



College of Pharmacists  
of British Columbia

# Jurisprudence Examination (JE) Information Guide

## Table of Contents

Introduction .....	4
The Registration Department .....	5
Examination Dates .....	6
Examination Delivery Methods.....	6
Test Center Examination.....	6
Remotely Proctored Examination.....	7
Technology Requirements .....	7
Test Environment Requirements .....	8
Registering and Scheduling the JE .....	10
Eligibility.....	10
Registration Process.....	10
Step 1: Register for the examination (eServices).....	10
Step 2: Schedule your examination (Prometric).....	10
Rescheduling/Cancellation Policy .....	11
Examination Accommodations .....	11
Examination Information .....	12
Examination Duration .....	12
Examination Content .....	12
Content Examined.....	12
Resources provided for the examination.....	15
Study Guides .....	15
Additional Information.....	16
Temporary Changes to Legislation in Response to COVID-19 .....	18
Sample Questions: Multiple Choice .....	22
Sample Questions: True/False .....	22
Prior to Examination Day .....	23
Download the ProProctor Application & Perform a System Readiness Check.....	23
Examination Day .....	24
Check-in and Identification .....	24
Check-in Procedures .....	24
Identification (ID) Policy.....	27
During the Examination .....	28

Security and Monitoring .....	28
Tracking Examination Progress .....	28
Answering the Examination Questions .....	29
Asking for Help .....	30
Unscheduled Breaks.....	32
Completing a Section/Finishing the Examination .....	33
Sign-out Procedures.....	33
Illnesses & Extraordinary Personal Circumstances on Examination Day .....	34
Examination-related Issues on Examination Day.....	34
Appeals.....	34
JE Results.....	35
Scoring Results .....	35
Review Results by the JE Subcommittee .....	35
Release Results .....	35
Validity Period of JE results.....	35
Maximum Number of Attempts.....	35
Appendix A – Rules of Conduct.....	36
Appendix B – Termination of Examination .....	38
Appendix C – Quick Links .....	39
Appendix D – FAQ’s.....	40
Appendix E - Test Centre Locations .....	46

# Introduction

The College of Pharmacists of British Columbia (“the College”) is the pharmacy regulatory body in B.C. and protects the public by licensing and regulating pharmacists and pharmacy technicians, and the pharmacies where they practice in this province.

The Jurisprudence Examination (JE) is administered by Prometric, the testing service provider, on behalf of the College. The JE is based on legislation contained in federal and provincial acts, their regulations, bylaws and published College Professional Practice Policies that pertain to pharmacy operations and registrant (pharmacist or pharmacy technician) responsibilities in the practice of pharmacy.

The examination is designed to assess a candidate’s knowledge of and ability to interpret and apply all legislation, including the code of ethics, that impacts pharmacy practice in B.C. An electronic copy of the [drug schedules](#) will be supplied for the examination as candidates are not expected to memorize the drug schedules. However, they should be prepared to identify, interpret, and apply the pertinent legal requirements and procedures to be followed.

In addition to the information provided in this document, all candidates must read and adhere to [Registration Committee Policy-3: Jurisprudence Examination](#), as well as the regulations and policies from Prometric.

## EXAMINATION QUICK FACTS

The Jurisprudence Examination is:

- A computer-based examination (i.e. electronic format);
- Composed of 149 questions: multiple choice and true/false questions;
- Three hours in length; and
- A closed-book examination (an electronic copy of the drug schedules will be provided at the examination)

JE results are valid for three years from the date of the completion of the examination.

The JE can be attempted a maximum of 4 times.

# The Registration Department

The Registration Department is responsible for processing all pharmacist- and pharmacy technician-related applications and is also responsible for the administration of the Jurisprudence Exam.

**Office Address:** 200-1765 West 8th Avenue, Vancouver BC, V6J 5C6

**Office Hours:** Monday to Friday 830am to 430pm (except Statutory holiday)  
Note that the College office is closed in the last week of December.

**Office Tel Number:** (General) 604-733-2440 or 800-663-1940  
(Registration) Extension 979, or 778-330-0979  
Leave a message in the registration voice mail box. Due to high volumes of calls on a daily basis, your call will be returned in the order it was received. All calls will be returned as soon as possible.

**Office Fax Number:** 604-733-2493 or 800-377-8129

**Email\*:** [jadmin@bcpharmacists.org](mailto:jadmin@bcpharmacists.org) for questions related to the Jurisprudence Exam  
[registration@bcpharmacists.org](mailto:registration@bcpharmacists.org) for questions related to pharmacist- or pharmacy technician-related applications including renewals

\*preferred method of communication and receiving applications/documents, especially when it contains personal or sensitive information.

## Other Inquiries

For questions related to day-to-day pharmacy practice, contact the Practice Support Department at [practicesupport@bcpharmacists.org](mailto:practicesupport@bcpharmacists.org).

For all other departments, refer to this webpage for more information:  
<http://www.bcpharmacists.org/contact-us>

## Examination Dates

JE sittings are held three times a year around February, June and October.

Registration for each sitting through eServices will be made available approximately 2 months prior to the date of the examination and closes about one month prior. Candidates must complete the two-step examination registration process in order to be able to write the examination on the examination day. Refer to the [Registering and Scheduling](#) section for details.

Examination date and other information will be posted on the [Jurisprudence Examination webpage](#) on the College website as soon as the examination date is confirmed.

## Examination Delivery Methods

The JE is offered as a computer-based examination administered by Prometric. The JE is offered on-site at a Test Center or as a remotely proctored online examination at a location that meets the testing environment requirements.

Seats and appointment times for each delivery method are limited for each sitting and are reserved on a first come, first serve basis.

Candidates who choose the remotely proctored delivery method of the examination are responsible for ensuring they meet all the technology and testing environment requirements outlined in the sections below.

### Test Center Examination

Prometric offers several Test Centers across Canada for candidates to write the JE on-site using a Test Center computer.

Test Centers will vary from examination to examination based on availability on the date of the examination. Candidates are not guaranteed a seat at their preferred time or Test Center as both are subject to availability. Candidates can search for available JE Test Centers in a location of their choosing [here](#). A list of test center locations can also be found in [Appendix E](#).

Candidates writing the JE at a Test Center are expected to adhere to [Prometric's Test Center Regulations](#). For an overview of the Test Center examination experience, including a “What to Expect” video, refer to [Prometric’s Test Center What to Expect page](#).

#### **COVID-19 NOTICE – Test Centers**

Prometric has policies in place to ensure that social distancing and local government guidelines are followed at their Test Centers. The Test Center Policies regarding COVID-19 can be found [here](#).

Masks must be worn at all times at the Test Center.

## Remotely Proctored Examination

Remotely proctored examinations use Prometric’s ProProctor application to allow candidates to write the JE at a location of their choosing (i.e., at home) using their own computer and Internet connection. Remotely proctored examinations are monitored by a live Proctor and artificial intelligence via webcam & microphone. The JE Proctors only speak English.

To write the JE as a remotely proctored online examination, candidates must meet both the **technology requirements** and **test environment requirements** found in the 2 subsections below. Candidates who are unable to meet the requirements must take the JE on-site at a Test Center.

**Note: The requirements outlined below are the minimum requirements. The College strongly recommends that your internet speed exceeds the requirement below as this is the most common cause for disconnection or launching issues. If you do not feel confident that your internet speed is adequate or stable enough, it is advised that you write the exam on site in a test center.**

### Technology Requirements

Remotely proctored examinations must be taken on a laptop or PC; tablets and smart/cell phones are **not** supported.

At a minimum, your computer must have the following system requirements:

- **Web Camera**
- **Microphone enabled**
- **Stable Internet Connection**
- **Operating System: Windows/MacOS**
- **Ability to install the ProProctor™ App**

Before scheduling your remotely proctored JE, review the [ProProctor User Guide](#) and perform the *System Readiness Check* to confirm your computer will allow testing through ProProctor™ ([click here](#)).

Additional requirements:

Requirement	Details
Computer	<ul style="list-style-type: none"> <li>● Laptop or desktop</li> <li>● No tablets, smart/cell phones, etc.</li> </ul>
CPU speed	<ul style="list-style-type: none"> <li>● 2.0 GHz Core2Duo</li> </ul>
Available hard drive space	<ul style="list-style-type: none"> <li>● 500 MB</li> </ul>
Total memory (RAM)	<ul style="list-style-type: none"> <li>● 2 GB</li> </ul>
Operating system	<ul style="list-style-type: none"> <li>● Windows 8.1 or higher; MacOS 10.13 or higher</li> </ul>
Screen resolution	<ul style="list-style-type: none"> <li>● For optimal display of the examinations, a monitor with screen resolution of 1920 x 1080 is <b>recommended</b> at a scale of 100% size of text, apps and other items so the examination questions and drug schedules provided will be showing side-by-side. Lower resolution would display the drug schedules as pop-ups, requiring candidates to move between windows</li> </ul>
Internet Browser	<ul style="list-style-type: none"> <li>● Most recent version of Google Chrome</li> </ul>
Web camera	<ul style="list-style-type: none"> <li>● Minimum resolution: 640 x 480 p</li> </ul>

College of Pharmacists of British Columbia

Requirement	Details
	<ul style="list-style-type: none"> <li>Moveable camera or ability to move laptop for environment scan.</li> </ul>
Microphone / Speakers	<ul style="list-style-type: none"> <li>Built-in or wired headphone and microphone</li> </ul>
Stable Internet connection	<ul style="list-style-type: none"> <li>Download speed: 500 kbps (0.5 mbps)</li> <li>Upload speed: 500 kbps (0.5 mbps)</li> <li>For optimal performance, having a hard-wired Internet connection (an Ethernet cable plugged directly into the modem or router, using a USB port adapter if needed) is recommended</li> <li>Wi-Fi is acceptable but discouraged as there is a risk of being disconnected from the testing platform if it is not stable. Otherwise, complete your examination in the area with the strongest Wi-Fi signal to reduce the chance of disconnection</li> <li>Tethering or Hotspot is NOT recommended</li> <li>No other people should use the same Internet connection during the examination as it may significantly slow down or drop the Internet connection completely while they are taking their JE</li> </ul>
No VPN	<ul style="list-style-type: none"> <li>Not connected to a VPN</li> </ul>
Power source	<ul style="list-style-type: none"> <li>Plugged directly into power source for duration of the examination</li> <li>Docking stations are allowed if the computer can be removed or lifted from the docking station or the docking station can be lifted for the environment scan</li> </ul>
Monitor	<ul style="list-style-type: none"> <li>Not connected to an additional monitor</li> <li>No dual-monitor configurations</li> </ul>
Only Windows Defender	<ul style="list-style-type: none"> <li>Turn off third-party antivirus software and pop-up blockers</li> </ul>
No connected devices	<ul style="list-style-type: none"> <li>Disconnect unnecessary devices such as printers, second monitors, etc. and remove them from the room</li> </ul>
Mirror	<ul style="list-style-type: none"> <li>At least 10 cm x 10 cm (4" x 4"), used for the environment scan</li> </ul>

### Test Environment Requirements

The testing environment must be comfortable, quiet and free of distractions during the scheduled seat time (i.e., approximately 3.5 hours for a 3-hour examination).

This may include but is not limited to having:

Requirement	Details
Test room	<ul style="list-style-type: none"> <li>Indoors (room with four walls and closed door)</li> <li>Post a sign that says, "Do not enter", on the outside of the door</li> <li>Adequate lighting</li> <li>Free from background noise, disruptions and clutter</li> <li>Secure and free from distractions</li> <li>Comfortable chair</li> </ul>
Desk/table	<ul style="list-style-type: none"> <li>Laptop/PC monitor must be placed on a desk/table</li> <li>Empty drawers</li> </ul>
Clean workstation	<ul style="list-style-type: none"> <li>No pens, papers, books, objects, electronic devices, etc.</li> <li>Nothing allowed on workstation and surrounding area</li> </ul>



Requirement	Details
Candidate only	<ul style="list-style-type: none"> <li>• No other individuals or animals allowed in the room for duration of the examination</li> </ul>
Wall behind candidate	<ul style="list-style-type: none"> <li>• Bare/blank (everything removed)</li> <li>• Live Proctor may ask candidate to cover other distractions in the room, such as objects, televisions, pictures, posters, bookshelves, etc., including the entire wall with a sheet</li> </ul>

Should you choose this examination delivery option, it is your responsibility to ensure that you have access to a computer and test environment that meets the requirements before booking an examination date.

For an overview of the remotely proctored examination experience, including a “What to Expect” video, refer to [Prometric’s ProProctor Candidate Information page](#).

# Registering and Scheduling the JE

In order to write the JE, you must be eligible to register for the examination, and complete the two-step examination registration process: 1) registering for the JE through eServices, and 2) scheduling your examination through Prometric.

## Eligibility

To be eligible to register for the JE, you must have:

- pre-registered\* with the College; or
- registered as a student pharmacist with the College and in the final year of their pharmacy program at UBC

*\*To allow sufficient time for processing, the pre-registration application, along with all required documentation, should be received at least **one month** prior to the JE registration deadline.*

## Registration Process

The examination registration is a two-step process, and **both** steps must be completed in order to be able to write the examination on the examination day:

### Step 1: Register for the examination (eServices)

- a. Log into your eServices account at: <https://eservices.bcpharmacists.org/>
- b. Go to the “Events & Services” tab
- c. Click “Register for Events”
- d. Select the appropriate JE sitting
- e. Follow the instructions and submit payment

You will receive a receipt titled “Order Confirmation” on the next business day after you have submitted the payment information.

After the College has confirmed your eligibility to write the JE, you will also receive a separate email titled “*Jurisprudence Exam Registration Confirmation*” within 5 days. This email will provide you with necessary information to schedule your examination with Prometric. **You must complete the next step or else you will not be able to write the examination on the examination day.**

### Step 2: Schedule your examination (Prometric)

During this step, you will have the option to schedule your examination through Prometric’s online registration and scheduling system. Choose the delivery method (JE on-site at a Test Center or as a remotely proctored examination), time, and location (if applicable) to write the JE.

To complete this step, follow the instructions in the “*Jurisprudence Exam Registration Confirmation*” email you received after completing step 1. If you do not receive your days, contact the Registration Department at: [jeadmin@bcpharmacists.org](mailto:jeadmin@bcpharmacists.org).

**You must complete BOTH Step 1 and Step 2 of the registration process otherwise you will not be able to write the exam.**

College of Pharmacists of British Columbia

## Rescheduling/Cancellation Policy

All JE fees are **non-refundable** and **non-transferable to a future examination date**. Special consideration may be given for medical reasons that arise from an acute illness and bereavement reasons. A physician's note is required for medical reasons and it must outline how the acute illness would affect the ability of a candidate to sit the exam. In these cases, a written request must be submitted to the College within 7 days of the examination date and is subject to an administration fee.

Candidates may change their examination delivery method (on-site at a Test Center vs. remotely proctored), or reschedule their examination tie (for the same sitting if multiple sessions are offered), at least 5 days from the examination date. Rescheduling and canceling can be done on [Prometric's website](#).

There is a \$50 charge payable directly to Prometric to change or reschedule 5 – 29 days prior to the scheduled examination date. There is no charge for making changes to an examination 30 or more days prior to the scheduled date.

## Examination Accommodations

Candidates should refer to [Registration Committee Policy-4 "Examination Accommodation Policy"](#) if they wish to make a request for examination accommodation.

A written request for the accommodation must be submitted to: [jeadmin@bcpharmacists.org](mailto:jeadmin@bcpharmacists.org) at least 8 weeks prior to the examination date using the [Jurisprudence Exam Accommodation Request Form](#).

The Registration Committee will review the accommodation request. More information on the Registration Committee review process can be found [here](#).

Candidates should register for the JE on eServices but **should not schedule the JE with Prometric** until they have received the decision letter from the Registration Committee.

## Examination Information

The JE is a computer-based examination delivered electronically using a Prometric’s testing platform. Candidates will complete the JE by selecting the appropriate answer to each question on the computer, and therefore, they should be familiar with the use of a mouse and keyboard.

### Examination Duration

The JE is a 3-hour examination with an additional ½ hour to complete a non-disclosure agreement, a brief tutorial and a *Pre-Exam Survey* (basic demographic question) at the beginning; and a *Post-Exam Survey* at the end of the examination.

**Note:** *This does not include time for check-in procedures.*

Time spent on the introduction and *Post-Exam Survey* do not count towards the 3-hour testing time; skipping or finishing them quickly does not give candidates additional testing time. See the time allotted for each examination section below:

Examination Section	Allotted Time
Introduction (includes non-disclosure agreement, tutorial and <i>Pre-Exam Survey</i> )	15 minutes
Jurisprudence Exam Questions	180 minutes (3 hours)
<i>Post-Exam Survey</i>	10 minutes
<b>Total Examination Time</b>	<b>205 minutes (~3.5 hours)</b>

### Examination Content

The JE is composed of 149 questions, including multiple choice, and true or false questions. All questions are weighted equally (i.e. 1 mark each).

The following represents the major question categories on the examination and their approximate weighting (proportion of questions on the examination related to that component):

Categories	Percent of Questions
<i>Health Professions Act, Pharmacy Operations and Drug Scheduling Act</i>	15
Bylaws related to pharmacy practice, professional practice policies	45
<i>Food and Drugs Act, Regulations and Schedules, Controlled Drugs and Substances Act, Regulations and Schedules, BC Drug Schedules</i>	40

#### Content Examined

The examination will include information found on the College’s [Jurisprudence Exam \(JE\) Resources](#) webpage which contains the most current source of information.

Note that pharmacists and pharmacy technicians are referred to as “registrants” in the College’s *Bylaws*. The term “registrant” is used in the examination.

**NOTE:** *Temporary changes to College Bylaws and Professional Practice Policies in response to COVID-19 are **NOT** tested on the JE. Original legislated requirements will be tested in the examination. See the section titled [Temporary Changes to Legislation in Response to COVID-19](#) for details.*

See [www.bcpharmacists.org/covid19](http://www.bcpharmacists.org/covid19) - Information for Health Professionals for more information.

Refer to the list below for the specific sections of legislation covered on the examination. Note that the legislation currently posted on the website contains the current requirements, including those that are changed temporarily in response to COVID-19 but are not tested on the JE. Candidates should review the section titled [Temporary Changes to Legislation in Response to COVID-19](#) in conjunction with the ones listed below.

### *Federal Legislation*

Links to the legislation below can be found on the College's website at:

<http://www.bcpharmacists.org/federal-legislation>

1. **[Food and Drugs Act and Regulations](#)**. The relevant extracts include:
  - PART C: DRUGS – sections C.01.041 - C.01.049.
  - PART G: CONTROLLED DRUGS
    - DIVISION 1: GENERAL – sections G.01.001 - G.01.007.
    - DIVISION 3: PHARMACISTS – sections G.03.001 - G.03.017.5.
    - DIVISION 4: PRACTITIONERS – sections G.04.001 - G.04.004.5.
    - DIVISION 5: HOSPITALS – sections G.05.001 - G.05.004.
    - DIVISION 6: GENERAL – sections G.06.001 – G.06.004
    - DRUG SCHEDULE TO PART G – Part I, Part II, Part III (these drug schedules will be included in the drug schedules package supplied for the Jurisprudence Examination)
2. **[Prescription Drug List](#)**
3. **[Controlled Drugs and Substances Act](#) and its *regulations***. The relevant extracts include:
  - **[Narcotic Control Regulations](#)**
    - Interpretation – section 2
    - Pharmacists – section 30 – 49
    - Practitioners – section 53 – 54
    - Hospitals – section 63 – 65
    - General – section 70
    - Schedule (this will be included in the drug schedules package supplied for the examination)
  - **[Benzodiazepines and other Targeted Substances Regulations](#)**. The relevant extracts include:
    - Pharmacists - Section 48 – 57
    - Hospital - Section 63 – 67
    - Verification of Identity - Section 70
    - Storage - Section 71

- Security - Section 72
- Destruction - Section 73
- Advertising - Section 78
- Schedule 2 (this will be included in the drug schedules supplied for the examination)

### Provincial Legislation

Links to the legislation below can be found on the College's website at:

<http://www.bcpharmacists.org/acts-and-bylaws>.

1. **Health Professions Act (HPA), its regulations and College bylaws.** The relevant sections include:
  - a. [HPA sections 15.1, 16, 17, 25.8 - 25.94, 32.2](#)
  - b. [HPA Pharmacists Regulation](#)
  - c. [HPA Bylaws sections 64-83](#) (**Note: HPA Bylaws, sections 2-63 is not tested on the JE**)
  - d. [HPA Bylaws Schedule A – Code of Ethics – Detailed](#) (**Note: you do not need to memorize the Code of Ethics but be able to identify and apply the principles**).
  - e. [HPA Bylaws Schedule F Part 1 - Community Pharmacy Standards of Practice](#)
  - f. [HPA Bylaws Schedule F Part 3 - Residential Care Facilities and Homes Standards of Practice](#)
2. **[Pharmacy Operations and Drug Scheduling Act \(PODSA\)](#), its regulations and College bylaws.**  
The relevant sections include:
  - a. [PODSA Bylaws](#) sections 18-28, 32-36
  - b. [PODSA Drug Schedules Regulation](#)\* (**Note: you need to memorize section 2 but you do not need to memorize the schedule of each drug as it will be provided for the examination**)
  - c. Controlled Prescription Program (CPP): <http://www.bcpharmacists.org/drug-distribution>
  - d. Prescription Regulations Chart: <http://www.bcpharmacists.org/drug-distribution>
3. **Professional Practice Policies, and their Orientation/Policy Guides:**  
<http://www.bcpharmacists.org/professional-practice-policies-and-guides>
4. **Recent legislation information from the ReadLinks and College mailings:**  
<http://www.bcpharmacists.org/readlinks>

### Resources provided for the examination

The following drug schedules are provided for the JE:

1. BC Drug Schedule Regulation **without the explanatory/descriptive information:**  
[http://www.bclaws.ca/civix/document/id/complete/statreg/9\\_98](http://www.bclaws.ca/civix/document/id/complete/statreg/9_98)
2. Narcotic Control Regulations – Schedule: [http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.%2C\\_c.1041/page-14.html#h-10](http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.%2C_c.1041/page-14.html#h-10)
3. Food and Drug Regulations – Schedule to Part G (Part I – III):  
[https://laws.justice.gc.ca/eng/regulations/c.r.c.,\\_c.870/page-161.html#h-340](https://laws.justice.gc.ca/eng/regulations/c.r.c.,_c.870/page-161.html#h-340)
4. Benzodiazepines and Other Targeted Substances Regulations – Schedule 2:  
<http://laws.justice.gc.ca/eng/regulations/SOR-2000-217/page-15.html#h-43>

All the above drug schedules will be consolidated into one single electronic copy which can be found here: [http://library.bcpharmacists.org/3\\_Registration\\_Licensure/Drug\\_Schedule\\_Consolidated.pdf](http://library.bcpharmacists.org/3_Registration_Licensure/Drug_Schedule_Consolidated.pdf)

Note that the drug schedules provided will not contain any explanatory/descriptive information. Candidates are **responsible** to know how to use all of the schedules.

A copy of the prescription regulations chart will not be provided.

No other reference material is permitted.

Candidates writing at Test Centers will be provided with paper for use. Candidates writing remotely proctored examinations will be provided with a virtual notepad.

## Study Guides

**NOTE:** *Temporary changes to College Bylaws and Professional Practice Policies in response to COVID-19 are **NOT** tested on the JE. Original legislated requirements will be tested in the examination. See the section titled Temporary Changes to Legislation in Response to COVID-19 for details.*

See [www.bcpharmacists.org/covid19](http://www.bcpharmacists.org/covid19) - Information for Health Professionals for more information.

Review the 4 modules of the [Code of Ethics: Educational Tutorial](#) which cover the College's Code of Ethics, Conflict of Interest Standards and Model for Ethical Decision Making.

The College has also developed an [JE Orientation Presentation \(mp4\)](#) to guide your study. Click on the link to access the presentation. Note that this presentation was created in 2013 so there is some outdated information. The following changes have occurred subsequent to the production of the presentation:

- Effective July 26, 2016, BC nurse practitioner can prescribe, compound, administer or dispense controlled drugs and substances in accordance with the standards, limits and conditions set by the College of Registered Nurses of British Columbia.
- Effective April 1, 2017, BC midwives can prescribe, order and administer certain controlled drug substances in accordance with the standards, limits and conditions set by the College of Midwives of British Columbia.

College of Pharmacists of British Columbia

- BC podiatrists can prescribe, compound, dispense and administer controlled drugs and substances that are Schedule I of the Drug Schedules Regulation. Pursuant to the Podiatrists Regulation, BC podiatrists currently do not have the authority to prescribe controlled drugs and substances that are Schedule 1A of the Drug Schedules Regulation.
- Effective May 19, 2018, the Government of Canada removed the regulatory requirement for practitioners to obtain a subsection 56(1) exemption to prescribe, administer, sell or provide methadone to their patients. Methadone is permitted to be prescribed in the same manner as other narcotics under the Narcotic Control Regulations (NCR). Practitioners and pharmacists are still required to meet all other applicable provisions of the NCR, as well as the requirements established by their Colleges governing their practice when dealing with controlled substances. Examples of such requirements include, but are not limited to, additional courses or training.
- Effective January 2, 2020, prescriptions for certain codeine containing liquid preparations will require a Controlled Prescription Program duplicate prescription form. As with all Controlled Prescription Program drugs, these preparations must also be stored in a time-delay safe. For a list of DINs affected by this change please visit:  
<https://www.bcpharmacists.org/readlinks/new-safety-measures-codeine-liquid-preparations-effect-january-2-2020>

### Additional Information

1. *Food and Drug Regulations, Prescription Drug List* includes all prescription drugs available for sale in Canada *except* for narcotic, controlled, and targeted drugs. It is divided into two parts. Part 1 includes regular prescription drugs for human use which are neither narcotic, controlled or targeted drugs. Part 2 includes drugs for veterinary use.
2. If a drug is not listed in the provincial drug schedule but is listed in the *Prescription Drug List*, the drug still requires a prescription. Such a discrepancy may exist when the drug is new to the market but the amendment to the provincial drug schedule has not been made.
3. Drugs that are not assigned prescription status by Health Canada (i.e. not listed in the *Prescription Drug List*) and are *not* listed in any schedule of the *Controlled Drug Substances Act (CDSA)* and its Regulations, means provinces and territories can restrict the condition of sale of these non-prescription drugs as long as they are not less stringent than the Federal legislation. Many provinces and territories adopted the National Drug Schedules from NAPRA, but BC has its own provincial drug schedules to follow. Therefore, a discrepancy in the drug schedules for a non-prescription product may be seen in BC when comparing the same product in another province.
4. Drugs that are *not* assigned prescription status by Health Canada (i.e. not listed in the *Prescription Drug List*) and are *not* listed in the BC drug schedules, means that they are unscheduled drug products. E.g. chlorpheniramine. They can be placed outside the 25-foot perimeter of the pharmacy or be sold from non-pharmacy outlets.
5. A drug listed in the *Prescription Drug List* under the *Food and Drug Regulations* that is a prescription may be included under a different name or therapeutic classification in the BC drug schedules. For example: estrogen and progesterone are included under Sex Hormones; warfarin is included under 4-hydroxycoumarin; prednisone is included under Adrenocortical Hormones.



6. A Practitioner is defined in the *Food and Drug Regulations* as a person who is entitled under the laws of a province to treat patients with a prescription drug, and is practising their profession in that province. In BC, *PODSA* defines practitioner as a person (a) who is authorized to practise medicine, dentistry, podiatry or veterinary medicine, or (b) who is (i) in a class of persons prescribed by the minister for the purpose of this definition, and (ii) authorized under the *Health Professions Act* to prescribe drugs or devices in the course of providing the services of a designated health profession as defined in section 1 of that Act. In the *Pharmacy Operations General Regulation* made pursuant to *PODSA*, midwives, nurse practitioners, optometrists, and naturopathic physicians are also defined as a practitioner. To determine whether other regulated health professionals can prescribe drugs or not, refer to their professional regulation under the *HPA*.
7. The definition of a practitioner under the *Controlled Drugs and Substances Act (CDSA)* includes a person authorized to practice medicine, dentistry, or veterinary medicine and includes any other person or class of persons prescriber as a practitioner under the [New Classes of Practitioners Regulation](#).

To determine what drugs a practitioner can prescribe, refer to their provincial professional regulation. For example, under the Midwives Regulations, midwives can prescribe Schedule I, IA or II of the Drug Schedules Regulation, whereas under the Podiatrist Regulation, they can prescribe Schedule I and II drugs only (i.e. not Schedule IA drugs). Therefore, federally, podiatrists can prescribe controlled drug substances but their provincial regulation needs to enable them to prescribe all controlled drug substances. Podiatrists are limited to prescribe Schedule I controlled drug substances but cannot prescribe Schedule IA drugs.

8. Pursuant to the *Food and Drug Regulations* and the *Narcotic Control Regulations*, prescriptions and any records must be retained for a period of two years. Section 23(1) of the *PODSA Bylaws* states that prescriptions and patient records must be retained for three years from the date of the last refill. In this case, BC provincial legislation overrides the federal legislation as it is more stringent. As a result, invoices recording the purchase and receipt of Schedule 1 drugs and drugs under the *Controlled Drugs and Substances Act* and any records documenting the transfer of such drugs for any reason other than as authorized by a practitioner's prescription must be retained for not less than three years.
9. The definition of Controlled Drugs Part 1, Part 2 and Part 3 is described in the Prescription Regulations Chart.
  - Controlled Drug Part 1 = reportable control drugs
  - Controlled Drug Part 2 = non-reportable control drugs
  - Controlled Drug Part 3 = non-reportable anabolic steroids
10. Frequently asked questions:
  - Targeted drugs: Part 1: Drugs which may be sold (benzodiazepines and others)
  - Targeted drugs: Part 2: Drugs which may not be sold as they are illegal to possess
11. In BC a prescription with authorized ongoing refills is only valid for one year from the prescribing date of the original prescription. The only exception is prescriptions for oral contraceptives, for which the time span for ongoing prescription authorization is a maximum of two years from the

prescribing date (*HPA Bylaws, Schedule F, Part 1, Community Pharmacy Standards of Practice, Section 10(5)*).

12. Veterinary drugs cannot be sold without a prescription from a veterinarian unless they are sold only in the manufacturers original container labeled “for veterinary use only” or “for agricultural use only.” The pharmacist cannot repackage veterinary drugs to be sold without a prescription.

### Temporary Changes to Legislation in Response to COVID-19

Temporary changes to Federal Legislation, College Bylaws and *Professional Practice Policies* (PPP) in response to COVID-19 are **NOT** tested on the JE. Original legislated requirements will be tested in the examination.

Candidates should refer to the [Prescription Regulations Chart](#) on the College’s website for prescription requirements before COVID-19.

Note: CSOP = [HPA Bylaws Schedule F Part 1: Community Pharmacy Standards of Practice](#)

Legislation/PPP	Recent Changes due to COVID-19 (not tested on JE)	Original Requirements before COVID-19 (tested on JE)
<b>CSOP section 7(3)</b>  Temporarily changed on March 27, 2020	A registrant must not dispense a prescription authorization received by facsimile transmission for a drug referred to on the Controlled Prescription Drug List, except in a public health emergency declared by the provincial health officer. In a public health emergency, the pharmacy must receive <ul style="list-style-type: none"> <li>(a) a completed copy of the Controlled Prescription Program form transmitted by facsimile prior to dispensing the medication; and</li> <li>(b) the original form by mail as soon as reasonably possible.</li> </ul>	A registrant must not dispense a prescription authorization received by facsimile transmission for a drug referred to on the Controlled Prescription Drug List.
<b>CSOP section 8(3.1)</b>  Temporarily changed on March 27, 2020	Despite section 3(a), a registrant may transfer a prescription for a controlled drug substance if the transfer is permitted under a section 56 exemption to the <i>Controlled Drugs and Substances Act</i> .	N/A
<b>PODSA Bylaws section 19(6.1)</b>  Temporarily changed on March 27, 2020	Despite subsection (6), a registrant may dispense drugs included in the controlled prescription program upon receipt of a verbal prescription from a practitioner if doing so is permitted under a section 56 exemption to the <i>Controlled Drugs and Substances Act</i> . The pharmacy must receive the original prescription form from the practitioner as soon as reasonably possible.	N/A
<b>MMT Policy Guide 2.1.1</b>  Temporarily changed on March 27, 2020	Methadone maintenance prescriptions can only be accepted when written using an original approved Controlled Prescription Program form. Verbal prescriptions for methadone maintenance treatment may be accepted where permitted under a section 56 exemption to the <i>Controlled Drugs and Substances Act</i> in accordance with section 19(6.1) of the bylaws to the <i>Pharmacy Operations and Drug Scheduling Act</i> .	Methadone maintenance prescriptions can only be accepted when written using an original approved Controlled Prescription Program form.
<b>MMT Policy Guide 2.1.3</b>  Temporarily changed on March 27, 2020	Faxed Controlled Prescription Program forms are not acceptable unless under extenuating circumstances where the prescriber has determined, following consultation with the pharmacist, that the urgency of the situation warrants it, or in accordance with section 7(3) of the <i>Health Professions Act Bylaws Schedule F, Part 1 - Community Pharmacy Standards of Practice</i> .	Faxed Controlled Prescription Program forms are not acceptable unless under extenuating circumstances where the prescriber has determined, following consultation with the pharmacist, that the urgency of the situation warrants it.
<b>Bup/nal Policy Guide 2.1.2</b>  Temporarily changed on March 27, 2020	Buprenorphine/naloxone prescriptions may only be received by facsimile if in accordance with section 7(3) of the <i>Health Professions Act Bylaws Schedule F, Part 1 - Community Pharmacy Standards of Practice</i> . Verbal prescriptions for buprenorphine/naloxone maintenance treatment may be accepted where permitted under a section 56 exemption to the <i>Controlled Drugs and Substances Act</i> in accordance with section 19(6.1) of the bylaws to the <i>Pharmacy Operations and Drug Scheduling Act</i> .	N/A

Legislation/PPP	Recent Changes due to COVID-19 (not tested on JE)	Original Requirements before COVID-19 (tested on JE)
<b>SROM Policy Guide 2.1.2</b>  Temporarily changed on March 27, 2020	SROM prescriptions may only be received by facsimile if in accordance with section 7(3) of the <i>Health Professions Act Bylaws Schedule F, Part 1 - Community Pharmacy Standards of Practice</i> . Verbal prescriptions for SROM maintenance treatment may be accepted where permitted under a section 56 exemption to the <i>Controlled Drugs and Substances Act</i> in accordance with section 19(6.1) of the bylaws to the <i>Pharmacy Operations and Drug Scheduling Act</i> .	N/A
<b>iOAT Policy Guide 2.1.2</b>  Temporarily changed on March 27, 2020	Injectable hydromorphone for maintenance prescriptions may only be received by facsimile if in accordance with section 7(3) of the <i>Health Professions Act Bylaws Schedule F, Part 1 - Community Pharmacy Standards of Practice</i> . Verbal prescriptions for injectable hydromorphone maintenance treatment may be accepted where permitted under a section 56 exemption to the <i>Controlled Drugs and Substances Act</i> in accordance with section 19(6.1) of the bylaws to the <i>Pharmacy Operations and Drug Scheduling Act</i> .	N/A
<b>PPP-71</b>  Temporarily changed on April 6, 2020	<p><b>COVID-19 UPDATE</b></p> <p>Effective immediately and while permitted by a section 56 exemption to the <i>Controlled Drugs and Substances Act</i>, a pharmacist, using their professional judgement, may authorize:</p> <ol style="list-style-type: none"> <li>1. A regulated health professional to deliver OAT to a patient, ensuring that they have the appropriate scope and competence to assess a patient and witness the ingestion of OAT; or</li> <li>2. A pharmacy employee to deliver OAT to a patient on the pharmacist's behalf. Note: The authorization of a pharmacy employee should be reserved for exceptional circumstances where it is not possible for a pharmacist or regulated health professional to deliver the OAT drug.</li> </ol> <p>The pharmacist must ensure that the pharmacy employee authorized to deliver the OAT drug has the appropriate knowledge and competence to provide witnessed ingestion (where applicable), and to recognize when it may be unsafe to provide the dose to the patient (e.g. the patient is intoxicated) and how they should proceed in these situations. Where possible, the pharmacist should assess the patient by phone or other virtual means before the pharmacy employee releases the dose.</p> <p>The pharmacist must ensure the required documentation for each OAT delivery is completed and retained in the patient record, including the signature and name of the person authorized to deliver the OAT drug for each delivery. Unconsumed or partially consumed doses must be documented and returned to the pharmacy as soon as possible.</p> <p>All other requirements outlined within this policy, and the section 56 exemption to the <i>Controlled Drugs and Substances Act</i> must be met. For the health and safety of the public and those delivering OAT, a pharmacist should confirm if their patient is experiencing symptoms of COVID-19 or are self-isolating prior to delivering OAT. In addition, consideration should be given on how to maintain social distancing while delivering medications to a patient.</p>	N/A
<b>PPP-58 Orientation Guide - Original prescription definition</b>  Temporarily changed on May 7, 2020	<p><b>COVID-19 UPDATE</b></p> <p>The following temporary amendment is in effect during the COVID-19 public health emergency in British Columbia:</p> <ul style="list-style-type: none"> <li>• A pharmacist may adapt a transferred prescription.</li> </ul>	Original prescriptions do not include transferred prescriptions, previously adapted prescriptions, or emergency refills.
<b>PPP-58 Orientation Guide - Therapeutic substitution limits</b>  Temporarily changed on May 7, 2020	<p><b>COVID-19 UPDATE</b></p> <p>The following temporary amendment is in effect during the COVID-19 public health emergency in British Columbia:</p> <ul style="list-style-type: none"> <li>• Where there is an actual drug shortage for a prescribed drug that is not included in a category under the Ministry of Health's Reference Drug Program, and where no interchangeable drug is available, therapeutic substitution of that drug is permitted in accordance with this policy. Evidence of the actual drug</li> </ul>	N/A

Legislation/PPP	Recent Changes due to COVID-19 (not tested on JE)	Original Requirements before COVID-19 (tested on JE)
	<p>shortage (e.g., report from <a href="http://drugshortagescanada.ca">drugshortagescanada.ca</a> or a “no alternative available” listing on PharmaCare’s Current Drug Shortages List) must be included with the adaptation documentation.</p> <ul style="list-style-type: none"> <li>When making a therapeutic drug substitution, you must be satisfied that the dose and the dosing regimen of the new drug you select will have an equivalent therapeutic effect, and that the substituted drug is within the same therapeutic class as the prescribed drug. Therapeutic substitution is not permitted for controlled drug substances and cancer chemotherapy agents.</li> </ul>	

**The information below is *NOT* tested on the Jurisprudence Exam**

### Background information regarding the temporary changes above

#### Temporary Exemptions to Federal Legislation

On March 19, 2020, Health Canada announced the following exemptions for prescriptions of controlled substances under the *Controlled Drugs and Substances Act* (“CDSA”) and its Regulations in order to support access to controlled substances when needed for medical treatments.<sup>1</sup> If permitted within provincial scopes of practice, the exemptions:

- permit pharmacists to extend and renew prescriptions;
- permit pharmacists to transfer prescriptions to other pharmacists;
- permit practitioners to verbally prescribe prescriptions with controlled substances; and
- allow an individual to deliver controlled substances to patients (at their homes or an alternate location).

Amendments to the Community Pharmacy Standards of Practice (CSOP), the *Pharmacy Operations and Drug Scheduling Act* (PODSA) Bylaws and Opioid Agonist Treatment (OAT) Policy Guides were made to allow faxed, transferred, and verbal prescriptions for controlled drug substances. These amendments came into force on March 27, 2020 and are dependent on:

- A public health emergency declared by the provincial health officer (in the case of faxed prescriptions for controlled drug substances)
- A section 56 exemption to the *Controlled Drugs and Substances Act* (in the case of transferred and verbal prescriptions for controlled drug substances)

Temporary amendments to Professional Practice Policy-71 Delivery of Opioid Agonist Treatment (PPP-71) were made to:

- allow a pharmacist to authorize a regulated health professional with the appropriate scope and competence to deliver an OAT drug to a patient; and
- allow a pharmacist to authorize a pharmacy employee to deliver OAT to a patient on the pharmacists’ behalf;

<sup>1</sup> <https://www.canada.ca/en/health-canada/services/health-concerns/controlled-substances-precursor-chemicals/policy-regulations/policy-documents/section-56-1-class-exemption-patients-pharmacists-practitioners-controlled-substances-covid-19-pandemic.html>

These amendments came into effect on April 6, 2020 and are dependent on:

- A section 56 exemption to the *Controlled Drugs and Substances Act*

The section 56 exemption to the *Controlled Drugs and Substances Act* expires on the earliest of the following dates:

- September 30, 2020;
- The date that it is replaced by another exemption; or
- The date on which it is revoked.

### Drug Shortages

With recent and COVID-19 related drug shortages of drugs outside of the Reference Drug Program (RDP) categories, amendments to the *Amendments to the Orientation Guide – Medication Management (Adapting a Prescription)* were made to:

- permit transferred prescriptions to be adapted; and
- remove the limitation on therapeutic substitution to within the RDP categories, allowing pharmacists to adapt prescriptions for drugs not in the RDP by therapeutic substitution where there is an actual drug shortage for a prescribed drug and where no interchangeable drug is available

These amendments came into effect on May 7, 2020 and are dependent on:

- the COVID-19 public health emergency in British Columbia (in the case of adapting a transferred prescription); and
- the COVID-19 public health emergency in British Columbia and an actual drug shortage for a prescribed drug that is not included in a category under the Ministry of Health's Reference Drug Program and where no interchangeable drug is available (in the case of therapeutic substitutions)

*Sample Questions: Multiple Choice*

1. Verbal prescription narcotics may be dispensed on the verbal instructions of:
- A. a physician's nurse
  - B. an intern
  - C. a practitioner
  - D. all of the above
  - E. (B) and (C) are correct

Answer: C

2. Indicate the requirements for sale of 60 Ranitidine 150mg indicated for the treatment of heartburn.
- A. Prescription required
  - B. Professional Service Area sale
  - C. Professional Product Area sale
  - D. Drug product which may be sold from any retail outlet

Answer: C3. Indicate the requirements for sale of Heparin Topical.

- A. Prescription required
- B. Professional Service Area sale
- C. Professional Product Area sale
- D. Drug product which may be sold from any retail outlet

Answer: C

*Sample Questions: True/False*

1. Schedule II drugs may be sold without a prescription from any retail outlet.
- True
  - False

Answer: False

# Prior to Examination Day

*If you are taking the JE on-site at a Test Center skip this section.*

This section provides information for candidates who will be taking the JE as a **remotely proctored exam** only. These following steps should be completed prior to the examination day.

Prior to examination day, candidates should:

- Review the [ProProctor User Guide](#)
- Ensure they have the necessary technology and test environment requirements for remotely proctored examinations (see [Remotely Proctored Examination subsection](#))
- Download and install the ProProctor application on the computer they will be using to write the JE
- Perform the *System Readiness Check* on the computer to ensure their system meets all the requirements for remote proctoring
- Ensure that the test environment is prepared and meets the requirements for remote testing

## *Download the ProProctor Application & Perform a System Readiness Check*

The ProProctor application can be downloaded from the [ProProctor home page](#) by clicking on “[Download & Install ProProctor App](#)”.

**As soon as possible**, candidates should perform a [System Readiness Check](#) to ensure they have the technological requirements to write a remotely proctored examination. Candidates should perform this check prior to scheduling their remotely proctored examination; however, at the latest, it should be completed at least 5 days prior to the scheduled examination date.

Candidates should set up their computer exactly as it would be for the actual examination to perform the check. The *System Readiness Check* can be accessed [here](#). A successful check will be indicated by all green arrows beside each requirement.

**DO NOT attempt to launch your examination until 30 minutes prior to the scheduled examination appointment time.**

**Note:** *The remote testing platform uses a computer and browser lock-down component that prevents candidates from using any function on their computer other than the ProProctor testing platform application after launching their examination. On examination day, the examination will not launch if any type of virtual machine is attached or turned on.*

# Examination Day

Before the examination, candidates should check the College's website for any special notice(s): <https://www.bcpharmacists.org/jurisprudence-exam>.

Candidates taking the examination at a **Test Center** should check local information for any public transportation service interruptions, road detours, etc. when planning travel on examination day.

Candidates writing a **remotely proctored** examination should have completed the steps in the previous section

All candidates must adhere to [Registration Committee Policy-3 "Jurisprudence Examination"](#), and conduct themselves in a professional manner. All candidates must follow examination directives provided in writing by CPBC and verbally by examination personnel. Failure to do so, or demonstration of conduct deemed not to meet the standard of conduct expected of a regulated health professional, will be considered a breach of the Rules of Conduct outlined in [Appendix A](#).

## COVID-19 Notice – Test Centers

Candidates are required to bring their own mask (medical masks or face coverings) and wear the mask at all times while at the Test Center.

Candidates who do not bring a mask will **not** be allowed to test. Prometric will not provide masks. Both medical masks or cloth face coverings are acceptable.

Masks with exhale/one-way valves are prohibited to use at the testing center, due to the lack of viral particle filtration provided by these masks.

Prometric Test Center Policies regarding COVID-19 can be found [here](#).

## Check-in and Identification

### Check-in Procedures

Refer to the appropriate subsection below for the check-in procedures for the chosen examination delivery method.

#### Test Center Examination

##### What Time to Arrive at the Test Center

Plan to arrive *at least 30 minutes* before the scheduled examination time to allow time for check-in procedures.

**Late Arrivals:** *Candidates who arrive 30 minutes past their scheduled examination start time may or may not be allowed to write the JE. This is at the discretion of Prometric's Test Center Administrators and is dependent upon staff availability and whether there are scheduled examinations following the appointment time. All JE fees are non-refundable and non-transferable to another sitting.*



**What to Bring to the Test Center**

Candidates will be required to present one valid (non-expired), government-issued photo ID with a signature (e.g., driver's license or passport). Review the [Identification \(ID\) Policy](#) for full details.

All other personal items must be locked in an assigned locker for test security purposes, candidates should try to limit what they bring to the Test Center. **Other than the Candidate's ID, *nothing else will be allowed into the testing room.***

Candidates may bring a snack packaged in a clear plastic bag, water in a clear bottle with labels removed, any necessary medication, and personal hygiene items. All items must be stored in the assigned locker.

**Storage of Personal Belongings**

Candidates will place their personal belongings in an assigned locker or as instructed by the Test Center Administrator, prior to the commencement of the examination and until the examination is complete.

All electronic devices must be turned off or put on silent mode and placed with their personal belongings.

**Prohibited Items**

The following items are prohibited and not allowed at any time during the examination in the test room:

- Notebook, paper, pen, pencil, highlighter
- Food and/or beverages
- Hair accessories (unless for religious reasons)
- Jewelry (subject to inspection)
- Outerwear, hat
- Published materials and other testing aids
- Purse, wallet, bag, briefcase
- Any electronic device including calculators, pagers, cellular phones and/or personal digital assistants (PDAs)
- Watch

Refer to [Prometric's Test Center security policy](#) for more information.

**Test Center Regulations**

Candidates should review the *Prometric Test Center Regulations* provided at the Test Center prior to the examination. A sample of these regulations can also be found [here](#).

**Security Checks**

Security checks will be conducted on a first come, first served basis in an area recorded by overhead security camera(s).

The Test Center Administrator will:

- Confirm the candidate's identification by matching the candidate's appearance to the government-issued photo ID
- Observe the candidate emptying his/her pockets, raising his/her pant legs above the ankles, raise his/her shirt sleeve above the wrist

College of Pharmacists of British Columbia

- Inspect the candidate's eyeglasses or jewelry for any recording devices (if applicable)
- Scan the candidate with a metal detector (N/A during COVID-19 pandemic)
- Take the candidate's signature

The candidate will then be escorted into the test room and to their computer workstation.

### *Remotely Proctored Examination*

#### **Prepare the Test Environment**

Candidates should provide themselves 30 minutes prior to launching the examination to prepare their test environment.

Preparing the test environment includes:

- Closing and locking the door (if available) to their test room
- Posting a sign that reads "Do not enter" on the outside of the door
- Informing other people not to enter the test room – if others do, the examination is cancelled
- Making necessary arrangements to prevent any pets from entering the test room
- Ensuring no one else is using the Internet during the examination
- Gathering the necessary ID, mirror, and any permitted items ready for inspection
- Clearing the test environment of all distractions and prohibited items
- Checking that the computer, mouse, microphone, speakers, web camera, and Internet are connected and working
- Adjusting the volume and web camera settings of their computer as needed

Candidates should also take care of any personal needs, including using the washroom, during this time.

#### **Launch the examination**

After preparing the environment, candidates should be prepared to launch the examination **30 minutes before** the scheduled examination time to allow time for check-in procedures.

To launch the examination, candidates should open the ProProctor application that has been installed prior to examination day. This can also be found by clicking on the ProProctor link provided in their scheduling confirmation email sent from Prometric.

Candidates will then be taken to the [ProProctor platform](#) where they will enter the confirmation number (provided in the appointment confirmation email by Prometric) as well as the 4 characters of their surname.

Prior to examination day, candidates should have already downloaded and installed the ProProctor application and completed a *System Readiness* check. However, during the check-in process, the ProProctor application will also automatically run another System Check.

Candidates will then be asked to complete the following steps:

- Agree to Remote Proctor Regulations (similar to a user agreement online)
- Capture an image of their face
- Capture an image of their valid government-issued photo ID

After completing these steps, candidates will wait in a virtual line (queue) for approximately 10-15 minutes until admitted to the check-in process by a Readiness Agent (RA).

**Note:** *If it takes longer than 20 minutes to connect with the RA, please close the application and relaunch the examination.*

The RA will meet the candidate, compare the image captured of the candidate's face to the photo on the government-issued photo ID, then confirm the candidate's name, address, and examination details before conducting the environmental and candidate (security) checks.

During the **environmental check**, the RA will ask the candidate to show a 360° view of their workstation and surrounding area. During the **candidate check**, the RA will ask the candidate to do the following:

- Raise their pant legs above their ankles
- Empty and turn all pockets inside-out
- Raise shirt sleeves above their wrists
- Remove eyeglasses for visual inspection (if applicable)
- Remove large jewelry items
- Pull hair back to ensure nothing is attached to ears

The RA will take photos of the candidate and the testing environment as required. After the check-in process has been completed, the RA will connect the candidate to a Proctor to launch their examination.

### *Identification (ID) Policy*

Both Test Center examinations and remotely proctored examinations require candidates to present one form of primary ID which meets the following requirements:

- government-issued
- photo- **and** signature-bearing
- non-expired

*The name printed on your primary ID must match the name on eServices which was used to schedule your examination with Prometric.*

If you are testing outside of your country of citizenship, you must present a valid passport. If you are testing within your country of citizenship, you must present either a valid passport, driver's license, or health card/Care Card.

**Note:** If the Primary ID does not have a signature or there is a minor discrepancy, the candidate must present a form of non-expired signature ID.

ID Type	Examples
Acceptable forms of Primary ID	<ul style="list-style-type: none"> <li>● Driver's license / health card/Care Card</li> <li>● Passport</li> <li>● Other government-issued photo-ID</li> </ul>
Acceptable forms of Signature ID	<ul style="list-style-type: none"> <li>● Credit card</li> <li>● School ID</li> </ul>
Unacceptable forms of ID	<ul style="list-style-type: none"> <li>● Social insurance card</li> <li>● Birth certificate</li> </ul>

## During the Examination

### Security and Monitoring

Refer to the appropriate subsection below for information on security and monitoring for the chosen examination delivery method.

#### Test Centre Examination

During the examination, candidates will be monitored by Test Centre Administrators and recorded at their workstation throughout the duration of the examination via overhead security cameras.

#### Remotely Proctored Examination

During the examination, candidates will be monitored by a Proctor via web camera and microphone in addition to monitoring by artificial intelligence.

Candidates will not be able to see the Proctor but, if required, will be able to communicate with the Proctor via the chat function or speaking to them via the microphone and hear them via the computer's speakers.

Candidates should not speak out loud at any time during the examination except to the Proctor. It is recommended that candidates use the chat feature to communicate with the Proctor when necessary.

Photos of the candidate may be taken at any time during the examination and a Security Agent and/or Proctor may ask the candidate to point their web camera at specific things or places to take photos. They may also conduct environmental and candidate checks at any time during the examination.

### Tracking Examination Progress

The total amount of time remaining for each section is shown at the top of the screen as *Section Time Remaining*. Warnings appear on the screen for a few seconds prior to the end of the middle section when there are 60, 30, and 15 minutes remaining in the section. When the time remaining reaches zero, candidates cannot answer any more questions after that and do not receive credit for any unanswered questions.

There is no scheduled break during the examination.

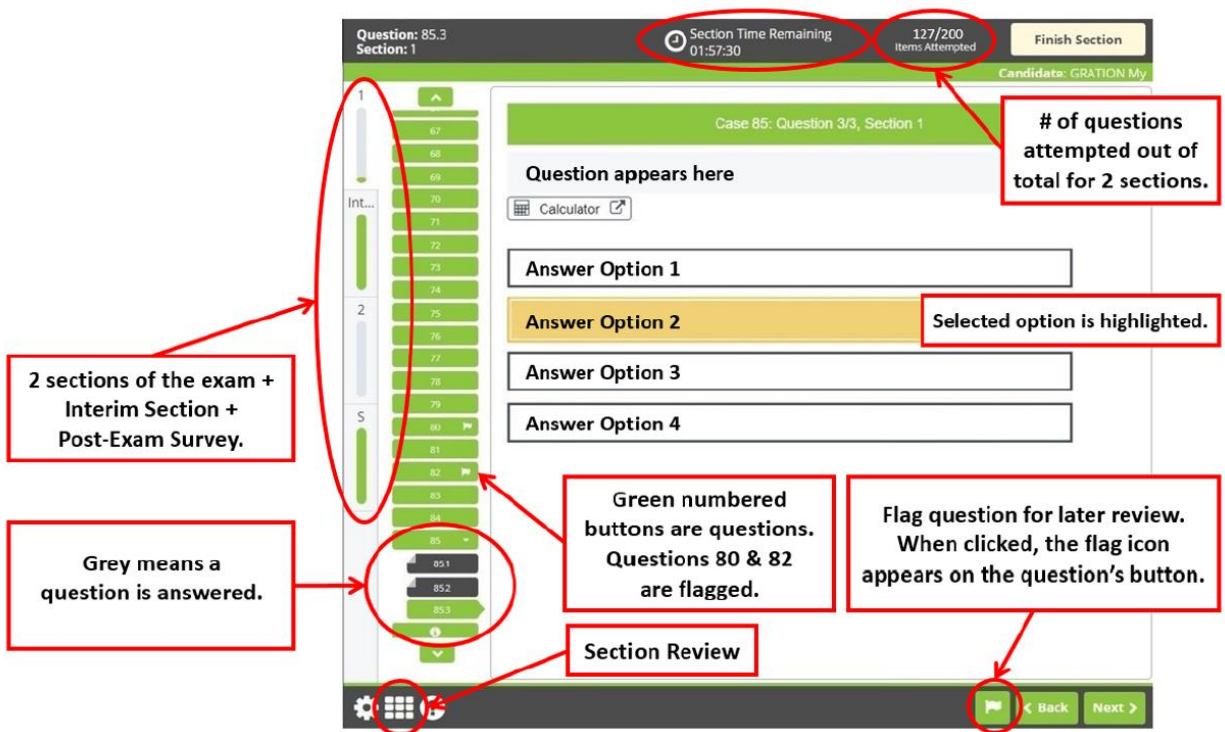
The number of questions attempted out of the entire examination is displayed under *Items Attempted* on the screen. If it shows 100/149, it means that 100 questions have been attempted out of a total 149 questions.

## Answering the Examination Questions

All answers must be recorded directly on the computer by clicking the box with the desired response.

The testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.

Each question is identified by a green numbered button on the left-hand side of the screen. Click on the button to see the selected question. Scroll through the buttons by clicking the arrows on both ends of the buttons or using the scrolling ball on the computer mouse.



Candidates may flag any questions they are unsure about and come back to them before completing the section. Marks are not deducted for incorrect answers.

After answering the last question in the JE, a warning pop-up appears indicating any unanswered questions, and you will be asked to confirm that all questions are answered before proceeding to the next section or finishing the examination.

**It is important to note that after you answer question #149 of the JE and have moved to the next section, you will not be able to return to the JE to review answers or make changes.**

When you have completed the survey in section 3, click the *Finish* button on the top right-hand side of the screen. Warning popups appear to confirm the desire to end the examination. The examination cannot be restarted once the examination has been finished.

### Asking for Help

Test Center Administrators and Proctors are unable to answer any questions related to the content of the examination. However, they will make note of any issues and provide them to the College for follow-up as necessary. Candidates should also make note of these issues in the *Post Exam Survey*.

Refer to the appropriate subsection below for more information on how to ask for help for the chosen examination delivery method.

#### Test Center Examination

If candidates need help during the examination, they must remain seated and raise their hand. A Test Center Administrator will wave you to come out into the check in areas to assist. In the case that a Test Center Administrator does not see a candidate's hand raised after a few seconds, the candidate should stand up at the workstation with their hand raised to get the Test Center Administrator's attention. The Test Center Administrator will communicate with you at a safe distance. The candidate may need to move to the designated 'wait' area near the lab door while the Test Center Administrator resolves the issue. Always make sure to keep a safe distance.

**Note:** the testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.

However, on rare occasions when the computer becomes unresponsive, candidates must raise their hand immediately to alert the Test Center Administrator who will restart the computer. Candidates can be sure that:

- The computer captured all their Responses
- They do **not** lose any time on the examination

#### Remotely Proctored Examination

If candidates need help during the examination, they can use the *Live Proctor* feature on the right of their screen to communicate with the Proctor in one of two ways:

1. Sending a message via the chat feature (preferred method)
2. Speaking out loud



**Note:** the testing platform may take a moment to move from one question to the next. The timer pauses when moving between questions, so candidates do not lose any time.

In the case that the Internet connection drops, the Proctor will be unable to see the candidate via the web camera. Therefore, as a security measure, candidates must repeat the environmental and candidate checks after their Internet reconnects and the testing platform resumes.

**If a candidate is disconnected from the testing platform application and reconnection is not automatic, the candidate should:**

- **Relaunch the examination**, enter the virtual queue, meet an RA and go through security processes to continue the examination; or
- If they are unsuccessful or require assistance, contact the in app chat or Prometric Help Support: <https://ehelp.prometric.com/proproctor/s/>.

**A candidate's examination session will be terminated if they are disconnected and are unable to relaunch the examination after:**

- A fourth time disconnecting; or
- A total time of 30 minutes of being disconnected, even on the first disconnect.

**Notify the College at:** [jeadmin@bcpharmacists.org](mailto:jeadmin@bcpharmacists.org) *within 24 hours* if this occurs.

*Note: The candidate's answers will be saved prior to the disconnection and therefore the attempt will be counted towards one of the candidate's four allowable JE attempts. If a candidate would like to make an appeal, refer to the [Appeals](#) section for more information. .*

### *Unscheduled Breaks*

There are no scheduled breaks during the examination.

Candidates may take unscheduled breaks (e.g. to use the washroom) with approval from the Test Center Administrator or live Proctor for a maximum duration of 10 minutes outside the testing room or out of view of the web camera.

Candidates must sign back in and undergo security checks upon returning.

**The examination timer (*Section Time Remaining* clock) does not stop during an unscheduled break and will continue to count down. Candidates will not receive additional time to take an unscheduled break.**

Refer to the appropriate subsections below for additional information regarding unscheduled breaks for the chosen examination delivery method.

#### *Test Center Examination*

Candidates may take unscheduled breaks of a maximum duration of 10 minutes to go to the washroom or have a drink or snack within the Test Center. Candidates should notify the Test Center Administrator who will sign them out to take an unscheduled break.

After returning from the unscheduled break, the candidate will be required to sign back in with all security checks.

#### *Remotely Proctored Examination*

Candidates may take unscheduled breaks of a maximum duration of 10 minutes out of view of the web camera.

Candidates must notify the Proctor by sending a message in the chat feature or by speaking to the Proctor prior to taking their break. The candidate should not leave their workstation before the Proctor responds with approval for the candidate to leave the view of the web camera.

After returning from the unscheduled break, the candidate must notify the Proctor by sending a message in the chat feature or by speaking to the Proctor. The candidate will be required to sign back in with all security checks. Note that the security process may take 5 to 10 minutes.

The Proctor is unable to stop the timer during the examination for the break or the security checks.



## Completing a Section/Finishing the Examination

After answering the last question in a given section, candidates will have to confirm that all questions are answered before proceeding to the next section or finishing the examination. After a warning pop-up appears indicating any unanswered questions, candidates are required to confirm the intention to finish the section twice before proceeding to the next section.

**After moving onto the next section, candidates cannot return to the previous section to review answers or make changes.**

**The examination section cannot be re-started for the candidate to complete the examination.**

Click the “Finish” button on the top right-hand side of the screen when you are ready to submit the examination. Again, you will be prompted to confirm the desire to end the examination.

**THE EXAMINATION CANNOT BE RESTARTED ONCE IT HAS BEEN FINISHED.**

### *Sign-out Procedures*

Within 24 hours of checking out of the examination, candidates will receive a *Notice of Completion* email from Prometric. This serves as the official receipt for the examination. Candidates should keep this email as the College does not save or provide other copies.

Refer to the appropriate subsection below for the sign-out procedures for the chosen examination delivery method.

#### *Test Center Examination*

Once examination has ended candidates are informed to remain at their seat and raise their hand to indicate they wish to leave. The Test Center Administrator will confirm via the viewing window that the exit path is clear.

Upon completion of the examination, candidates must sign-out with a Test Center Administrator. All materials provided by the College or the Test Center (including note board/scratch paper) must remain in the test room or returned to the Test Center Administrator at the end of the examination.

Candidates must leave the Test Center promptly upon completing the examination. Candidates and individuals waiting for them are not permitted to wait inside the Test Center.

#### *Remotely Proctored Examination*

Upon completion of the examination, candidates must inform the Proctor. They must **not** exit the remote testing platform application before informing the Proctor.

## Illnesses & Extraordinary Personal Circumstances on Examination Day

If candidates are ill or have other extraordinary personal circumstances (e.g. bereavement, recent physical injury) that may affect their examination performance prior to the examination, they are strongly encouraged not to attempt the examination and instead to withdraw.

Once candidates have started writing the examination, it will be counted towards one of four possible attempts.

If illness or another type of emergency arises after arriving at the Test Center or starting the remotely proctored examination, candidates must inform a Test Center Administrator/Proctor immediately. If the examination has not started, candidates are strongly encouraged not to attempt the examination and instead to withdraw. If the illness or emergency occurs after the examination has started, a report will be filed by the Test Center Administrator and the candidate will be allowed to leave and the examination will be counted as an attempt. The candidate may appeal for the attempt – see the [Appeals](#) section for more information.

## Examination-related Issues on Examination Day

Candidates must submit any verbal complaints or concerns about any aspect of the examination (e.g. process, facilities, administration) to the Test Center Administrator/Proctor on examination day for immediate attention, correction if possible, and documentation on a report to the College.

Candidates must also document their complaints or concerns in the *Post-Exam Survey* that is presented upon completion of the examination otherwise it may not be considered by the Registration Committee.

If an examination candidate feels that a specific matter that was documented on the examination day has affected their examination performance, the College must receive their complaints and concerns within 7 calendar days after the close of the examination.

## Appeals

Pursuant to [RCP-#3](#), appeals for the JE will only be considered for procedural or technical incidents, or personal circumstances that may have affected an applicant's performance on the examination.

Appeals for the JE must be submitted in writing to the Registration Committee **within 7 business days** of the examination date, citing the reason for the appeal, specific details of the incident and include any supporting documentation.

Appeals will be reviewed by the Registration Committee at their next scheduled meeting with a letter sent to the applicant within 10 business days of the review by the Registration Committee, citing the outcome of the appeal and supporting reason(s). More information about the Registration Committee Review Process can be found here: <https://www.bcpharmacists.org/registration-committee-review-process-overview>

# JE Results

## Scoring Results

Each question on the examination is worth one point. The full examination is weighted by the significance of the question in each category with respect to pharmacy practice.

The pass/fail standard for the JE is established for the examination using a standard setting process. A representative group of registrant experts conduct a thorough review of the content of the examination, determining the minimum number of questions that must be answered correctly on that examination in order to pass. The ability level that corresponds to that minimum standard (i.e. passing score) is the pass/fail standard for the JE.

## Review Results by the JE Subcommittee

The JE Subcommittee is responsible for reviewing the examination results and comments after each sitting. The subcommittee meets after the College has received the examination results from all candidates. If no revision to the results or the examination is required, the subcommittee will direct the College staff to release the results to all candidates.

## Release Results

Candidates will be advised of their examination results one month after the scheduled examination date by mail.

Candidates will be issued a *standard met* or *standard not met* result; actual scores will not be issued. For reasons of confidentiality, results will not be released by telephone, fax, or email. There will be no exceptions.

## Validity Period of JE results

JE results are valid for a period of **three years** from the date the examination was written (see [RCP-#10](#)).

## Maximum Number of Attempts

An individual applying for pre-registration or reinstatement is only allowed to write the JE for a maximum of 4 times (see [RCP-#3](#)).

# Appendix A – Rules of Conduct

To ensure that the JE provides an equal opportunity for all candidates to demonstrate their levels of knowledge of and ability to interpret and apply all legislation that impacts pharmacy practice in B.C., the College maintains the strictest security of the content of its examinations before, during, and after each examination.

Candidates must strictly follow the Rules of Conduct below for the JE. If a candidate breaches any of the following, the Test Center Administrator/live Proctor may terminate the examination (see Appendix B) and the incident will be reported to the College and reviewed by the JE Subcommittee and Registration Committee.

## *General*

1. Candidates must conduct themselves in a professional manner, holding themselves to the highest levels of ethical behavior when taking the JE and interacting with College staff and examination personnel<sup>2</sup>.
2. Candidates must cooperate with examination personnel during all processes and not exhibit any abusive behaviour towards College staff or examination personnel.

## *Prior to Examination*

3. Candidates must not access examination content or request it from other candidates who took the examination prior to their own examination.

## *Admission to the Examination*

4. Candidates must bring the required identification for admittance into the examination.
5. Candidates must comply with any health, safety and security screening procedures and follow instructions from the examination personnel.
6. Candidates at a Test Center must operate the test equipment with reasonable care. Any candidate who is excluded from the Test Center for failing to follow rules, procedures or security requirements or who fails to operate the testing equipment with reasonable care will not be entitled to a refund of examination fee(s) and may be held responsible for all damages arising from the action(s) of the examination candidate.
7. Candidates completing their examinations through remote proctoring are required to participate in an environmental scan of their testing environment and a candidate check of their person. Candidates must cooperate with the examination personnel when additional environment scans and candidate checks are required at any time during the examination.

## *During the Examination*

8. Candidates are under examination conditions at all times when at the Test Center or after launching their examination on their own computer. Candidates must follow all rules below as well as all examination personnel's directions and instructions.

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<sup>2</sup> Test Center Administrator and live Proctor are collectively referred to examination personnel in this section.

9. Candidates taking the JE at a Test Center must not cause disruption of the examination for other candidates in the same room.
10. Smoking and vaping are prohibited during the examination.
11. Candidates found performing any of the following or similar dishonest practices shall be immediately dismissed from the examination, and the matter shall be reported to the Registration Committee.
  - a. Using any books, papers, or other materials other than those provided by the College or the Test Center Administrator.
  - b. Communicating with other candidates verbally or non-verbally in any language or talk aloud even to themselves while in a Test Center under any circumstances whatsoever during the examination period.
  - c. Exposing written papers to the view of other examination candidates. Cheating on the examination.
  - d. Impersonating an examination candidate.
  - e. Threatening or belligerent behavior to others.

#### *After the Examination*

12. Candidates must continue to maintain examination confidentiality at all times after the examination and must not discuss examination content with anyone, including other candidates, as well as reproducing examination content in any manner.

## Appendix B – Termination of Examination

Examination personnel may terminate a candidate's examination in the following circumstances:

- A candidate refuses to adhere to any check-in process;
- The computer disconnects from the testing platform more than three times;
- The computer disconnects from the testing platform for 30 minutes or more, even on the first time it disconnects;
- The computer has spyware operating;
- A candidate leaves the view of the web camera without notifying the Proctor first;
- A candidate begins their examination again after an unscheduled break without notifying the Proctor that they have returned from their break;
- A candidate does not return from their unscheduled break within 10 minutes;
- A candidate engages in behavior that is suspicious or inappropriate;
- A candidate is found to have on them or accesses a prohibited item during the examination;
- Another person or animal enters the test room and/or the view of the web camera;
- A candidate changes their testing location (i.e. moves their laptop from one room to another);
- A candidate turns off the lighting in their room;
- A candidate turns off/disables their web camera or microphone;
- A candidate speaks to or receives aid from other individuals;
- A candidate violates any of the *Prometric Remote Proctor Regulations* or *Rules of Conduct*; and/or
- Exhibits any abusive behavior towards any examination personnel.

A terminated examination means a candidate:

- Cannot continue their examination;
- Cannot reschedule their examination during the current administration of the examination without the permission of the College;
- May receive a "Standard Not Met" result; or
- May have their examination count as an attempt.

## Appendix C – Quick Links

### General Information:

- [CPBC Jurisprudence Exam Webpage](#)
- [Registration Committee Policy](#)
- [Prometric Website](#)
- [Prometric FAQ](#)

Contact Prometric Help Support for any technical difficulties:  
<https://ehelp.prometric.com/proproctor/s/>

### Examination Delivery Method-Specific Links

Delivery Method	Links
<b>Test Center Examination</b>	<ul style="list-style-type: none"> <li>• <a href="#">Schedule Test Center Examination</a></li> <li>• <a href="#">Reschedule/Cancel Test Center Examination</a></li> <li>• <a href="#">“What to Expect” video (Test Center Examination)</a></li> <li>• <a href="#">Prometric Test Center Policies regarding Covid-19</a></li> <li>• <a href="#">Prometric Test Center Regulations</a></li> </ul>
<b>Remotely Proctored Examination (ProProctor)</b>	<ul style="list-style-type: none"> <li>• <a href="#">Schedule Remotely Proctored Examination</a></li> <li>• <a href="#">Reschedule Remotely Proctored Examination</a></li> <li>• <a href="#">Cancel Remotely Proctored Examination</a></li> <li>• <a href="#">ProProctor User Guide</a></li> <li>• <a href="#">ProProctor Candidate Information</a></li> <li>• <a href="#">“What to Expect” video (Remotely Proctored Examination)</a></li> <li>• <a href="#">ProProctor home page</a></li> <li>• <a href="#">Download &amp; Install ProProctor App</a></li> <li>• <a href="#">System Readiness Check</a></li> </ul>

# Appendix D – FAQ's

## General Questions

**1. How much time am I given to take the examination and how is the examination structured?**

The Jurisprudence Examination is a 3-hour examination. However, candidates should allow at least 3.5 hours once seated to complete the examination. At the beginning of the examination, you will be asked to complete a non-disclosure agreement, view a brief tutorial, and complete a *Pre-Exam Survey* (demographic question). You will also be asked to complete a *Post-Exam Survey* upon completing the examination.

The tutorial and surveys do not count towards the 3-hour time limit to answer the examination questions. Candidates should also be ready at the Test Center or to launch their remotely proctored examination at least 30 minutes prior to their scheduled examination start time.

See the [Examination Information](#) section for a detailed breakdown of the examination structure

**2. Can I use my work computer to write the JE?**

It is not recommended to use work computers to write the JE as the corporate firewalls (including VPN's) that many organizations have in place could prevent successful examination delivery. If you choose to write the examination using a work device, involve your IT team to resolve any issues, including potential firewall issues, long before examination day.

**3. What about turning off pop-up blockers? Do I need to do this before testing?**

Yes. Prior to launching the examination, you must turn off web browser pop-up blockers to ensure a successful launch and the smooth administration of the examination.

**4. How do I know if my computer system meets Prometric's remote proctoring requirements?**

You can confirm your system meets the remote proctoring requirements by ensuring you have all the [technology requirements](#) and completing the [System Readiness Check](#).

**5. Can I download the Prometric ProProctor application ahead of time?**

Yes. The ProProctor app may be downloaded at any time to your computer. It is advised you do this well in advance of your scheduled examination and perform the [System Readiness Check](#) to ensure your computer meets the system requirements.

**6. My internet connection is sometimes "spotty." What can I do to prevent issues with my internet during the examination?**

Hard wired internet connection is ideal as Wi-Fi sources can interrupt the examination. Ensure that you are the only individual in the household using the internet for the duration of the examination. No other people should use the internet as it can interrupt or lag the virtual examination and resources. If you are concerned with your internet connection, it may be



prudent to complete your examination on-site at a Test Center if possible.

**7. How do I avoid technical problems during the examination?**

Most technical issues can be avoided by completing a [System Readiness Check](#) in advance and ensuring you have all the [technology requirements](#). Particularly, ensure that you have a stable internet connection and are not running illegal applications during the examination; the most common technical issues are related to these two requirements (which the system will be able to detect during the examination).

**8. What if I'm unable to successfully complete the System Readiness Check?**

All candidates planning to write the JE as a remotely proctored examination should complete the [System Readiness Check](#) prior to scheduling the examination. If you require assistance with this step, contact Prometric Help Support by following the prompts after clicking on this link: <https://ehelp.prometric.com/proproctor>. If you are still unable to complete the *System Readiness Check*, you should schedule to write the JE on-site at a Test Center.

**9. If it takes longer than expected to complete the remotely proctored examination check-in process and there is a delay in my examination start time, will I still get the full 3 hours to complete the examination?**

Yes. You should launch the examination 30 minutes prior to your scheduled examination time to go through the Prometric check-in process. However, if delays occur, you will still be provided the full 3 hours to complete the JE.

**10. Is a break allowed at some point during the examination?**

Yes. Candidates may take [unscheduled breaks](#) during the examination with the approval from a Test Center Administrator or Proctor for a maximum duration of 10 minutes outside the testing room or out of view of the web camera. However, the examination timer (*Section Time Remaining* clock) does not stop during an unscheduled break and will continue to count down. Candidates will not receive additional time to take an unscheduled break.

See the [Unscheduled Breaks](#) subsection for more information.

**11. Can I take more than one break?**

Yes. You may take more than one break; however, each break may be for a maximum duration of 10 minutes.

**12. Can I have a glass of water on my desk when taking a remotely proctored examination?**

No. Eating, drinking, smoking, and chewing gum are prohibited during the examination. However, if you have a medical condition that requires you to drink water or take any other

action required to manage your medical condition, please submit an examination accommodation request.

See the [Examination Accommodations](#) subsection for more information.

**13. Will I have the option to write the JE as a paper-based examination in the future when it is safe to do so?**

No. The College has permanently transitioned the JE to a computer-based examination. Paper-based examinations are no longer available unless for extenuating circumstances/medical reasons and should be requested as an examination accommodation.

See the [Examination Accommodations](#) subsection for more information.

**14. Is there a cost difference between writing the JE as an on-site examination at a Test Center vs. as a remotely proctored examination?**

No. The JE fees are the same for both examination delivery methods.

**15. Can I whisper or read questions out loud during the examination?**

No. For security reasons, candidates may not read out loud or whisper examination questions or answers.

**16. Can I use scratch paper when taking a remotely proctored examination?**

No. Candidates writing a remotely proctored examination will be provided with a virtual note pad to use. Candidates writing at a Test Center will be provided with a note board or scratch paper which must be returned to the Test Center Administrator upon completion of the examination.

**17. What should I have ready or bring for a remotely proctored examination?**

Prior to the remotely proctored examination, you should ensure you have all the technology and test environment requirements, complete the [System Readiness Check](#), prepare your test environment.

See the [Remotely Proctored Examination](#), [Prior to Examination Day](#), and [Examination Day](#) subsections for more information.

**18. Why do I need a mirror for my remotely proctored examination?**

A mirror (at least 10 cm x 10 cm (4" x 4")) is required for the environmental check portion of the check-in process. You will be asked by the Readiness Agent to use the mirror to show specific areas of your test environment.

**19. Can I ask for help during the examination?**

You may ask Test Center Administrators and Proctors for assistance during the examination; however, they are unable to answer any questions related to the content of the examination. They will make note of any issues and provide them to the College for

College of Pharmacists of British Columbia

follow-up as necessary. Candidates should also make note of these issues in the *Post Exam Survey*.

See the [Asking for Help](#) subsection for more information.

**20. What if I really want to talk to someone at Prometric for scheduling/rescheduling? Can I call them?**

Yes. Candidates may call Prometric to schedule their examination, change their examination delivery method (on-site at a Test Center vs. remotely proctored), or reschedule their examination time (for the same sitting if multiple sessions are offered), at least 5 days from the examination date. However, the wait times may be long due to agents assisting other customers. The quickest way to get a resolution is to fill out an online request form at <https://www.prometric.com/contact-us>.

**21. What is Prometric's data privacy protection policy specifically related to the duration of storing identifying documentation such as my government-issued photo ID?**

Prometric retains candidates' examination-related documentation for 30 days. After that time, the information is removed from its system. You will be asked to acknowledge and consent to this as part of the privacy policy review.

### Technical Questions

**1. What do I do if there is an unexpected internet or power loss during my remotely proctored examination?**

In the case that the internet connection drops, the examination will pause after the connection is lost. If the reconnection is not automatic, you should:

- [Relaunch the examination](#), enter the virtual queue, meet a Readiness Agent and go through security processes to continue the examination; or
- Contact Prometric Help Support on the ProProctor homepage using the chat function: <https://ehelp.prometric.com/proproctor/s/>

You have 30 minutes from the time you lose connection to reconnect. In the event you are unable to reconnect in time, your examination will be terminated.

Repeat disconnections are an indication of unstable internet. In this situation, you are allowed up to three relaunches of the examination with up to 30 minutes of overall interruption time. Incidents that extend beyond either of these circumstances will result in the termination of the examination.

If a candidate experiences a permanent issue preventing them from reconnecting to the ProProctor application, they should inform the College within 24 hours.

**Note:** If there is a disconnection, the Proctor will be unable to see the candidate via the web camera. Therefore, as a security measure, candidates must repeat the environmental and candidate checks after their internet reconnects and the examination platform resumes.

College of Pharmacists of British Columbia

**2. I received an error message starting with “BB0” while launching or taking the examination. What does that mean?**

See below a list of common error messages, their descriptions, and suggestions on how to address the issue:

Error Message	Description	How to Resolve
<b>BB01030</b>	An unknown exception is preventing an examination from launching.	<ul style="list-style-type: none"> <li>• Exit the window or application, wait 90 seconds, then try to launch the examination again.</li> <li>• Ensure there are not multiple applications of ProProctor running in your task bar. If there are, close all applications and try again.</li> <li>• Uninstall and reinstall the ProProctor app.</li> <li>• Reboot the computer and try launching again.</li> <li>• As a last resort, contact Help Support using the chat feature (<a href="https://ehelp.prometric.com/proproctor/s/">https://ehelp.prometric.com/proproctor/s/</a>)</li> </ul>
<b>BB01040</b> or <b>BB01045</b>	Unexpected disconnect from the application. Usually because of the following: <ul style="list-style-type: none"> <li>• Poor/non-functioning network or internet connection</li> <li>• Servers down or other server-related issues</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm internet connection is on.</li> <li>• Verify internet speed meets the minimum requirement by re-running the <a href="#">System Readiness Check</a> on the website.</li> <li>• Consider using a hardwired connection instead of Wi-Fi.</li> <li>• Try to launch the examination again after waiting at least 90 seconds.</li> <li>• As a last resort, contact Help Support using the chat feature (<a href="https://ehelp.prometric.com/proproctor/s/">https://ehelp.prometric.com/proproctor/s/</a>)</li> </ul>
<b>BB02020</b>	Application has previously been opened and an attempt is made to relaunch too quickly.	<ul style="list-style-type: none"> <li>• Exit the window or application, wait 90 seconds, then try to launch the examination again</li> <li>• Ensure there are not multiple applications of ProProctor running in your task bar. If there are, close all applications and try again.</li> <li>• As a last resort, contact Help Support using the chat feature (<a href="https://ehelp.prometric.com/proproctor/s/">https://ehelp.prometric.com/proproctor/s/</a>)</li> </ul>

**3. How will I contact Prometric if I run into technical difficulties or unexpected circumstances during my remotely proctored examination if I cannot have my cellphone in the test room?**

Cellphones are not allowed in the test room. However, you should have a cellphone available in a nearby room. If you encounter an internet or power loss during your examination, you should use that cellphone to access Prometric Help Support

(<https://ehelp.prometric.com/proproctor/s/>) and follow the prompts.

**4. I am trying to contact Prometric Help Support during my remotely proctored examination using the [Help Support link](#) but am receiving the message “Agents are unavailable, please try again later.” What should I do now?**

During high volume times, the queue line may fill quickly for support. Exit the chat window and wait 60 seconds before trying to initiate the support chat again.

**5. What can I expect when I contact Prometric Help Support for assistance?**

A Prometric Help Support agent will work with you to troubleshoot your problem. The steps they take will vary depending on the issue and may include asking you to reboot your computer or provide permission for them to take control of your computer so they may see what you are experiencing on-screen. Allowing a Prometric Help Support agent to control your computer will expedite the resolution and get you back to your examination as quickly as possible.

**6. I downloaded the ProProctor application, but nothing happened, and I don't see an icon on my desktop. Did I install it correctly?**

Downloading the ProProctor application does not create a desktop application or shortcut as part of installation. After selecting “Download & Install ProProctor App”, click “done”. Your application will have been installed. If you would like to validate success, look for the ProProctor icon and application:

- **On Mac:** in your application folder; or
- **On Windows:** in the add/remove program folder.

## Appendix E - Test Centre Locations

As per RCP-3, in-person testing must occur in Canada. This list is subject to change at any time without notice.

Site City	Institution	Site Address	Postal Code
<b>Edmonton</b>	Prometric Test Center	8944 182nd St NW; Suite 316	T5T 2E3
<b>Calgary</b>	Prometric Test Center	8989 MacLeod Trail SW, Suite 301	T2H 0M2
<b>Vancouver</b>	Ashton College	1190 Melville Street, Suite 400	V6E 3W1
<b>Winnipeg</b>	Prometric Test Center	40-1128 Henderson Highway	R2G 3Z7
<b>St. John's</b>	Memorial University	1 Arctic Ave Univ. Center - 4th Floor, UC4000	A1B 5S7
<b>Halifax</b>	DLC Training	73 Tacoma drive, Suite 201	B2W 3Y6
<b>Toronto</b>	Trios College	425 Bloor St. East, Suite 202	M4W 3R4
<b>London</b>	Trios College	520 First Street, Unit 1	N5V 3C6
<b>Hamilton</b>	Trios College	4 Hughson Street South, 5th Floor	L8N 3Z1
<b>Toronto</b>	Cestar College	265 Yorkland Blvd, Unit 302	M2J 1S5
<b>Toronto</b>	Prometric Test Center	1290 Central Parkway West, Suite 104	L5C 4R3
<b>Ottawa</b>	Prometric Test Center	450 March Road, Suite 101	K2K 3K2
<b>Montreal</b>	Prometric Test Center	1000 Boul. St. Jean, Suite 206	H9R 5P1
<b>Regina</b>	Prometric Test Center	3520 Fifth Avenue	S4T 0M2
<b>Saskatoon</b>	Sylvan Learning Centre	502 Wellman Cres, Suite 140	S7T 0J1
<b>Quebec City</b>	Prometric Test Center	1035, Avenue Wilfrid-Pelletier, Suite 150 (Building B)	G1W 0C5