



**CAPR**  
Canadian Alliance  
of Physiotherapy  
Regulators

**ACORP**  
Alliance canadienne des  
organismes de réglementation  
de la physiothérapie

# Physiotherapy Competency Examination

Registration Guide

Updated July 15, 2022



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This guide contains the registration and application procedures governing the Physiotherapy<sup>1</sup> Competency Examination (PCE). The Canadian Alliance of Physiotherapy Regulators (CAPR) reserves the right to change policies and procedures **without prior notice**.

For additional PCE information, refer to the latest version of the PCE Exam Policies available at [www.alliancept.org](http://www.alliancept.org)

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<sup>1</sup> Physiotherapy, physiotherapist, physical therapy, physical therapist, physiothérapeute, physiothérapie, PT and pht are official marks used with permission. In this document, physical therapy means the same thing as physiotherapy, and physical therapist means the same thing as physiotherapist.



## 1. Written Component Dates, Deadlines, and Fees

Written Component (WC) Administration Schedule	
All administrations will be available through remote proctoring. In-centre testing will be available dependent on the local public health directives in place at the time of the exam.	
Exam Date*	Application Deadline
Monday, September 12, 2022	Monday, July 11, 2022
Monday, November 14, 2022	Monday, September 12, 2022
Saturday, March 11, 2023	Monday, January 9, 2023
Monday, May 8, 2023	Monday, March 6, 2023
Saturday, July 8, 2023	Monday, July 10, 2023
Saturday, September 9, 2023	Monday, July 10, 2023
Monday, November 13, 2023	Monday, September 11, 2023

\* All dates are subject to change in response to applicable public health directives related to COVID-19.

### 1.1. Application Requirements

Candidates must submit a signed and completed application [form](#) for the Written Component, along with payment and a copy of your identity document, by the stated application deadline to:

**Exam Program – Applications**  
**Canadian Alliance of Physiotherapy Regulators**  
**Suite 501, 1243 Islington Avenue, Toronto, Ontario M8X 1Y9**

#### Important:

- All applications must be received in the CAPR office by the application deadline indicated in the Written Component [Administration Schedule](#).



- You are encouraged to mail your application via a trackable mailing service (for example, Registered Mail or Courier) to enable you to track delivery of your application. If you have sent your application via a trackable method and have been notified that it has been delivered, then your application is considered received as of that date (i.e. CAPR will honour that date). Please keep confirmation of delivery.
- Applications received after the application deadline **WILL NOT** be accepted.
- You are responsible for ensuring your application form is completed correctly.
  - Errors in the completion of the application form may result in it being returned.
  - CAPR does not accept photocopied, faxed, or emailed applications.
- Provide a copy of the identity document that you will use on the day of the exam:
  - Canadian or foreign passport OR
  - Canadian driver’s licence OR
  - Canadian permanent resident card
- It is **extremely important** that the name on your valid, government-issued photo identification matches the name you provide on your official application.
  - Test centre staff /your remote proctor at the time of the exam will verify that the name on your Registration Notice matches the identification you provide. If the names do not match, the exam site or the remote proctor reserves the right to deny you entry into the exam. This would result in you losing your entire exam fee.
- You may not register for more than one administration of the Written Component at a time.
- You must wait for your results to be released prior to re-applying for the Written Component.

### 1.2. Exam Fees and Payment Information

The full exam fee must be paid in Canadian funds and submitted with the application. Payment can be made by certified cheque, money order, bank draft (see below) or credit card.

**DEBIT CREDIT CARDS, CASH, AND PERSONAL CHEQUES ARE NOT ACCEPTED.**

All payments must be made payable to “Canadian Alliance of Physiotherapy Regulators.”

	2022 fee (September, November)	2023 fee
Written Component	\$1,303.00 \$	\$1,368.00

### 1.3. Payment by Credit Card

CAPR accepts MasterCard and Visa credit cards; debit credit cards are not accepted. Complete the credit card section of the application form to authorize credit card payment.



#### 1.4. Use of Bank Drafts

CAPR accepts bank drafts as a method of payment, however, we only accept bank drafts that are negotiable without charge in Canada. If your bank draft cannot be drawn on a Canadian bank, we will not be able to accept your application. Additionally, the bank must issue drafts with Magnetic Ink Character Recognition Code. To avoid delays, please ensure your payment meets CAPR's requirements stated above.

#### 1.5. Payment from Outside of Canada

If you choose to pay by credit card (debit credit cards are not accepted), CAPR strongly recommends that you contact your credit card company to notify them of the pending charge. Companies have become more rigorous in their approach to anti-fraud measures, and some will reject a transaction from a foreign company if they are not aware of it ahead of time. Most credit card companies do not communicate the reason for rejecting transactions to us, hence, this will result in you being charged an additional fee for rejected payments.

Please note that CAPR is not able to guarantee a specific payment processing date or range. If your credit card company requires information to authorize the transaction, we recommend you select one of the other acceptable methods of payment for your application.

**Important:** International Candidates sending their application along with a bank draft, should ensure the draft is security encrypted and can be drawn on a Canadian Bank, otherwise the draft will be sent for manual collections which will take 25 business days or more and will incur bank charges.

#### 1.6. Invalid or Rejected Credit Cards

If your credit card is invalid or rejected, your registration will be considered incomplete. We will send you an email to explain your payment options. Most credit card companies do not communicate the reason for rejecting transactions to us, hence, this will result in you being charged an additional fee for rejected payments.

You will not be eligible to register for the exam unless we receive payment by the date outlined on the notice, we send to you.

#### 1.7. Receipts

A receipt for the examination application fee is emailed to you when you receive confirmation of payment.



## 2. Written Component Registration Procedures

You will receive confirmation of registration (your **Registration Notice**) via email from CAPR. This email will include your Client ID and a link to where you can schedule your exam on the Prometric website.

Once you have scheduled your exam through Prometric, you will receive a confirmation email with the following information:

- Exam date and time
- When to arrive at the test centre/be ready to log on
- Driving directions to your chosen test centre if applicable
- A reminder to bring your valid, government-issued photo identification that matches the name you provided on your official application. You must bring one of the following pieces of identification to the exam (test centre or remotely proctored):
  - Canadian or foreign passport OR
  - Canadian driver's licence OR
  - Canadian permanent resident card

## 3. Alternative Accommodations

When appropriate, CAPR may be able to arrange alternative accommodations for candidates who have documented needs. Alternative accommodations are intended to alter the environment, where possible, to allow candidates to demonstrate their competence. It is not possible for CAPR to alter the content of the Physiotherapy Competency Exam (PCE) in any way.

Please refer to the [PCE Exam Policies](#) and the [Alternative Accommodations webpage](#) for information related to Alternative Accommodations. All requests must be submitted using the Alternative Accommodation Request Form by the stated deadlines.

## 4. Rescheduling and Withdrawing from the Written Component

### 4.1. Rescheduling Within the Same Calendar Year

1. Complete the Written Component – Rescheduling [Form](#).
2. Complete the Credit Card Authorization [Form](#) for the appropriate reschedule amount (see [rescheduling](#) chart below for fee structure).
3. Email both forms to the attention of the Client Service Coordinator – Examinations ([csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org)).
4. Once you receive an updated Registration Notice, you are eligible to schedule a seat in your new confirmed exam date.



#### 4.2. Rescheduling to the Next Calendar Year

1. Complete the Written Component – Rescheduling [Form](#).
2. Complete the Credit Card Authorization [Form](#) for the appropriate reschedule amount (see [rescheduling](#) chart below for fee structure) + \$65 (the difference between 2022 exam fee and 2023 exam fee).
3. Email both forms to the attention of the Client Service Coordinator – Examinations ([csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org)).
4. Once you receive an updated Registration Notice, you are eligible to schedule a seat in your new confirmed exam date.

Fees for Rescheduling the Written Component			
	22 or more days prior to the exam date	3 to 21 days prior to the exam date	Less than 3 days prior to the exam date
<b>Reschedule (Date or Site):</b>	\$130.00	\$195.00	\$650.00

#### 4.3. Withdrawing

To withdraw from the Written Component, please notify CAPR by emailing the Client Service Coordinator – Examinations (CSC) at [csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org).

- The withdrawal request MUST be submitted to the CSC no later than 4:30 p.m. Eastern time on the last business day prior to the exam date for you to be eligible for a partial refund.
- Withdrawals received after this time will be considered as a “No Show” on exam day and you will forfeit the full exam fee.
  - Note: A “No Show” does not count as an exam attempt.
- Partial refunds, where applicable, will be issued to you within 15 business days.
- We do not accept verbal withdrawals.
- See [Processing Refunds](#) for further information.

Withdrawal Fees*		
<b>PLEASE NOTE: Withdrawal fees will be deducted from your original exam payment.</b>		
*based on exam you are currently registered in	Before Application Deadline	After Application Deadline
Withdrawal	\$390.00	\$650.00





#### 4.4. Processing Refunds

Refunds are generally made to the credit card we have on file. If the refund does not go through for any reason (e.g., the credit card has expired, the credit card is cancelled, initial payment was processed more than six months ago, your name has changed, etc.) a cheque with the confirmed amount will be mailed to the Canadian address on file. For international candidates, the refund can be made only by bank draft; there will be fees involved and these vary from bank to bank. The refund amount will be reduced by the amount of the bank charges/ mailing cost.

### 5. Illness or Other Extraordinary Circumstances

#### 5.1. Before Examination Day

For you to optimize exam performance, you are **strongly encouraged not to attempt an examination** and to make an appropriate withdrawal if, prior to the examination, you are ill or have extraordinary circumstances, including bereavement, that may affect your performance in the examination. The withdrawal fee will be applied.

#### 5.2. On Examination Day

If you do not attend the examination and did not submit a withdrawal in advance, you will be considered a “no show” and you will forfeit your entire exam fee.

Considerations for partial refunds will be made for severe illness or extraordinary circumstances on the examination day. Supporting documentation related to a potential partial refund must be received by CAPR **within 7 calendar days** of the date of the exam. We will review your situation and consider treating your case as a **withdrawal**.

Extensions will be offered in circumstances where it is not possible for you to meet this timeline (for example, obtaining proof of death in the case of bereavement).

**Decisions will be made on a case-by-case basis.**

Examples:

- If you are unable to attend an examination due to a matter that arises suddenly on the day of the exam, you must immediately notify CAPR by email at [csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org). (Note that you may not receive a response from CAPR on that day, but your email will be included for consideration as we review your situation).
- If absent from the examination due to illness, you must provide a CAPR Candidate Medical Certificate verifying that you were examined at the time of the illness. The date of the certificate must be appropriate for, or match, the examination date.
- If absent from the examination due to bereavement, you must provide proof of death (copies are acceptable) verifying that the bereavement occurred at the same time as the examination.



## 6. Written Component Exam Sites

Exam sites are accessible throughout the country, but availability may vary between exam administrations, dependent on demand, capacity, and what is offered by CAPR's exam vendor Prometric. Once you have received a Registration Notice and you proceed to the Prometric website to schedule your seat, you will be asked to enter your postal code to see the closest exam site to your location.

When you complete the application form, you will be asked to choose your preferred site from a list. This preference is used by CAPR to identify demand for each site (you will not be held to your choice on the application form) however **CAPR may not be able to offer all sites on the application form for all exam administrations.**

## 7. Written Component Site Assignment

Your Registration Notice provides information about booking/scheduling your seat (your "appointment") for the exam. You can schedule either an in-person test centre seat or a remote-proctoring seat. Once you have received a Registration Notice, you can select your preferred test delivery method on the [Prometric website](#).

- Seats may be available approximately 6 months before the exam date. If you are trying to book your seat more than 6 months ahead, you may receive an error message such as "No availability found".
- If you are booking less than 6 months before the exam date and receive a 'No availability found' error message when trying to schedule a seat, then there is no availability for your preferred seat for that date. CAPR is not notified when more seats are made available. It is your responsibility to check availability on the Prometric site regularly.

Testing centre exam seats:

- If there are no in-centre exam seats available and you want an in-centre seat, please check back, as seats are added by Prometric in the future as availability changes and the number of registered candidates increases.
- We have requested the maximum number of in-centre seats possible for each exam date. Prometric allocates as many as they can to CAPR. The availability of in-person exam centre seats varies with capacity at each site.

Remote proctoring seats:

- If there are no remote-proctoring exam seats available and you want a remote-proctoring seat, please check back, as seats are added by Prometric in the future as availability changes and the number of registered candidates increases.

NOTE:

- Prometric charges (and collects) the rescheduling fee to move from a remote proctoring seat to an in-person exam centre seat (or the opposite) OR moving from one exam centre to a different one (availability permitting) on the same exam date. The Rescheduling Fee applied depends on



the number of days prior to the exam date the change is made.

- Same exam date: Remote proctoring ↔ in person exam centre:
  - **DO NOT** contact CAPR. Reschedule independently on the Prometric website.
- New exam date:
  - **DO NOT** reschedule to a different exam date independently on the Prometric website. You will first need to apply for and receive a Registration Notice with a new date from CAPR.

Once you have completed the scheduling process through Prometric, you will receive further instructions regarding your exam.

## 8. Choice of Language

The Written Component is a computer-based exam. This format allows you to switch between the English and French language versions of the exam at any time, at any site or during a remotely proctored exam.

## 9. Written Component Exam Day Procedures

The Written Component is up to 4.5 hours in duration. Plan your time accordingly.

On exam day

- Those writing in an exam test centre, report to the registration desk.
- Those writing via remote proctoring, log in at the time indicated on your confirmation (usually 30 minutes prior to exam start)

**IMPORTANT:** Candidates without valid, government-issued ID will not be granted access to the exam and, as such, will forfeit their exam fee.

**IMPORTANT:** Candidates who arrive more than 30 minutes late will not be granted access to the exam and, as such, will forfeit their exam fee.

Test centre staff /your remote proctor will verify that you are a Written Component candidate by matching the information on your ID to the information provided by CAPR. Once verified, you will sign in and go through the security screening process (in person or via remote proctoring).



## 10. Additional Service Fees (non-refundable)

Additional Services	
Re-scoring	\$130.00
Administrative Reconsideration	\$390.00
Appeal	\$390.00
Duplicate Results	\$33.00
Duplicate Certificate	\$33.00
Duplicate Receipt of Payment	\$33.00
Invalid / Rejected Credit Card	\$46.00

### 10.1. About Duplicate Results/Certificate/Official Receipt

For examination dates prior to March 2022, you may need to order duplicate results, certificate, or official receipt if:

- The contents of your original results package have become lost or damaged.
- You did not update CAPR with your new mailing address in a timely manner and your results have already been issued to an incorrect address.

To request duplicate materials for an examination prior to March 2022:

1. Complete a Credit Card Authorization [Form](#), indicating the appropriate service fee (see additional service fee chart above). Identify at the bottom of the form what the payment is for (e.g., duplicate results for [exam date]).
2. If your address has changed, complete a Change of Information [Form](#).
3. Email form(s) to [csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org).

For examination dates in March 2022 or later, results were sent via email.

## 11. Change of Information

1. If you change your contact information (address, telephone number, or email), please complete the change of information [form](#).



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2. If you change your name, please provide us with a completed change of information [form](#) and copies of supporting official documentation.

Completed change of information forms can be emailed to [csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org).

## 12. Verification Request Form (VRF)

If a regulator requests that you ask CAPR to verify your exam registration as part of an application for a temporary, restricted, or supervised license to practice physiotherapy, please complete the Verification Request [Form](#) and email it to [csc\\_exams@alliancept.org](mailto:csc_exams@alliancept.org).

CAPR will process and email your verification to the relevant regulatory college within 10 business days of receiving your emailed VRF.

**Please keep this handbook until you receive your exam results.**