

# Government of Alberta Provincial Health Care Aide Examination Policies



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## Purpose of the Provincial Health Care Aide Examination

The Government of Alberta Provincial Examination (Examination) provides a standardized assessment to determine Health Care Aide (HCA) students' success in meeting the entry to practice HCA Program competencies as outlined in the Alberta *HCA Competency Profile* (2018), as amended from time to time (Alberta Health, 2019).

### Exam Development

The Alberta HCA Competency Profile (2018) guided the development of the Examination.

## Licensing Policies - Examination Requirement

Alberta Health established a suite of policies and standards for the HCA Program in concordance with the Government of Alberta HCA Provincial Curriculum update. The development of these policies and standards allows the Government to assess and establish HCA Programs in Alberta in a more transparent and standardized way. All post-secondary institutions (PSIs) licensed by Alberta Health to use the Curriculum (2019) must comply with these policies and standards.

All HCA students must successfully complete all course work and pass the Examination to graduate from the HCA Program and receive the Government of Alberta HCA Provincial Curriculum Certificate.

Policies within this document are intended to clarify and direct the development, delivery, access, and administration of the Examination.

**In the event of any inconsistency or ambiguity among the Curriculum Policies, the Examination Policies and the Examination Handbook** or any documents incorporated by reference, the documents will take precedence and govern in the following order:

- i. The Curriculum Policies;
- ii. Examination Policies; and
- iii. Examination Handbook.

## Glossary

Term	Description
<b>accommodations</b>	Accommodation means making changes to certain rules, standards, policies, and physical environment to ensure they do not negatively impact a person because of a disability (adapted from the Alberta Human Rights Commission: Duty to Accommodate, 2009) <sup>1</sup> .
<b>Alberta HCA Competency Profile (2018)</b>	The <i>Alberta HCA Competency Profile</i> (2018) outlines the knowledge, skills, behaviours, and attitudes required by all HCAs who deliver care in Alberta. It outlines the core competencies for HCAs and provides the foundation and structure for the Curriculum (2019).
<b>Alberta HCA Directory</b>	The Alberta HCA Directory is a centralized database that collects individual information, including demographics, education, employment details and attainment of core competencies, as defined in the Continuing Care Health Services Standards (CCHSS) for HCAs in Alberta. The Alberta HCA Directory serves as a central resource for HCA information, news and updates.
<b>candidate</b>	A HCA student who is eligible to write the Examination.
<b>compassionate reason</b>	Absence from writing the exam as the result of particular personal circumstance, especially the death of a close relative.
<b>Curriculum (2019)</b>	The Government of Alberta HCA Provincial Curriculum (2019) is based on the <i>Alberta HCA Competency Profile</i> (2018) and outlines the knowledge, learning activities and instructional methods that facilitate attaining the key competencies required for HCAs to provide safe, quality care to Albertans.
<b>did not write status</b>	Candidates registered to take the exam at a scheduled date and time but fail to show and write the Examination without any notification or communication to the Examination Provider for two business days after the Examination.
<b>Examination</b>	The Government of Alberta Provincial HCA Examination.
<b>Examination Administrator</b>	Contractor who manages the Examination process, including communication with candidates, registration, etc.
<b>Examination cancellation</b>	Withdrawal requested from an Examination with no plans to write the Examination at another time. This is not an Examination deferral.
<b>Examination deferral</b>	Delay and rescheduling of the Examination to an alternate date and time.
<b>Examination Provider</b>	Contractor who proctors the Examination.
<b><i>Freedom of Information and Protection of Privacy Act (FOIP)</i></b>	This Act protects an individual's privacy by setting out rules for collection, use, and disclosure of personal information by public bodies. It also provides a method of requesting access to information which is not available by other means <sup>2</sup> .

Term	Description
<b>Health Care Aide (HCA)</b>	An unregulated, direct client service provider of basic health services and assistance/support with activities of daily living for clients who have medical conditions or major functional limitations. HCAs provide basic personal care and health services in all health sectors to meet the daily living needs of clients.
<b>HCA Certificate</b>	Government of Alberta HCA Provincial Curriculum Certificate (HCA Certificate). This is a credential received by a HCA student after successfully completing the HCA Program.
<b>HCA Program</b>	Standardized, entry level training to prepare students for a career as a HCA. HCA Programs are delivered by PSIs who (1) have a license agreement with Alberta Health to use the Government of Alberta HCA Provincial Curriculum; and (2) are licensed by Advanced Education to deliver it.
<b>Personal Information Protection Act (PIPA)</b>	This Act governs the collection, use and disclosure of personal information by private sector organizations in a manner that recognizes both the right of an individual to have his or her personal information protected, and the need of organizations to collect, use, or disclose personal information for purposes that are reasonable. <sup>3</sup>
<b>Post Secondary Institution (PSI)</b>	A PSI that has a license agreement with Alberta Health to use the Government of Alberta HCA Curriculum.
<b>Prior Learning Assessment And Recognition (PLAR)</b>	A standardized process utilized to assess and recognize a person's knowledge and skills, acquired through formal and informal learning, in relation to a certain goal (for example, receiving credit in a post-secondary program, meeting professional licensure/certification requirements, or obtaining employment). A PLAR assessment may include one or a combination of the following: <ul style="list-style-type: none"> <li>– Written challenge exam;</li> <li>– Oral exam or interview;</li> <li>– Performance assessment;</li> <li>– Product assessment; or</li> </ul> Portfolio assessment.
<b>psychometrics</b>	Psychometrics is a foundation of assessment and measurement based on science. Within psychometrics, there are four fundamental principles used to judge the quality of assessment. These are reliability, validity, standardization and freedom from bias.
<b>serious health condition</b>	An illness, injury, impairment, or physical or mental condition that involves medical intervention and/or hospitalization.

## 1.0 Examination Policy Ownership and Responsibilities

<b>Policy #</b>	<b>1.0</b>
<b>Policy Title</b>	<b>Examination Policy Ownership and Responsibilities</b>
<b>Rationale</b>	Delineates ownership and responsibilities for the Examination.
<b>Cross Reference:</b> <b>Government of Alberta HCA Provincial Curriculum Licensing Policy 1.0: Ownership and Responsibilities</b>	

#	Policy Statement	Rationale
1.1	Alberta Health is responsible for policies governing the Examination.	<ul style="list-style-type: none"> <li>In the absence of regulation of HCAs, Alberta Health is responsible for HCA Program policies and standards.</li> <li>Alberta Health owns the <i>Alberta HCA Competency Profile</i> (2018), and the Curriculum (2019).</li> </ul>

## 2.0 Examination Eligibility

<b>Policy #</b>	<b>2.0</b>
<b>Policy Title</b>	<b>Examination Eligibility</b>
<b>Rationale</b>	Delineates HCA students that are eligible to write the Examination. Successful completion is required to receive the Curriculum (2019) Certificate.
<p><b>Cross Reference:</b>  <b>Government of Alberta HCA Provincial Curriculum Licensing Policies:</b>  <b>8.0: Enrollment of HCA Students in the Alberta HCA Directory (2019)</b>  <b>15.0: Graduation Requirements for HCA Programs</b>  <b>19.0: Provincial HCA Examination</b></p>	

### Policy Statement

#	Policy Statement	Rationale
2.1	<p>2.1.1 HCA students must successfully complete all HCA Program courses to be eligible to sit the Examination; or</p> <p>2.1.2 Successfully complete a PLAR and Recognition evaluation.</p>	<ul style="list-style-type: none"> <li>Ensures that candidates sitting the Examination have successfully completed the required course materials and/or met the required competencies.</li> </ul>
2.2	HCA students must apply to the Alberta HCA Directory to be eligible to sit the Examination.	<ul style="list-style-type: none"> <li>The Examination is facilitated through the HCA Directory.</li> </ul>
2.3	<p>Candidates may sit the Examination once all of the following requirements have been received by the Examination Administrator:</p> <ul style="list-style-type: none"> <li>the candidate is enrolled on the Alberta HCA Directory;</li> <li>the Examination fee is paid;</li> <li>PSI confirmation of the candidate's successful completion of the HCA Program; and</li> <li>signed consent from candidate.</li> </ul>	<ul style="list-style-type: none"> <li>The Examination Administrator collects the Examination fees.</li> <li>Ensures candidates writing the Examination have successfully completed the HCA Program.</li> <li>Signed consent enables the PSI to receive candidates' Examination results.</li> </ul>

## 3.0 Post-Secondary Institution Responsibilities

<b>Policy #</b>	<b>3.0</b>
<b>Policy Title</b>	<b>Post-Secondary Institution (PSI) Responsibilities for the Examination</b>
<b>Rationale</b>	Delineates the PSI's responsibilities for the Examination.
<b>Cross Reference:</b> <b>Government of Alberta HCA Provincial Curriculum Licensing Policy 8.0: Enrollment of HCA Students in the Alberta HCA Directory (2019);</b>	

3.1	PSI's are responsible to notify the Examination Administrator of their HCA students' successful completion of all HCA Program courses.	<ul style="list-style-type: none"> <li>The Examination Administrator requires confirmation of HCA students' successful completion of all HCA Program courses to be eligible to sit the Examination.</li> </ul>
3.2	A PSI must allow for an additional 60 calendar days to its HCA Program length for candidates to complete all attempts of the Examination.	<ul style="list-style-type: none"> <li>Candidates have a maximum of three Examination attempts within a 60 day period.</li> </ul>

## 4.0 Examination Access

<b>Policy #</b>	<b>4.0</b>
<b>Policy Title</b>	<b>Examination Access</b>
<b>Rationale</b>	To ensure eligible candidates are able to access the Examination.
<b>Cross-Reference:</b> <b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	

### Policy Statement

#	Policy Statement	Rationale
4.1	<p>The Examination Administrator will provide candidates with information to register for the Examination, such as:</p> <ul style="list-style-type: none"> <li>• process to register;</li> <li>• examination delivery; and</li> <li>• required materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Candidates will have the information required to register for the Examination.</li> </ul>
4.2	<p>4.2.1 Candidates must present two (2) valid government-issued identifications (one must include photo identification).</p> <p>4.2.2 The first and last name used on the candidate's registration must exactly match the first and last name on the identification presented at the time of the Examination.</p> <p>4.2.3 Acceptable identification includes:</p> <ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Passport and/or Nexus Card</li> <li>• Driver's License</li> <li>• Canadian Citizenship Card</li> <li>• Alberta Identification Card</li> <li>• Permanent Resident Card</li> <li>• Treaty Status Card</li> <li>• Canadian Immigration Visa</li> <li>• Correctional Services Canada Card</li> <li>• Employee ID for Child and Family Service Authority Card</li> <li>• Fire Arms Card</li> <li>• Canadian Forces Identification Card</li> <li>• Corrections Officer Identification Card</li> </ul> <p>4.2.4 Unacceptable identification includes:</p>	<ul style="list-style-type: none"> <li>• Identity requirements are the same as those required to enroll on the HCA Directory.</li> <li>• Helps prevent fraud.</li> <li>• Ensures the identity of candidates sitting the Examination.</li> </ul>

#	Policy Statement	Rationale
	<ul style="list-style-type: none"> <li>• Social Insurance Card</li> <li>• Alberta Health Care Card</li> </ul>	
4.3	The Examination is computer-based, accessible online, with 24/7 access (excluding statutory holidays).	<ul style="list-style-type: none"> <li>• Allows candidates to determine an Examination date and time best suited to their needs.</li> <li>• Computer-based examinations increase efficiency and accuracy of results provided to candidates.</li> <li>• Decreases fraud and cheating.</li> </ul>

## 5.0 Examination Writing Attempts

<b>Policy #</b>	<b>5.0</b>
<b>Policy Title</b>	<b>Examination Writing Attempts</b>
<b>Rationale</b>	Delineates the maximum number of times the Examination candidate may attempt to write the examination.
<b>Cross-References:</b> <b>Government of Alberta Provincial HCA Examination Policy 11.0: Examination Results</b> <b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	

### Policy Statement

#	Policy Statement	Rationale
5.1	Candidates have three attempts to pass the Examination (initial attempt and two additional attempts).	<ul style="list-style-type: none"> <li>Limits the number of Examination attempts.</li> <li>Research shows that the likelihood of success decreases with multiple attempts.</li> </ul>
5.2	Candidates who fail the Examination may apply for a subsequent attempt (up to a maximum of two additional attempts).	<ul style="list-style-type: none"> <li>Allows candidates subsequent attempts to pass the Examination.</li> </ul>
5.3	5.3.1 Candidates must wait a minimum of 10 business days between each Examination attempt. 5.3.2 Candidates have a maximum of three Examination attempts within a 60 day period.	<ul style="list-style-type: none"> <li>Provides sufficient time between attempts to engage in remedial study.</li> <li>Research shows prolonged times between attempts does not increase success rate.</li> </ul>
5.4	Candidates who fail all three attempts at the Examination must re-take the HCA Program, including the Examination.	<ul style="list-style-type: none"> <li>Failure of three attempts indicates that the Examination candidate does not have the required knowledge, skills and attitudes as per curriculum material that is required to safely practice as a HCA.</li> </ul>
5.5	Students who choose not to write the Examination are not eligible to receive a HCA Certificate.	<ul style="list-style-type: none"> <li>The Examination is a fair and defensible standardized tool to assess HCA student' achievement across all PSIs.</li> <li>Ensures HCA students are aware of the requirements to receive the GOA HCA Certificate.</li> </ul>

## 6.0 Examination Accommodations

<b>Policy #</b>	<b>6.0</b>
<b>Policy Title</b>	<b>Examination Accommodations</b>
<b>Rationale</b>	To provide candidates appropriate Examination accommodations.
<b>Cross-References:</b>	

### Policy Statement

#	Policy Statement	Rationale
6.1	<p>Candidates requesting accommodations to write the Examination must:</p> <ul style="list-style-type: none"> <li>submit a written request to the Examination Administrator; and</li> <li>attach a letter from a physician identifying any restrictions and limitations the candidate experiences due to their disability; OR</li> <li>submit a letter from the PSI identifying the accommodations received (where a candidate is not under the care of a physician).</li> </ul>	<ul style="list-style-type: none"> <li>Best practices in approval of accommodations require the Examination Provider to make reasonable efforts to accommodate the request based on evaluation of the request and supporting evidence - see glossary.</li> <li>Candidates will expect the same accommodations as provided by the PSI.</li> </ul>
6.2	The Examination Administrator will consider a candidate's request for accommodations. If reasonable, the accommodations will be provided.	<ul style="list-style-type: none"> <li>In accordance with Alberta Human Rights Commission, service providers have a legal duty to take reasonable steps to accommodate a candidate's needs to the point of undue hardship.</li> </ul>
6.3	If the candidate's request for accommodations is approved, the candidate must sign an agreement with the Examination Administrator, which outlines the specific accommodations being provided.	<ul style="list-style-type: none"> <li>Provides clarity to candidate and Examination Provider.</li> <li>Prevents additional last minute requests at time of the Examination.</li> </ul>
6.4	Where a candidate's request cannot be accommodated, the Examination Administrator and candidate will discuss whether a mutual alternative is available.	<ul style="list-style-type: none"> <li>Communication with candidate may provide clarity regarding their request and to discuss alternative options.</li> </ul>
6.5	<p>6.5.1 All decisions are final and cannot be appealed</p> <p>6.5.2 Where a candidate's request for</p>	<ul style="list-style-type: none"> <li>Decisions align with the Alberta Human Rights Duty to Accommodate</li> <li>To advise the candidate why their request</li> </ul>

	accommodations is denied, the Examination Administrator will provide the candidate with written reasons for the denial.	was denied.
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## 7.0 Examination Deferral

<b>Policy #</b>	<b>7.0</b>
<b>Policy Title</b>	<b>Examination Deferrals</b>
<b>Rationale</b>	To provide guidelines for candidates requesting an Examination deferral.
<b>Cross-References:</b>	
<b>Government of Alberta HCA Examination Policy 8.0: Examination Cancellation Fees and Refunds</b>	

### Policy Statement

	<b>Policy Statement</b>	<b>Rationale</b>
7.1	<p>7.1.1 Candidates may request a deferral of an Examination sitting.</p> <p>7.1.2 A candidate requesting a deferral must submit a written request to the Examination Administrator.</p> <p>7.1.3 Subject to Policy 7.2 below, the deferral request must include the candidate's reasons and must be submitted 5 business days prior to the Examination.</p>	<ul style="list-style-type: none"> <li>To provide HCA students flexibility to defer the Examination due to unexpected events.</li> <li>Allows the Examination Administrator and Examination Provider to maintain a record of Examination requests and deferrals.</li> </ul>
7.2	Deferrals for compassionate reasons or serious health conditions are not restricted to timelines outlined in Policy 7.1.2. The Examination Administrator will assess each deferral request independently to determine an appropriate Examination sitting schedule.	<ul style="list-style-type: none"> <li>To accommodate unexpected events that interfere with a candidate's successful writing of the Examination.</li> </ul>
7.3	Candidates missing an Examination without notification or communication within two business days will be given the status of 'did not write'.	<ul style="list-style-type: none"> <li>Prevents candidates from arriving late or failing to show up for their Examination without any communication.</li> </ul>

## 8.0 Examination Cancellation Fees and Refunds

<b>Policy #</b>	<b>8.0</b>
<b>Policy Title</b>	<b>Examination Cancellations, Fees and Refunds</b>
<b>Rationale</b>	Provides clear expectations for candidates regarding the costs associated with Examination writing or requesting Examination withdrawal or deferral.
<b>Cross-References:</b>	
<b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	
<b>Government of Alberta Provincial Examination Policy 7.0: Examination Deferrals</b>	

### Policy Statement

	<b>Policy Statement</b>	<b>Rationale</b>
8.1	Candidates must pay the full Examination fee for each Examination attempt.	<ul style="list-style-type: none"> <li>Each Examination attempt requires payment of the Examination fees.</li> </ul>
8.2	Subject to Policy 8.3, candidates requesting a deferral of the Examination, for any reason, will be permitted to defer their Examination fees to the next Examination sitting.	<ul style="list-style-type: none"> <li>Prevents financial penalty to candidates.</li> </ul>
8.3	An Examination fee may only be deferred once without financial penalty. If the candidate requests a second consecutive Examination deferral, the candidate will be charged an administration fee before writing the Examination. Fees are listed in the Provincial HCA Exam Handbook (2019).	<ul style="list-style-type: none"> <li>There are administration costs associated with rescheduling deferrals.</li> </ul>
8.4	Candidates requesting to cancel their Examination will receive a refund of their Examination fee, less administrative fees.	<ul style="list-style-type: none"> <li>Associated administrative costs are covered without undue financial penalty.</li> <li>Candidates who choose not to sit the Examination will not be financially penalized.</li> </ul>
8.5	Subject to Policy 8.6, candidates who do not show for their Examination forfeit the Examination fee.	<ul style="list-style-type: none"> <li>The financial consequence discourages candidates from failing to show for the Examination.</li> </ul>
8.6	Candidates who do not show for their scheduled Examination sitting due to extenuating circumstances (e.g. serious health condition, life event, emergency conditions), may request the Examination	<ul style="list-style-type: none"> <li>To prevent undue financial burden on the candidate due to unexpected situations.</li> </ul>

	<b>Policy Statement</b>	<b>Rationale</b>
	Administrator to consider refunds or deferral of the exam fee on a case-by-case basis.	
8.7	Any candidate arriving 15 or more minutes late to sit the Examination will be given the status of “did not write” and will forfeit the Examination fee.	<ul style="list-style-type: none"> <li>• A financial penalty is the consequence of not communicating with the Examination Provider and arriving late.</li> </ul>

## 9.0 Examination Interruptions

<b>Policy #</b>	<b>9.0</b>
<b>Policy Title</b>	<b>Examination Interruptions</b>
<b>Rationale</b>	To assure Examination integrity is protected.
<b>Cross-References:</b> <b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	

### Policy Statement

#	Policy Statement	Rationale
9.1	The Examination Provider will advise candidates of policies related to internet and other interruptions once they are registered to sit the Examination.	<ul style="list-style-type: none"><li>• Candidates are informed of processes in case of unexpected interruptions.</li></ul>

## 10.0 Emergency Conditions

<b>Policy #</b>	<b>10.0</b>
<b>Policy Title</b>	<b>Emergency Conditions</b>
<b>Rationale</b>	To provide flexibility for candidates when emergency conditions affect access to the Examination.
<b>Cross-References:</b> <b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b> <b>Government of Alberta Provincial HCA Examination Policy 8.0: Examination Cancellation Fees and Refunds</b>	

### Policy Statement

#	Policy Statement	Rationale
10.1	Candidates who are unable to sit the Examination due to emergency conditions must inform the Examination Provider as soon as possible (see policy statement 8.6).	<ul style="list-style-type: none"><li>• Allows for the option of Examination deferral related to emergency conditions in order to promote safety for candidates.</li><li>• Prevents financial burden on candidates.</li></ul>

## 11.0 Examination Results

<b>Policy #</b>	<b>11.0</b>
<b>Policy Title</b>	<b>Examination Results</b>
<b>Rationale</b>	To ensure efficient and secure communication of Examination results as required for graduation or potential need for an Examination rewrite.
<p><b>Cross-References:</b></p> <p><b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019); Policy 8.0: Enrollment of HCA Students in the Alberta HCA Directory; Policy 15.0 Graduation Requirements for HCA Programs.</b></p> <p><b>Government of Alberta Provincial HCA Examination Policy 5.0: Examination Writing Attempts</b></p>	

### Policy Statement

#	Policy Statement	Rationale
11.1	Candidates will be provided with PASS/FAIL results upon completing the Examination.	<ul style="list-style-type: none"> <li>Results enable the PSI and candidates to determine next steps regarding graduation requirements.</li> </ul>
11.2	Candidates who receive a FAIL result will be provided with Examination diagnostic information.	<ul style="list-style-type: none"> <li>Diagnostic information provides the candidate with feedback on areas requiring additional study time.</li> </ul>
11.3	<p>11.3.1 Candidates are monitored for any irregularities which may indicate cheating during the online proctored exam writing.</p> <p>11.3.2 Incident reports related to irregularities may be issued by the online proctor to the Exam Administrator.</p> <p>11.3.3 Incident reports will be evaluated by the Exam Administrator using established criteria to determine the final result.</p>	<ul style="list-style-type: none"> <li>Protects the integrity of the Provincial HCA Examination and prevents fraudulent results.</li> <li>Established criteria ensures a consistent approach to evaluating incident reports.</li> </ul>
11.4	The Examination Administrator, as per the consent signed by the candidate, will notify the PSI of results of each Examination attempt.	<ul style="list-style-type: none"> <li>PSIs require the results to determine if the student meets the requirements for graduation from the HCA Program.</li> <li>PSIs require the information to determine trends and topics requiring attention in the curriculum.</li> </ul>

## 12.0 Examination Appeals

<b>Policy #</b>	<b>12.0</b>
<b>Policy Title</b>	<b>Examination Appeals</b>
<b>Rationale</b>	To provide an option for candidates to appeal inequitable Examination administration practices.
<b>Cross-References:</b>	
<b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	

### Policy Statement

#	Policy Statement	Rationale
12.1	Examination results cannot be appealed.	<ul style="list-style-type: none"> <li>Protects the integrity of the Examination.</li> </ul>
12.2	<p>12.2.1 Candidates may appeal the Examination administration process only. A written appeal must be submitted to the Examination Administrator within a maximum of five business days of the Examination.</p> <p>12.2.2 Time limits for additional attempts of the Examination will not apply until outcome of the appeal has been determined.</p>	<ul style="list-style-type: none"> <li>A candidate may perceive an irregularity in the Examination process that may affect their success at the Examination.</li> <li>Administrative fairness requires that an appeal process is established.</li> </ul>
12.3	The Examination Provider will provide information and/or data to the Examination Administrator for the appeal process.	<ul style="list-style-type: none"> <li>Allows the Examination Administrator to conduct an informed evaluation of the appeal.</li> </ul>
12.4	An appeal will be reviewed by an independent person appointed by the Examination Administrator within five business days following the receipt of the appeal.	<ul style="list-style-type: none"> <li>Appointing an independent reviewer allows for a neutral review process.</li> <li>Provides a reasonable amount of time for review and communicating the person's decision.</li> </ul>
12.5	<p>12.5.1 The Examination Administrator will notify the candidate and Examination Provider of the appeal outcome, in writing.</p> <p>12.5.2 The written notice will be delivered by e-mail.</p>	<ul style="list-style-type: none"> <li>All parties are informed of the appeal outcome.</li> <li>Written notice formally records the appeal outcome.</li> </ul>
12.6	Candidates who successfully appeal will be granted another Examination attempt with no additional Examination fees.	<ul style="list-style-type: none"> <li>Prevents financial penalty to candidates for inequitable Examination administration practices.</li> </ul>

12.7	Information, timelines and process for appealing the Examination administration process will be posted on the HCA Directory Website.	<ul style="list-style-type: none"><li>• Provides easily accessible information about the appeal process.</li></ul>
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## 13.0 Examination Development and Updates

<b>Policy #</b>	<b>13.0</b>
<b>Policy Title</b>	<b>Examination Development and Updates</b>
<b>Rationale</b>	Examination is required to be current and relevant.
<b>Cross-References:</b>	
<b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	

### Policy Statement

#	Policy Statement	Rationale
13.1	CLPNA will develop Examination content mapped to the <i>Alberta HCA Competency Profile (2018)</i> which outlines the roles and responsibilities of HCAs in Alberta.	<ul style="list-style-type: none"> <li>The <i>Alberta HCA Competency Profile (2018)</i> guided the development of the Curriculum (2019).</li> </ul>
13.2	CLPNA will establish a subject matter expert (SME) Advisory Group to provide recommendations on the Examination content.	<ul style="list-style-type: none"> <li>To provide assurance to all stakeholders that the Examination is based on current practice and best evidence.</li> </ul>
13.3	The SME Advisory Group will be comprised of educators, employers, health care providers, and other expert groups working with HCAs in Alberta.	<ul style="list-style-type: none"> <li>Broad stakeholder representation provides diverse input and development of applicable examination questions.</li> </ul>
13.4	Development of the examination must be: <ul style="list-style-type: none"> <li>Psychometrically sound; and</li> <li>Approved by representatives of the SME Advisory Group (including the PASS/FAIL mark).</li> </ul>	<ul style="list-style-type: none"> <li>Psychometrically sound tests produce reliable and defensible examination results, accurate for assessment of success with the Curriculum (2019).</li> </ul>
13.5	The Examination must be congruent with the Curriculum (2019).	<ul style="list-style-type: none"> <li>There must be consistency between the Examination and the Curriculum (2019).</li> </ul>
13.6	The Examination must be updated annually, at minimum.	<ul style="list-style-type: none"> <li>Ensures currency, relevancy and promotes Examination integrity over time.</li> </ul>

## 14.0 Examination Policy Review

<b>Policy #</b>	<b>14.0</b>
<b>Policy Title</b>	<b>Examination Policy Review</b>
<b>Rationale</b>	To incorporate new policy information and update information as required.
<b>Cross-References:</b>	
<b>Government of Alberta HCA Provincial Curriculum Licensing Policy 19.0: Provincial HCA Examination (2019)</b>	

### Policy Statement

#	Policy Statement	Rationale
14.1	<p>14.1.1 Alberta Health will review and revise the Examination policies, as required, one year following their implementation.</p> <p>14.1.2 Alberta Health may revise the Examination policies, as required, any time before the initial one-year review.</p>	<ul style="list-style-type: none"> <li>To ensure that Examination policies effectively meets the needs of Alberta Health, candidates, and PSIs.</li> <li>One year provides sufficient time to assess whether Examination policies may require amendments or additions.</li> </ul>
14.2	Following the initial one-year review, Alberta Health will review the Examination policies on an annual basis and/or update them as required.	<ul style="list-style-type: none"> <li>Regular policy reviews ensure the policies remain current and effective on an ongoing basis.</li> </ul>

### End Notes

<sup>1</sup> Alberta Human Rights Commission. Duty to Accommodate. Accessed December 4, 2019, from [https://www.albertahumanrights.ab.ca/publications/bulletins\\_sheets\\_booklets/bulletins/Pages/interpretive\\_bulletins.aspx](https://www.albertahumanrights.ab.ca/publications/bulletins_sheets_booklets/bulletins/Pages/interpretive_bulletins.aspx)

<sup>2</sup> Government of Alberta. Freedom of Information and Protection of Privacy Act. Accessed December 4, 2019, from <https://www.servicealberta.ca/foip/legislation.cfm>

<sup>3</sup> Office of the Information and Privacy Commissioner of Alberta. Personal Information Protection Act. Accessed December 4, 2019, from <https://www.oipc.ab.ca/legislation/pipa.aspx>