

# CIFP EXAMINATION POLICIES

The following policies and procedures apply to all CIFP examinations—both online and in-person. By writing the examination students agree to abide by the policies and procedures stipulated by CIFP.

## IN-PERSON EXAMINATIONS

- Students must produce government-issued photo identification to the proctor before beginning their examination session. Acceptable photo identification includes a valid passport, driver's license or citizenship card.
- Students must record answers to their examination using the Scantron card provided by CIFP in pencil.
- Extra time will not be allotted to those candidates who arrive after the scheduled time for the examination.
- Students are not permitted to have study materials, packages, cellular phones, other electronic devices or any other non-approved item with them during the examination. If a student arrives with non-approved materials, the proctor will ask the student to move non-approved items to the front of the exam room.
- Students are permitted to use a noiseless, **non-programmable, stand-alone** calculator. Other devices that may contain a calculator application are not permitted for use during the examination.
- Students may use scrap paper to assist with calculations. These pages must be blank and will be verified by the proctor before the examination begins. The scrap paper cannot be removed from the examination centre and must be returned to the proctor along with the examination and Scantron card.
- During the examination, communication with other people is not permitted. Doing so, may result in an immediate dismissal from the examination and an automatic failing grade.
- Students who complete their examinations early may leave the examination room quietly unless it is within 10 minutes of the scheduled end time.
- Before, during and after each examination session, all students are expected to conduct themselves in an ethical manner.

CIFP will investigate incidences of reported cheating. If a student is found to have cheated and/or aided and abetted a cheater, the student's examination will not be graded and the student will be barred from writing any CIFP examination for a period of six (6) months from the date of the infraction. A second infraction by the same student will result in a lifetime ban.

CIFP reserves the right, at our discretion, to disclose information regarding unethical behaviour to employers or prospective employers. Information will not be disclosed until the student has received, upon request, an oral hearing into the alleged unethical behaviour.

## Day of the Examination

Students must present valid, government-issued photo identification to the proctor prior to the examination.

Students are required to bring pencils, pens, erasers and their own noiseless, non-programmable, stand-alone calculator to the examination centre. Scrap paper for the purpose of working out calculations may also be used during the examination. No other materials may be used during the examination. For any student who has non-approved items with them, they will be asked to place the non-approved items at the front of the examination room.

Proctors are not permitted to answer any academic related questions during the examination. Students who have inquiries about an examination question should alert the proctor in the examination and they will advise on the procedure to be followed.

Once the examination has been completed and submitted to the proctor, students may gather their belongings and leave the examination room quietly. If a student finishes their examination within 10 minutes of the scheduled end time of the examination, they will be required to remain seated until the examination officially concludes.

## Obtaining Final Grades

CIFP endeavours to do its best to expedite the release of student grades. Typically, grades are posted three business days after the examination write date however, there may be instances when situations beyond the control of CIFP cause the release date to exceed this guideline. Students can access their course and both in-person and online examination results by logging onto their student profile through the CIFP Web site: [www.CIFP.ca](http://www.CIFP.ca).

To protect the privacy of the student and to ensure incorrect information is not inadvertently released, CIFP will not release grades or pass/fail indications over the phone, by e-mail or by fax.

Students with outstanding fees will not receive examination results or a diploma until all fees have been paid in full.

## Appealing Examination Grades

Students have the right to appeal examination grades provided they have a valid reason to do so.

A student who wishes to challenge CIFP administrative policies and/or academic policies must do so formally in writing in accordance with the following process:

- i) The statute of limitations for a student to file a challenge is three (3) months of the date of the incident/policy in question.
- ii) The student must document in writing the nature of his or her challenge to the Registrar and pay a non-refundable \$150.00 administration fee. The student will receive a response from the Registrar within one month of receipt of his or her challenge.
- iii) Upon receiving a response from the Registrar, if the student wishes to continue the dispute resolution process, he or she may request, in writing, an oral hearing with the Internal Review Panel consisting of: the President & CEO and the Registrar. This hearing will be conducted within one month of the receipt of the written request.
- iv) Following this hearing, if the student wishes to continue the dispute resolution process, he or she may request, in writing, to appear before a hearing with the Academic Tribunal consisting of the Internal Review Panel plus external representation consisting of graduate students and academic experts from other institutions. This hearing will be held within one-month of receipt of the written request.

The tribunal decisions are final and binding and will be communicated to the student within one week of the hearing.

## Special Examination Sittings

Students who are unable to write their in-person examination on the pre-determined dates may request a special examination sitting. A formal request for a special examination must be made in writing to CIFP Education Services a minimum of 60 calendar days prior to the special examination write date. Students must indicate the reason a special examination sitting is required and why they cannot write on a regularly scheduled date. The special examination sitting must be scheduled to take place within 10 calendar days of a regular CIFP examination write date.

In-person special examination sittings range in price from \$300 to \$500. Group rates are negotiable at the discretion of CIFP.

All arrangements and applicable fees are the sole responsibility of the student (over and above the special examination fee itself).

## Students with Special Needs

CIFP is committed to providing a fair and comfortable learning environment for all students. Students who require considerations due to physical or mental special needs, can contact CIFP Education Services with their request. CIFP will do its best to assist these students.

Please note, CIFP requires a minimum of 60 calendar days' notice prior to an examination sitting to make any necessary arrangements.

### Medical and Other Emergencies

Students who are unable to write a pre-scheduled examinations due to an emergency medical or family situation must notify CIFP of their situation as soon as possible. Students may be asked to provide medical documentation to support requests for exemptions from regular program policies related to completing course work and or examinations.

### Special Situations

If a student finds himself or herself unable to complete or continue with their course studies due to extenuating circumstances, such as personal illness or death of a family member, the student is encouraged to contact Education Services to make special arrangements for completing their studies.

## ONLINE EXAMINATIONS

- Students must produce government-issued photo identification to the proctor before beginning their examination session. Acceptable photo identification includes a valid passport, driver's license or citizenship card.
- Students will use their own computer, the Zoom Video Conferencing Platform and the Respondus CIFP Lockdown Browser to write their online examinations. More details on technical system requirements are listed in the section below titled *Technical Requirements*.
- Extra time will not be allotted to those candidates who begin their examination after the scheduled time.
- Students are not permitted to have study materials, packages, cellular phones, other electronic devices or any other non-approved items with them during the examination. If a student arrives with non-approved materials, the proctor will ask that those materials be placed behind the student, visible to the camera and away from the workspace.
- Students are permitted to use a **non-programmable, stand-alone** calculator. Other devices are not permitted.
- Students may use scrap paper to assist with calculations. These pages must be blank and will be verified by the proctor before the examination begins.
- During the examination, communication with other people is not permitted. Doing so, may result in an immediate dismissal from the examination and an automatic failing grade.
- Students who complete their examination before the end of the allotted time may leave after verifying the online submission of their examination with the proctor.
- Before, during and after each examination session, all students are expected to conduct themselves in an ethical manner.

CIFP will investigate incidences of reported cheating. If a student is found to have cheated and/or aided and abetted a cheater, the student's examination will not be graded and the student will be barred from writing any CIFP examination for a period of six (6) months from the date of the infraction. A second infraction by the same student will result in a lifetime ban.

CIFP reserves the right, at our discretion, to disclose information regarding unethical behaviour to employers or prospective employers. Information will not be disclosed until the student has received, upon request, an oral hearing into the alleged unethical behaviour.

## Technical Requirements

Online CIFP examinations require the use of the CIFP Student Portal, the Zoom Web Conferencing Platform and the Respondus CIFP Lockdown Browser. Students are required to have a computer, microphone, and webcam for CIFP online examinations. The minimum system requirements for both the Zoom Web Conferencing Platform and the CIFP Lockdown Browser are listed below.

### *Zoom Web Conferencing Platform*

TYPE	MINIMUM REQUIREMENT
Internet Connection	Broadband wired or wireless (3G or 4G/LTE)
Speakers and Microphone	Built-in, USB plug-in, or wireless Bluetooth
Webcam	built-in, USB plug-in
Operating System	<ul style="list-style-type: none"> <li>• MacOS X with macOS 10.9 or later</li> <li>• Windows 11* (* Note: Windows 11 is supported on version 5.9.0 or higher.)</li> <li>• Windows 10* (* Note: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.)</li> <li>• Windows 8 or 8.1</li> <li>• Windows 7</li> <li>• Ubuntu 12.04 or higher</li> <li>• Mint 17.1 or higher</li> <li>• Red Hat Enterprise Linux 6.4 or higher</li> <li>• Oracle Linux 6.4 or higher</li> <li>• CentOS 6.4 or higher</li> <li>• Fedora 21 or higher</li> <li>• OpenSUSE 13.2 or higher</li> <li>• ArchLinux (64-bit only)</li> </ul>
Web Browser	<ul style="list-style-type: none"> <li>• Windows: Edge 12+, Firefox 27+, Chrome 30+</li> <li>• macOS: Safari 7+, Firefox 27+, Chrome 30+</li> <li>• Linux: Firefox 27+, Chrome 30+</li> </ul>
Processor and RAM	<ul style="list-style-type: none"> <li>• Single-core 1Ghz or higher, 1 Gb RAM</li> </ul>

TYPE	MINIMUM REQUIREMENT
Bandwidth	<p>For 1:1 video calling:</p> <ul style="list-style-type: none"> <li>• For high-quality video: 600kbps (up/down)</li> <li>• For 720p HD video: 1.2Mbps (up/down)</li> <li>• For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)</li> </ul> <p>For group video calling:</p> <ul style="list-style-type: none"> <li>• For high-quality video: 1.0 Mbps/600kbps (up/down)</li> <li>• For 720p HD video: 2.6Mbps/1.8Mbps (up/down)</li> <li>• For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)</li> <li>• For gallery view receiving: 2.0Mbps (25 views), 4.0Mbps (49 views)</li> <li>• For screen sharing only (no video thumbnail): 50-75kbps</li> <li>• For screen sharing with video thumbnail: 50-150kbps</li> </ul>

### Respondus CIFP Lockdown Browser

TYPE	MINIMUM REQUIREMENT
Operating System	<ul style="list-style-type: none"> <li>• <b>Windows: 11 and 10*</b> (* Includes x86 32 and 64bit processors and ARM 64bit processors using x86 emulation.)</li> <li>• (* Windows 10S is not a compatible operating system, nor can LockDown Browser be obtained via the Windows App Store. At present, support for Windows 10 S Mode isn't on the roadmap for LockDown Browser.)</li> <li>• <b>Mac: macOS 10.12 to 12.0+</b></li> <li>• <b>ChromeOS: LockDown Browser for Chromebook is supported on ChromeOS version 88 and higher, but we recommend keeping your Chromebook updated to the most recent version that is available.</b></li> </ul>
Memory	<ul style="list-style-type: none"> <li>• <b>Windows: 4 GB RAM</b></li> <li>• <b>Mac: 4 GB RAM</b></li> </ul>
Hard Disk Space	<ul style="list-style-type: none"> <li>• <b>Windows: 200 MB of free hard disk space</b></li> <li>• <b>Mac: 200 MB of free hard disk space</b></li> </ul>

\* As Zoom and the Respondus CIFP Lockdown Browser have different minimum requirements, students must default to the higher of the minimums when determining the compatibility of their system.

Please see the links below for more information on the Zoom Web Conferencing Platform and Respondus Lockdown Browser minimum requirements.

#### Zoom:

<https://support.zoom.us/hc/en-us/articles/201362023-Zoom-system-requirements-Windows-macOS-Linux>

**Respondus Lockdown Browser:**

<https://support.respondus.com/hc/en-us/articles/4409607170459-What-are-the-computer-requirements-for-installations-of-Respondus-LockDown-Browser>

**Day of the Examination**

Students are required to be logged into the Zoom Web Conferencing session 30 minutes prior to their scheduled examination start time. Students can access the details of the session and access the links directly through the *My Exams* section of their student profile.

Students must present valid, government-issued photo identification to the proctor prior to the examination. This photo identification must be held up to the camera so the virtual proctor can verify it and unlock the examination. Students are required to provide pencils, pens, erasers and their own non-programmable, stand-alone calculator. Scrap paper for the purpose of working out calculations may also be used during the examination. No other materials may be used during the examination.

The virtual proctor requires the student to move their webcam around the room to show that they only have the approved materials with them. If they do have non-approved materials, they will be asked to place them behind them and visible to the camera for the duration of the examination.

Proctors are not permitted to answer any academic related questions during the examination. Students who have inquiries about an examination question should alert the proctor in the examination and they will advise on the procedure to follow.

Once the examination has been completed and submitted, instructions on how to leave the examination session will be provided by the proctor.

**Technical Issues**

If a student experiences technical issues during the examination, the online proctor will work with the student to correct the issues and can provide added time if the issue is deemed to be a CIFP system issue. **Students are encouraged to make sure that their computer system meets the minimum technical requirements and to also download the CIFP Lockdown Browser and run a system test at least 24 hours prior to the examination start time.**

Instructions on how to download and install the CIFP Lockdown Browser and run the system test are contained within the *My Exams* page of the CIFP Student Portal. Failure of a student to appropriately test their system may result in the student not being able to write the examination and may result in a postponement fee.



## Obtaining Final Grades

CIFP endeavours to do its best to expedite the release of student grades. Typically, grades are posted three business days after the examination write date however, there may be instances when situations beyond the control of CIFP cause the release date to exceed this guideline.

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The tribunal decisions are final and binding and will be communicated to the student within one week of the hearing.

## Special Examination Sittings

Special examination dates for online examinations are not available as CIFP provides multiple examination sittings per month. If a student is unable to attend an on-line examination on the date they have chosen, they can switch the date to another one through their student profile.

## Students with Special Needs

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