



Policy Examination Withdrawal and Rescheduling	Replaces former policy: <input type="checkbox"/> Title: <input checked="" type="checkbox"/> N/A
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Policy Statement

Candidates who are registered for a College-administered Examination may withdraw or reschedule their examination sitting to the next available administration.

Requests to withdraw or reschedule must be submitted in writing. Requests received less than 3 weeks before the examination start time are subject to an administrative fee. Candidates who withdraw on the day of the exam or who do not appear for a scheduled examination (“no-show withdrawal”) do not receive a refund of their examination fee (see Table 1).

When a candidate withdraws from, reschedules, or doesn’t appear for a scheduled examination, that examination is not counted as an attempt.

Table 1: Withdrawal/Rescheduling Fees

Request received more than 3 weeks before examination	Request received less than 3 weeks before examination	No-show withdrawal
Examination fee refunded or deferred to next sitting	50% of examination fee forfeited	100% of exam fee forfeited

Notwithstanding Table 1, candidates who are unable to provide notice of withdrawal or rescheduling due to extreme and/or unforeseen circumstances may request to defer their examination fee to the next sitting. Requests must include a written explanation and supporting documentation.



1. Policy Rationale and Purpose.

CHCPBC recognizes that examination candidates may experience circumstances that affect their ability to attend or complete an examination, and that equitable regulation requires reasonable flexibility exercised in a consistent, accountable, and anti-discriminatory manner.

This policy establishes a consistent process for withdrawal and rescheduling of College-administered Examinations. It contributes to ensuring that College-administered examination processes are fair, equitable, transparent, and culturally safe, and that they reliably assess competence for safe and ethical practice.

2. Policy Scope

This policy applies to applicants and licensees required to complete the following Examinations:

- Hearing Instrument Dispensing (HID) – HID Practical Examination
- Psychology - Oral Examination
- School Psychology - Readiness for Practice Examination (RPE)

3. Duties and Responsibilities

Licensure Team Members

Licensure Team members are responsible for:

- applying this policy in a manner that is experienced by candidates as respectful, consistent, and culturally safe
- supporting candidates with accurate information about available guidance and supports
- escalating matters to a manager or director where discretion or equity considerations arise

Registrar

The Registrar holds overall accountability for the integrity, fairness, and defensibility of examination-related decisions and ensures that withdrawal and rescheduling decisions align with legislative obligations, public protection, and procedural fairness.

Deputy Registrar

The Deputy Registrar provides strategic oversight to ensure alignment with regulatory best practices, anti-discrimination obligations, and cultural safety commitments and considers whether the application of this policy may create unintended barriers or inequities for candidates and take reasonable steps to address such impacts within the scope of the policy.

4. Legal and Regulatory Authority

This policy is linked to the following legislation and regulatory documents:



- Health Professions and Occupations Act, s14 and 15
- CHCPBC Bylaws 6.17 and 6.18(c)

5. Other Relevant Policies and Documents

None identified at this time.

6. Key Partnerships

None identified at this time.

7. Definitions

Candidate refers to an applicant or licensee who is eligible to take a CHCPBC-administered examination.

Rescheduling is the process by which a candidate seeks approval from CHCPBC to complete an examination at a different time than originally scheduled.

Withdrawal is the process by which a candidate notifies CHCPBC, in writing, of their decision not to attend a scheduled examination.

8. Process Check

The following documents have been consulted and applied to this policy.

- Policy Development Framework (required)
- Anti-Discrimination Measures (S14/15 HPOA) (required if applicable)
- Health Standards Organization BC Cultural Safety and Humility Standard policy best practices (required if applicable)
- Safe Spaces Playbook (required if applicable)
- In Plain Sight Report and Recommendations (required if applicable)

9. Resources/References

None identified at this time.



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