require no post-rating discussion (i.e., for each of these items, the extreme ratings do not differ by more than 30%). Item 3, however, is identified as requiring discussion because of the 40% difference in the ratings of Judge 3 and Judge 5 on this item. As a result of the discussion, Judge 3 decreases her rating from 85% to 75% and Judge 5 increases his rating from 45% to 50%. The average ratings are then calculated for each item, and the average of these values is calculated, to arrive at an overall pass mark of 69%.

Factors for Successful Implementation - A number of factors contribute to the successful implementation of the Angoff method. An effective training session is essential in orienting the judges to the concept of the minimally competent candidate. Discussion and modification of extreme ratings help ensure that a defensible and valid cut-off score is established. As well, some researchers and practitioners recommend consideration of methods for monitoring and refining the Angoff method. For example, statistical techniques exist for evaluating intrajudge and interjudge consistency, and for estimating the precision or stability of pass marks generated by the Angoff method.

Summary - The Angoff method allows expert judges to determine an appropriate pass mark for an examination, based on a discussion of the issues involved in registration/licensure and their assessment of the examination. A major advantage to this methodology is that the determined pass mark is based on the content of the examination and not on group performance.
Appendix II

Important information about the Collection, Use and Disclosure of Your Personal Information

CSMLS is committed to protecting our members’ privacy. This commitment is clearly stated in our mission statement: “We value the equality, dignity, diversity and privacy of all.” It is also reflected in our business practices. This information sheet describes how CSMLS collects, uses, shares and protects the personal information gathered from its members.

Collection and Use of Personal Information

Personal information is any information about an identifiable person. CSMLS collects from its members the following personal information:

- name
- address
- telephone number
- email address
- fax number
- employer’s name, address, telephone number

For the following identified purposes:

- to process memberships
- to process professional liability insurance
- to mail complimentary subscriptions to the journal (CJMLS)
- to establish eligibility for the CSMLS Member Discount
- to send out information on CSMLS events, programs and/or services
- to process invoices for events, goods or services
- to provide data for research reports
- to prepare the CSMLS Roster

CSMLS may also collect the following personal information about its members:

- certification history
- participation on volunteer committees and task forces
- participation in continuing education courses
- attendance at congress
- provincial society/regulatory body membership

Disclosure of Personal Information

Other than as stated below, CSMLS does not disclose any personal information to third parties. Unless CSMLS members express that they do not wish to have their personal information disclosed, CSMLS discloses personal information to the following third parties for the following identified purposes:

1. Address information may be given to approved providers of the CSMLS Member Discount Programs so that they can send information to members about their services.
2. Address information may be provided to provincial societies for marketing purposes.

CSMLS does not disclose personal information for the purpose of telemarketing any program or service.

Both 1 and 2 require the approval of the CSMLS Board of Directors.

3. Members’ names, year of certification, membership status and city and province of residence are published annually in the Roster. The Roster is published in print form and is posted to the public portion of the CSMLS website.

The Personal Information Protection and Electronic Documents Act is federal legislation that governs the collection, use and disclosure of personal information. In accordance with this legislation, we must obtain our members’ consent to collect, use and disclose personal information for the purposes stated above. If you do not wish to have your personal information disclosed to third parties as described above, please complete the CSMLS Information Consent Section.

Security and Safeguards

The importance of security for all personal information collected by CSMLS is of utmost concern to us. All personal information collected by CSMLS is securely stored in a computer database with a level of security appropriate to the sensitivity of the personal information collected. Member records can only be accessed by authorized members of the CSMLS staff.

Personal Information/Privacy Inquiries

If you have any questions about CSMLS privacy policies and procedures, please contact:
Telephone: (800) 263-8277
E-mail: info@csmls.org
### Provincial Regulatory Bodies

<table>
<thead>
<tr>
<th>College of Medical Laboratory Technologists of Alberta (CMLTA)</th>
<th>Saskatchewan Society of Medical Laboratory Technologists (SSMLT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>301-9426 51 Avenue NW, Edmonton, AB T6E 5A6</td>
<td>Mailing Address: P.O. Box 3837</td>
</tr>
<tr>
<td>Telephone: 780-435-5452 ext.225</td>
<td>Regina, SK S4P 3R8</td>
</tr>
<tr>
<td>Fax: 780-437-1442</td>
<td>Phone/Fax: (306)-352-6791</td>
</tr>
<tr>
<td><a href="http://www.cmlta.org">www.cmlta.org</a></td>
<td><a href="http://www.ssmlt.ca">www.ssmlt.ca</a></td>
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<thead>
<tr>
<th>College of Medical Laboratory Technologists of Manitoba (CMLTM)</th>
<th>College of Medical Laboratory Technologists of Ontario (CMLTO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>245 Lilac Street, Winnipeg, MB R3M 2S2</td>
<td>25 Adelaide Street East, Suite 2100</td>
</tr>
<tr>
<td>Telephone: 204-231-0311</td>
<td>Toronto, ON M5C 3A1</td>
</tr>
<tr>
<td>Fax: 204-489-7300</td>
<td>Telephone: 416-861-9605</td>
</tr>
<tr>
<td><a href="http://www.cmltm.ca">www.cmltm.ca</a></td>
<td>Toll Free: 800-323-9672</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Ordre Professionnel des Technologistes Médicaux du Québec (OPTMQ)</th>
<th>New Brunswick Society of Medical Laboratory Technologists (NBSMLT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>281 Avenue Laurier East, Montréal, QC H2T 1G2</td>
<td>489 Acadia Avenue, Suite 206</td>
</tr>
<tr>
<td>Telephone: 514-527-9811</td>
<td>Dieppe, NB E1A 1H7</td>
</tr>
<tr>
<td>Toll Free: 800-567-7763</td>
<td>Telephone: 506-855-0547</td>
</tr>
<tr>
<td>Fax: 514-527-7314</td>
<td>Fax: 506-758-9956</td>
</tr>
<tr>
<td><a href="http://www.optmq.org">www.optmq.org</a></td>
<td><a href="http://www.nbsmlt.nb.ca">www.nbsmlt.nb.ca</a></td>
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<table>
<thead>
<tr>
<th>Nova Scotia College of Medical Laboratory Technologists (NSCMLT)</th>
<th>Newfoundland and Labrador College of Medical Laboratory Sciences (NLCMLS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>380 Bedford Highway, Suite 202, Bedford, NS B3M 2L4</td>
<td>P.O. Box 39057</td>
</tr>
<tr>
<td>Telephone: 902-453-9605</td>
<td>St. John’s, NL A1E 5Y7</td>
</tr>
<tr>
<td>Fax: 902-454-3535</td>
<td>Telephone: 709-754-8324</td>
</tr>
<tr>
<td><a href="http://www.nscmlt.org">www.nscmlt.org</a></td>
<td>Fax: 709-945-5158</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.nlclms.ca">www.nlclms.ca</a></td>
</tr>
</tbody>
</table>
Appendix IV

Provincial Societies

**BC Society of Laboratory Science (BCSLS)**

720-999 W Broadway Ave
Vancouver, BC V5Z 1K5
Telephone: 604-714-1760
Toll Free: 800-304-0033
Fax: 604-738-4080
www.bcsls.net

**Ontario Society of Medical Technologists (OSMT)**

234 Eglinton Ave East, Suite 402
Toronto, ON M4P 1K5
Telephone: 416-485-6768
Toll Free: 800-461-6768
Fax: 416-485-7660
www.osmt.org

**Manitoba Association for Medical Laboratory Science (MAMLS)**

585 London Street
Winnipeg, MB R2K 2Z6
Telephone: 204-669-9050
Fax: 204-667-1747
www.mamls.ca

**Prince Edward Island Society of Medical Technologists (PEISMT)**

C/o Queen Elizabeth Hospital
Attn: Marietta MacCormack
P.O. Box 6600
Charlottetown, PEI C1A 8T5
www.peismt.com
Appendix V

10 Myths Regarding the CSMLS Exam

1. **Only a certain number of candidates can pass the exam at any given session.**

   Every exam has a “pass mark”, which is the total percentage score you must reach to pass. Anyone who achieves this mark passes the exam, and there is no limit to the number of candidates who can pass. If everyone who writes the exam reached the pass mark, then everyone would pass!

   The pass mark, which is set by the Angoff method, varies from exam to exam depending on the difficulty of that particular exam. You can find a detailed explanation of the Angoff method inside the Examination Handbook.

2. **The exam is easier in some provinces/cities than in others.**

   Exam candidates from each discipline, write the same exam, on the same day, from Newfoundland and Labrador to British Columbia.

3. **If you pass the MLA Certification Exam, this automatically makes you eligible to write the MLT exam.**

   There are only two ways to be eligible to challenge the MLT exam:
   - The first is to be a recent graduate of a medical laboratory technology program that is accredited by the Canadian Medical Association (CMA).
   - The second is to be deemed eligible to the exam through our Prior Learning Assessment (PLA) process.

4. **The CSMLS Certification and PLA team writes the exam questions.**

   CSMLS employees do not write exam questions, we only provide administrative support to item writing workshops. A professional panel of knowledgeable and unbiased experts writes the exam.

   The CSMLS hosts facilitate item writing workshops a few times a year. The workshop trains volunteers on how to write and critique exam questions. The panel is comprised of: members that have subject matter expertise in each discipline, members from across Canada (to avoid regional bias), French representation (to ensure questions can be translated), and a mix of educators and technologists practicing in a clinical setting, both private and public.

5. **The exam is harder for internationally educated MLTs than Canadian trained.**

   Everyone writing a CSMLS Certification exam at a particular session is writing the exact same exam, no matter where they were educated or where in the country they are writing.

6. **If I am unsuccessful on my exam, I can wait to rewrite and skip the next available exam.**

   If you are unsuccessful in passing the exam you are expected to re-apply and write the next available exam or you will lose that attempt.

7. **There is no need to study for the first attempt.**

   It is in your best interest that you study for each exam attempt. Remember, you have a limited number of attempts, three in total. It is also important to use the competency profile, blueprint, and reference textbook list to help organize your study efforts.

8. **There are six people writing the exam at my location so it should only take a week or so to get my results.**

   The marking process is much longer than most think, and as a result it could take over two months to get your results.

   There are hundreds of Medical Laboratory Technologist and Medical Laboratory Assistant candidates writing the exam. Exam material is shipped to the CSMLS office from across the country. Once each exam is accounted for, the process begins. Each exam package is opened and checked.

   Computer answer sheets (aka bubble sheets) are electronically scanned. We perform numerous quality control measures and analyze statistics based on each exam question. Finally, when quality assurance is complete, we will mail your results to you. This process can take up to forty-five (45) days to complete.

9. **You must be a member of CSMLS to write the exam.**

   You don’t have to be a member to write the exam, but there are several benefits of membership. One of them is that for MLT members, you receive a discounted rate to write the exam. You can save over $200 on exam fees with a CSMLS student membership. This benefit is not available for MLA members.

10. **There is a discount on the exam fee for rewrites.**

    This is not true. The exam fee (for both your first attempt and subsequent attempts) is based solely on your membership status.
Appendix VI

MLA Examination Sites

We hold exams at each site listed below. Please indicate your choice on the application.

We do not offer the CSMLS exams outside of Canada.

<table>
<thead>
<tr>
<th>Province</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prince Edward Island</strong></td>
<td>E09-L Charlottetown</td>
</tr>
<tr>
<td><strong>Newfoundland</strong></td>
<td>E10-L Corner Brook</td>
</tr>
<tr>
<td></td>
<td>E11-L St John's</td>
</tr>
<tr>
<td></td>
<td>E15-L Grand Falls-Windsor</td>
</tr>
<tr>
<td><strong>Nova Scotia</strong></td>
<td>E12-L Halifax</td>
</tr>
<tr>
<td></td>
<td>E07-L Sydney</td>
</tr>
<tr>
<td><strong>New Brunswick</strong></td>
<td>E13-L Saint John</td>
</tr>
<tr>
<td></td>
<td>E14-L Moncton</td>
</tr>
<tr>
<td><strong>Ontario</strong></td>
<td>E41-L Hamilton</td>
</tr>
<tr>
<td></td>
<td>E43-L Windsor</td>
</tr>
<tr>
<td></td>
<td>E44-L Kingston</td>
</tr>
<tr>
<td></td>
<td>(June Only)</td>
</tr>
<tr>
<td></td>
<td>E45-L Toronto</td>
</tr>
<tr>
<td></td>
<td>E46-L Ottawa</td>
</tr>
<tr>
<td></td>
<td>E47-L Thunder Bay</td>
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<tr>
<td><strong>Manitoba</strong></td>
<td>E53-L Winnipeg</td>
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<tr>
<td></td>
<td>E53-N Brandon</td>
</tr>
<tr>
<td><strong>Saskatchewan</strong></td>
<td>E61-L Saskatoon</td>
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<tr>
<td></td>
<td>E62-L Regina</td>
</tr>
<tr>
<td><strong>Alberta</strong></td>
<td>E72-L Calgary</td>
</tr>
<tr>
<td></td>
<td>E73-L Edmonton</td>
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<tr>
<td></td>
<td>E74-L Red Deer</td>
</tr>
<tr>
<td></td>
<td>(June Only)</td>
</tr>
<tr>
<td><strong>British Columbia</strong></td>
<td>E82-L Burnaby</td>
</tr>
</tbody>
</table>

Space is limited at some exam sites, so you may not be assigned to the site you choose. We reserve the right to cancel an exam site if there are fewer than five (5) candidates. We reserve the right to assign you to your exam centre. Some exam sites may not be available for your exam session. We reserve the right to monitor exam sites.
Application for Entry Level MLA Certification Examination

**Personal Information:** (Indicate the address where you want your results/certificate mailed to)

<table>
<thead>
<tr>
<th>Miss</th>
<th>Mrs</th>
<th>Ms</th>
<th>Mr</th>
<th>CSMLS ID: __________________________</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Last Name (Please print above)</th>
<th>First Name</th>
<th>Middle Initial</th>
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<tbody>
<tr>
<td>Address</td>
<td>City</td>
<td>Province</td>
</tr>
<tr>
<td>Telephone No.</td>
<td>Business Telephone No.</td>
<td></td>
</tr>
<tr>
<td>Fax No.</td>
<td>Email</td>
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</table>

**Name on Certificate:**
Please print your full name including accents in the box below. This is how it will appear on your CSMLS certificate

**Applicant Type:** (check the appropriate boxes)

- □ Student Candidate  
  First (1st) Exam Attempt
- □ Prior Learning Assessment Candidate  
  First (1st) Exam Attempt
- □ Repeat Candidate
- □ Post Learning Plan Candidate

**Training Institution** (if applicable):

<table>
<thead>
<tr>
<th>Name of Training Institution:</th>
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</thead>
<tbody>
<tr>
<td>Campus:</td>
</tr>
<tr>
<td>City:</td>
</tr>
<tr>
<td>Date of Program Completion:</td>
</tr>
</tbody>
</table>

**Note:** Program completion includes completion of the clinical internship phase along with the didactic (instructional or educational) portion.
Exam Session: (☑ check below)
RequestId
Language of Exam: (☑ check below)
Exam Site Code/City:
Choice Code City
☐ June 2017 ☐ English 1st ______ ___________
☐ October 2017 ☐ French 2nd ______ ___________
☐ February 2018

Exam Fees: (Be sure to submit the appropriate exam fee by using the charts below)

<table>
<thead>
<tr>
<th>June 2017, October 2017 or February 2018 Exam</th>
<th>Select Your Current Membership Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ MLA</td>
<td>☐ Member $225 ☐ Non-Member $275</td>
</tr>
<tr>
<td>Fee Submitted After Application Deadline</td>
<td>Add $100 Add $100</td>
</tr>
</tbody>
</table>

Privacy Agreement - I have read the privacy agreement and accept the terms with the following options:
☐ Please include my name in the list sent to Member Discount Programs/Partners
☐ Please include my name in the list sent to CSMLS Partner Provincial Societies
☐ Please include my name in the list of certified members (Roster - Print & Web)

Applicant’s Statement: By signing this applicant statement:
☐ I declare that the above information is true and hereby apply to write the CSMLS certification exam
☐ I declare that I have read and agree to abide by the examination handbook: policies, procedures, rules and eligibility requirements
☐ I understand that final acceptance to the certification examination depends on successfully meeting all eligibility requirements
☐ I understand there is a non-refundable portion of the exam fee
☐ I understand the exam fee does not include a certificate copy

Print Name ___________________________________________ Signature _____________________________ Date _____________

☐ Cheque ☐ Master Card ☐ Visa ☐ AMEX
Name on Card: _______________________________________
Credit Card #: _______________________________________
Exp. Date: _________________________________________

TOTAL FEES PAID: ________________

CSMLS USE ONLY
Date Received: __________________ Date Processed: __________________

Payments must be in Canadian funds. If you are outside of Canada, you must make your payment by credit card only; we accept Visa, MasterCard or American Express. Bank drafts or money orders will not be accepted and your application will be returned to you. Payments must be made in Canadian funds. If your payment is returned, you will be charged a $25.00 Administration Fee.

Canadian Society for Medical Laboratory Science
Address: 33 Wellington St N Hamilton, ON, L8R 1M7
T: (905) 528-8642 or (800) 263-8277 F: (905) 528-4968
Request for Exam Cancellation (MLA)

Policy:

- If you cancel at least thirty (30) days before the exam, you will receive a partial refund
- There is a $100 non-refundable processing fee
- We do not refund late fees
- We do not refund non-member surcharges
- If you cancel your exam less than thirty (30) days before the exam you will **not** receive a refund
- Cancellation of an exam will result in the loss of this exam attempt (also considered a fail)

☐ Miss  ☐ Mrs  ☐ Ms  ☐ Mr  

CSMLS#: ____________________

<table>
<thead>
<tr>
<th>Last Name (please print above)</th>
<th>First Name</th>
<th>Middle Initial</th>
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<tbody>
<tr>
<td>Fax No.</td>
<td>Email Address</td>
</tr>
</tbody>
</table>

Exam Discipline: ☐ MLA

Reason for cancellation:

____________________________________________________________________________________

____________________________________________________________________________________
Request to Change Exam Site

Policy:

- If you need to change to another designated exam site, you must send this form at least thirty (30) days before the exam date.
- We will do everything we can to change your site, but we cannot guarantee that we will be able to do so.

☐ Miss  ☐ Mrs  ☐ Ms  ☐ Mr

CSMLS#: ______________________

<table>
<thead>
<tr>
<th>Last Name (please print above)</th>
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<th>Email Address</th>
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</table>

**Exam Discipline:**  ☐ General MLT  ☐ Clinical Genetics  ☐ Diagnostic Cytology  ☐ MLA

**Initial Exam Site Selection**

City: __________________________  Exam site #: __________

**New Exam Site Selection**

City: __________________________  Exam site #: __________

**Reason for change:**

------------------------------------------------------------------------------------------------------------------

------------------------------------------------------------------------------------------------------------------

Address: 33 Wellington St N Hamilton, On, L8R 1M7
Telephone: (905) 528-8642
Fax: (905) 528-4968
Change of Information Request

Policy:

- If you change your name or address, you must let us know by sending in this form.
- Unless you send this form, we will send all correspondence about your exam, including the exam results, to the address written on your exam application.
- **If you have changed your name, you must also send proof of the change with this form.**

☐ Miss ☐ Mrs ☐ Ms ☐ Mr

CSMLS#: _____________________

<table>
<thead>
<tr>
<th>Last Name (please print above)</th>
<th>First Name</th>
<th>Middle Initial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Former Last Name (if applicable)</td>
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<td>Middle Initial</td>
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</tbody>
</table>

☐ Miss ☐ Mrs ☐ Ms ☐ Mr

<table>
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<tr>
<th>Last Name (please print above)</th>
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<th>Middle Initial</th>
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<tbody>
<tr>
<td>NEW Address</td>
<td>City</td>
<td>Province</td>
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<tr>
<td>Telephone No.</td>
<td>Business Telephone No.</td>
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</tr>
<tr>
<td>Fax No.</td>
<td>Email Address</td>
<td></td>
</tr>
</tbody>
</table>

Date of the Change

Address: 33 Wellington St N Hamilton, On, L8R 1M7
Telephone: (905) 528-8642
Fax: (905) 528-4968
Application for Manual Verification of Results

☐ Mr.  ☐ Miss  ☐ Mrs.  ☐ Ms.  CSMLS ID#: ________________________________

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Middle Initial</th>
<th>Former Name (if applicable)</th>
</tr>
</thead>
</table>

Name: ____________________________________________

Address: __________________________________________

City: _____________________________________________ Province: _________________

Country: __________________________________________ Postal Code: _____________

Telephone #: _____________________________________ Email: ___________________

• Before we release exam results, we perform many quality control and assurance checks to be sure your results are accurate. An error in your result is unlikely.

• If you fail the exam, you can ask to have your result checked through a manual verification process.

• All requests must be received in our office no later than 60 days after the exam date.

• If you have submitted a request for manual verification of your result, do not wait for us to complete your request before submitting your application to re-write the exam. If appropriate, your full examination fees will be refunded.

Applicant Statement:

By signing this application form I declare the following:

• I have enclosed the non-refundable fee of: ☐ $155 (member)  ☐ $205 (non-member)

• I understand that I am required to abide by the current CSMLS policies and procedures

________________________________________  ____________________________________  ____________
Print Name  Signature  Date

| ☐ Cheque  ☐ Master Card  ☐ Visa  ☐ AMEX |

| Name on Card: |
| Credit Card #: |
| Exp. Date: |

TOTAL FEES PAID: CSMLS USE ONLY

| Date Received: | Date Processed: |

Payments must be in Canadian funds. If you are outside of Canada, you must make your payment by credit card only; we accept Visa, MasterCard or American Express. Bank drafts or money orders will not be accepted and your application will be returned to you. Payments must be made in Canadian funds. If your payment is returned, you will be charged a $25.00 Administration Fee.
Apply Online, by Fax or by Mail

Before mailing your application, make sure you:

- Print clearly and concisely
- Complete all appropriate sections
- Sign "Applicant’s Statement"
- Enclose examination fee

Important Dates to Remember

<table>
<thead>
<tr>
<th>Exam Session</th>
<th>Exam Registration Opens</th>
<th>Application Deadline</th>
<th>Late Application Deadline (late fee applies)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>February 28</td>
<td>March 31</td>
<td>April 30</td>
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<tr>
<td>October 24</td>
<td>June 30</td>
<td>July 31</td>
<td>August 31</td>
</tr>
<tr>
<td>February 22</td>
<td>October 31</td>
<td>November 30</td>
<td>December 31</td>
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