



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

JURISPRUDENCE & ETHICS EXAMINATION HANDBOOK

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Introduction

The Regulation of Dental Technology

The College of Dental Technologists of Ontario (CDTO or the “College”) is the regulatory body for dental technologists in Ontario. Our role is to protect the public’s right to receive quality dental prosthetics, restorative or orthodontic devices prescribed by a health care practitioner licensed to do so. We ensure competency and accountability of dental technologists practicing in Ontario by:

- Setting the education and other qualifications necessary to enter the profession;
- Administering quality assurance programs that registrants are required to participate in to help maintain their competence;
- Developing professional and ethical standards and guidelines; and
- Providing a complaint and investigation process for people who feel that the standards have not been met.

The College operates on the belief that self-regulation must be open and transparent, responsive, accessible, equitable, and accountable.

Statement of Purpose

The purpose of College’s registration examination is to measure the competence, knowledge and skills of potential registrants and providing a clear and structured overview of the development and regular review, to ensure objectivity, validity and reliability of all examinations offered by the College. The College is committed to fairness in the application of the policy and decisions that affect an applicant’s and candidate’s career in the practice of dental technology in Ontario to ensure they are of high standards, protect the public, and reflect the integrity of the profession.

General Principles

1. The College is responsible for setting examinations, which promote high quality practice within dental technology, promoting public protection through steps intended to ensure competent, safe and effective practice by those applicants who are awarded registration.
2. Setting the registration examination is based on multiple criteria which include an assessment of the candidate’s knowledge, in addition to, skill and judgment relevant to the practice of dental technology.
3. The College administration is responsible for developing and administering approved examinations that lead to registration.
4. The Examinations Committee review the process for all components of the registration examination.
5. The College during the development and review of its examination program will ensure that all applicants are given equal opportunity to achieve optimal performance on the examination through fair testing and registration practices.

J&E Exam Eligibility Requirements

Candidates are required to complete the CDTO Jurisprudence & Ethics Examination (J&E Exam) can register for the exam. Eligible candidates are:

- (1) CADTR Applicants who have successfully completed credentialing and competency assessment with the [Canadian Alliance of Dental Technology Regulators \(CADTR\)](#), within 15-months of this application, or
- (2) [Labour Mobility Applicants](#) who are registered to practice dental technology in another Canadian province/territory and are applying under the Canadian Free Trade Agreement provisions.

All candidates are permitted to take up to 3 attempts to successfully complete the J&E. If not successful in the third attempt, candidates are required to undertake remedial activities. See [Applying to Rewrite the Exam](#) for more details.

Request for Accommodation

The College is committed to providing reasonable and appropriate modifications to the J&E Exam in order to accommodate candidates under the applicable human rights legislation. Candidates with protected characteristics (e.g., disability) are entitled, under provincial human rights legislation, to reasonable accommodation in testing arrangements that provide for fair and valid assessment. The College will consider any testing accommodation requests while ensuring the integrity of the exam.

A candidate with a documented disability (physical or mental impairment) that substantially limits one or more major life activities (e.g., a visual, orthopedic, speech and hearing impairment, other health/physical impairment, or a specific learning disability), may request testing accommodations. Requests for accommodation are considered on a case-by-case basis. Candidates that require special accommodation must submit a written request at least 30 days before the scheduled exam date.

Note: Requests for accommodation received by the College less than 30 days before the exam will not be considered, except in circumstances beyond a candidate's control, such as a recent injury.

See the [Testing Accommodation for Examination Candidates policy, procedures and forms](#) for more details.

Registration for J&E Exam

J&E Examination Registration Process

All applicants for registration with the College are required to complete the J&E Exam. Eligible candidates can register for the J&E Exam through the [CDTO Online Applicant Portal](#) and pay the

associated fee(s). Candidates must schedule their J&E Exam time with eProctor Canada. See the [Schedule J&E Exam](#) for more details.

Deadline Dates

The deadline for registration is 10 days in advance of the posted exam date.

Exam Format

The J&E Exam is an online computer-based exam that is virtually proctored. J&E Exam is an open-book exam that includes sixty (60) multi-choice questions and is one-and-a-half (1.5) hours.

Candidates are permitted to use a printed copy of The Guide to Dental Technology during this open book exam.

Question Types and Content

The examination includes sixty (60) multiple choice questions based on [The Guide to Dental Technology Practice \("The Guide"\)](#) and is designed to test a candidate's knowledge of the current legislation that governs the profession of dental technology in Ontario.

Each multiple-choice question contains four (4) choices. Candidates must select the single best answer.

Method of J&E Exam Delivery

The J&E Exam will be virtually proctored by a third party ([eProctor Canada](#)). This method uses a web-based technology, including facial recognition with a live proctor (i.e., a human), while maintaining the integrity of the examination.

During the check-in process of the J&E Exam, trained proctors will monitor candidates, their screens, audio-video and screen share feeds in real-time using a webcam, microphone and speakers. Both on- and off-screen activity is monitored and recorded by eProctor Canada to ensure that the candidate is using only their knowledge to answer test questions. The candidate can be in any country and location (e.g., home) as long as they meet virtual proctoring requirements.

Virtual Proctoring Requirements

Candidates require a desktop computer or laptop (not a tablet, Chromebook or phone) with a webcam, microphone, speakers (built-in or external) and connection to the internet with sufficient speed. Technical requirements are listed below.

Network Requirements

Stable high-speed internet connection with minimum:

- upload speed: 2.5 Mbps
- download speed: 2.5 Mbps

For testing the internet connection, candidates can use a free internet speed testing tool such as www.speedtest.net.

It is recommended that you complete multiple speed tests to determine whether internet speed is stable and meets speed requirements to take the examination. **TIP:** Ensure no one using the same internet connection is streaming content, such as videos or other activities that would decrease bandwidth, while you are taking the exam.

Candidates accessing eProctor Canada from work should not connect to a VPN as it will create issues and errors.

Computer Requirements:

A computer or laptop with the following minimum requirements:

- Camera: Webcam with microphone (or separate microphone/webcam)
- Windows: Windows 7 or later
- Mac: OSX 10.9 or later

Room Requirements:

- Quiet and private room; no one must enter the room during the J&E Exam other than the candidate.
- Good quality lighting in the room; no bright lights or windows behind a candidate.
- Desk must be clear of any electronics. You are permitted to reference a printed copy of The Guide during the examination.
- Six-foot (two-meter) extension cord: Allows flexibility in placement of the computer and camera if the proctor determines that these items must be moved.

It is the sole responsibility of the candidate to ensure they can meet the technical requirements and testing environment of remote proctoring, including access to a stable and consistent internet connection.

Payment Methods

J&E Exam associated fee(s) will be processed through the CDTO Online Applicant Portal. Applicants must pay online using Visa® or MasterCard®.

Disclosure of Personal Information

The College will not disclose a candidate's personal information to anyone other than the contracted agencies who will use it for the sole purpose of providing a secure assessment to the candidate.

The College will not give candidate results to any other individual or organization other unless authorized to do so by the candidate.

Candidate's Statement of Understanding

Candidates must agree to abide by and comply with applicable policies and rules, as well as oral and written instructions controlling the conduct of the examination. These are intended to preserve the integrity of the examination process by providing standard test administration conditions that yield valid and reliable results.

Conduct occurring before, during or after testing that violates principles detailed in the Candidate's Statement of Understanding ([Appendix I](#)) may result in invalidation of J&E Exam results and/or other penalties and will be reported to the College. See the [Protocols and Rules of Conduct](#) and [Examination Violations](#) for more details.

On the day of the J&E Exam, each candidate will receive an online version of the Candidate's Statement of Understanding. Candidates will not be permitted to start the J&E Exam without agreeing to the statement.

After J&E Exam Registration

Candidate Application Status

After registration for the J&E Exam and paying the associated fee, the status of candidate applications will be changed on the CDTO Online Applicant Portal to 'Step 2 Approved'. Candidates will receive an automatic confirmation by email. Updates about application status can be viewed through the Online Applicant Portal.

Schedule J&E Exam

At least two weeks before the J&E Exam date, an email will be sent out to candidates from the College with instructions on how to schedule the J&E Exam with [eProctor Canada](#). Candidates have one week to schedule the J&E Exam. Once the J&E Exam has been scheduled, a confirmation email will be sent to the candidate directly from eProctor Canada. The email will contain instructions on how to check-in for the J&E Exam on the scheduled exam day. Candidates are encouraged to check their "junk" email folders to ensure they receive all email notifications.

Candidates are encouraged to review [How to Create an Account & Book an Exam](#) and [Frequency Asked Questions \(FAQ\)](#) on eProctor Canada's website.

Contact Information Change

Candidates are required to keep their contact information current in the eProctor Canada platform and CDTO Online Applicant Portal.

Reschedule/Withdraw J&E Exam

Candidates can reschedule or withdraw from their scheduled J&E Exam date by providing written notification to the College of their intention to reschedule or withdraw at least 14 days before the scheduled exam date.

If written notice of intention to reschedule is received, the College will automatically schedule the candidate for the next available exam sitting date.

IMPORTANT: Verbal communication of withdrawal will not be accepted or processed. Failure by the candidate to appropriately notify the College in writing of an inability to attend the exam, submit the

required documentation within the specified timeframe and/or pay the required fee may result in forfeiting of the examination fees and/or the examination being recorded as an unsuccessful examination attempt.

Refund J&E Exam

Refunds will be provided to candidates who withdraw from their scheduled J&E Exam, if the candidate provides written notice at least 14 calendar days before the exam date based on the following:

- More than 14 days before J&E Exam scheduled date: 70% refund
- Less than 14 days before the J&E Exam scheduled date: No refund

In circumstances beyond a candidate's control, refunds may be considered by the College on a case-by-case basis.

J&E Exam Study Material

J&E Exam study material is [The Guide to Dental Technology Practice \("The Guide"\)](#).

Candidates are permitted to reference a printed copy of [The Guide to Dental Technology Practice](#) during the examination, however, are **not** permitted access to an electronic copy.

Strategies for Taking the J&E Exam

1. Come prepared. Studying [The Guide to Dental Technology Practice](#) is the best tool for success!
2. Read each question carefully and fully. Make sure you understand the question before selecting an answer.
3. Before looking at the answer options, try answering the question in your mind.
4. If you are stuck on a difficult question, eliminate as many answers as possible and then select the answer you think is best from the remaining choices.
5. Scores are based on the number of correctly answered questions; wrong answers do not count against your score. To maximize your score, it is better to guess at an answer than leave it blank.
6. If you are not sure of an answer, you can come back to it later.
7. All questions on the exam are of equal value; do not waste excessive time to answer one question.

On J&E Exam Day

Online Admission

Candidates are required to have their government issued photo identification (e.g., drivers' license, passport, or provincial identity card) ready for the live proctor to validate the candidate's identity during check-in. Candidates without proper identification will not be permitted to take the exam. The proctors will provide information to all candidates regarding the examination protocols. Then, candidates will be authorized by the proctor to start the J&E Exam.

Before the Start of the Exam

Candidates are required to log-in to their eProctor Canada account 30 minutes before the J&E Exam scheduled time. Candidates who log-in more than 30 minutes late will be denied access. Proctors will verify candidates' identity, complete a 360° virtual scan of the room for security purposes and authorize each candidate to start the Jurisprudence & Ethics Examination at the designated time. Candidates will be required to read and agree to the [Candidate Statement of Understanding](#) before being permitted to begin the J&E Exam.

Washroom Breaks During the Exam

Candidates will be permitted to leave the room for washroom breaks by notifying the live virtual proctor. Once a candidate comes back, the proctor will verify the candidate identification and rescan the room for security purposes. The examination timer will not be paused during the washroom break and therefore no additional time will be provided to complete the exam.

Important: Leaving without authorization (at any time) may result in the J&E Exam being invalidated.

At the End of the Exam

Once candidates have completed the J&E Exam, they will press the 'SUBMIT' button to exit the exam platform. The J&E responses will then be submitted for processing. Candidates are to remain in the testing environment until released by the proctor.

Important: Leaving without authorization (at any time) may result in the J&E Exam being invalidated.

Technical Troubleshooting

If your session is disconnected due to internet or computer issues - Do not panic! All progress will be saved in the exam platform. Once the issue is resolved, the candidate will continue with the J&E Exam.

In the event of a disconnection, reboot the computer/laptop and relaunch the eProctor Canada application. If this does not resolve the issue, then contact support@eproctorcanada.com, or 1-844-595-2561 immediately for assistance. The proctor will help guide the candidate through the reconnection process.

Failure to Take J&E Exam

No refund will be provided to a candidate who does not log-in to the eProctor Canada or take the exam at the scheduled time unless the failure to take the exam is due to a technical issue resulting from eProctor Canada/J&E Exam platform or in circumstances beyond a candidate's control (e.g., death in the immediate family or sudden illness/injury). Candidates have seven (7) days from the date of the exam to submit a refund or reschedule request with supporting documentation to the College, outlining the circumstances that prevented them from taking the J&E Exam on the scheduled day. The College will consider refunds on a case-by-case basis.

When a reschedule request is granted, the College will automatically schedule the candidate for the next available examination sitting date. See [Reschedule/Withdraw J&E Exam](#) for more details.

J&E Exam Results

J&E Scoring Review

Following the administration of the exam, response data will be reviewed to ensure that questions meet best practice standards for high stakes assessments. If some questions do not meet these standards, they will be reviewed by subject matter experts in dental technology to ensure examination fairness. The result of this review may exclude some items from the calculation of candidate final scores.

The College does not release the score achieved by candidates.

Your J&E Exam Results

Candidates will be notified of their results by email within 2-6 weeks the exam administration. The results reported to candidates are "Pass" or "Fail". Candidates will not receive a percentage or numerical mark. No results will be provided to candidates over the telephone.

The College does not provide the questions or answers to current or previous J&E Exams, in order to uphold the security and integrity of the exam.

Passing Score

A candidate must obtain a minimum score of 60% to pass the J&E Exam.

Appeal of Examination Results

An examination candidate who has not achieved a passing result may appeal the examination result/ decision as set out in the Examination Appeals Policy (Policy No. E02). The examination candidate must follow the procedures and submit the request for appeal to the College as outlined in the Examination Appeals Procedures (E02-P01).

The grounds for examination appeals must fall into any of the following categories:

- Illness and/or disability;
- Compassionate reasons;
- Examination management/ administration; or
- Policy violation.

Incident Report must be completed and signed on the day of the examination and no later than three (3) days from the scheduled end of examination(s) by the examination candidate or, in certain cases, by the Examination Official on behalf of the examination candidate.

Documentation will be viewed in confidence by the Registrar and/or designate, and/or the Examination Appeals Panel.

See the [Examination Appeals policy, procedures and forms](#) for more details.

Applying to Rewrite the Exam

Section 3 of the [Ontario Regulation 711/93 \(Examinations\)](#) states that a candidate may attempt the examination a total of three (3) times over a period of two (2) years from the date the first attempt is made.

A candidate who fails the Registration Examinations on a third attempt or exceeds the two (2) year timeline specified in the Examinations Regulation, will be ineligible for further examinations unless the candidate successfully completes and provides proof of successful completion of upgrading approved by the Registration Committee.

See the [Upgrading & Remediation policy and procedures](#) for more details.

Time Limitation for Validity of Examination Results Policy (Policy No. E06)

All candidates who have successfully completed and passed all examinations required for registration must apply for registration with the College within 15-months of receiving notice of their results. If a candidate fails to apply to the College for a General Certificate of Registration within the 15-month period, all College examination results will no longer be valid and candidates wishing to apply to become a registrant of the College must retake all of the required examinations for registration that are in place at the time they re-apply.

See the [Time Limitation for Validity of Examination Results policy and procedures](#) for more details.

Protocols & Rules of Conduct

The Protocols & Rules of Conduct stipulate the rules and expectations of appropriate conduct before/during/after a scheduled examination and to outline potential consequences if violations of these protocols are suspected. Examination violations refer to any contravention of assessment procedures, and/or suspected breach of security around the content(s) of the examination.

A candidate suspected of violating or cheating or engaging in irregular or inappropriate behavior or misconduct may be asked to leave the site and the examination fees will not be refunded. Additionally, examination results may be withheld and assigned a failing grade, and the College may take other appropriate action deemed necessary. If an application has been closed due to the finding of an examination violation, then the candidate will be provided with written notice to appeal the finding. The College will provide any candidate suspected of an examination violation with a reasonable opportunity to respond, in writing, to the allegations.

Candidates are reminded that their behaviour during the examinations is expected to be professional and respectful at all times. Hostile or otherwise aggressive or confrontational behaviour will not be tolerated. Candidates displaying such behaviour will be asked to leave the examination and will forfeit their examinations. The College has a zero tolerance for threats of physical harm or violence to self or others, made by candidates, prior to, during or after an examination.

Examination Violations

Examination violations refer to any contravention of examinations protocols, rules of conduct or procedures. Any indications that a violation may be occurring during the examination may result in immediate removal of the candidate from the examination. Suspected violations will be investigated by the College.

Procedure to assess violations

The College will provide any candidate suspected of an examination violation with a reasonable opportunity to respond, in writing. The Examinations Committee will be provided with copies of all available information and the candidate's response. If a candidate fails to provide a response to a violation allegation within the specified time frame, the Examinations Committee may proceed to make a determination. No examination results will be issued to the candidate until a final decision has been rendered on any alleged violations. Candidates will be notified of the final decision in writing within six (6) to eight (8) weeks of the date of the alleged examination violation.

Penalties for violations

The following penalties may be assessed for examination protocol violations:

- A failing (zero percent) grade will be assigned on the examination in which the offense occurred.
- Failing (zero percent) grade will be assigned on the entire examination.
- Suspension from the examination.
- Expulsion from the entire examination.
- Candidates observed cheating:
 - Will be asked to leave the examination immediately,
 - Have examination results voided, and
 - Will be barred from sitting the examination for a minimum of two (2) years.

If evidence is found of a breach in the security of the examination materials before/after an examination administration, and such evidence suggests that the behaviour is organized and/or may involve a number of candidates, the College reserves the right to cancel the examination session and examination results of some or all candidates.

The College may also take special measures at any subsequent examination to prevent the reoccurrence of the violation at the expense of any candidates involved in the security breach, seek damages from any persons involved in the security breach, and/or take any other action deemed appropriate by the College.

Appeal of Examination Committee decision on penalties for violations

A candidate who wishes to appeal the decision of the Examinations Committee must adhere to the College's Examination Appeals policy and procedures.

See the [Examination Appeals policy, procedures and forms](#) for more details.

General Guidelines

Document Retention

The College retains all documents submitted by the applicant and/or third-party organizations (i.e. CADTR) for a period not less than three (3) years. Applications which have remained in-active for a period of three (3) years will be destroyed at the discretion of the College and those applicants will need to apply again.

Communications

Candidates are advised to direct all their inquiries and communications to:

College of Dental Technologists of Ontario
Tel: 416-438-5003 or 1-877-391-CDTO
E-mail: info@cdto.ca

The College serves written notices, documents and results to candidates by regular mail and email to the candidate's provided address. The College will consider that such notices, documents and results have been received by the candidate on:

- The fifth business day after the mailing, and
- The following day for emails.

Candidates are responsible for ensuring that contact information provided to the College in their online application is correct and up to date.

Authority

The College reserves the right to change or add to policies, requirements and instructions at any time.

IMPORTANT: If a candidate believes that any of these rules may pose a barrier to participation in the examinations, the candidate should contact the College in advance to arrange appropriate accommodations.

APPENDIX I

Candidate Statement of Understanding

Conduct occurring before, during or after testing that violates principles detailed in this Statement of Understanding may result in **invalidation of the Jurisprudence & Ethics Examination (J&E Exam) results** and/or other penalties and will be reported to the College of Dental Technologists of Ontario (CDTO).

1. The CDTO J&E Exam is highly confidential. The J&E questions are the property of CDTO. Unauthorized disclosure of the J&E questions is prohibited under copyright laws.
2. Candidates are required to indicate their agreement to this Statement of Understanding before being permitted to take the J&E Exam.

You agree to maintain the confidentiality of the CDTO J&E questions. You must, therefore:

- Keep the J&E content confidential, even after the J&E Exam. This includes not discussing the content with anyone who wrote the J&E Exam before you, with you, or who has not written the J&E Exam yet.
 - Not use or be in possession of any electronic device (such as cell phones, smartphones/ watches, cameras, recording devices, etc.) during the J&E Exam administration.
 - Realize that any recording or memorization of J&E questions for any reason is strictly forbidden.
3. Candidates will be observed at all times while they are taking the CDTO J&E Exam. This observation will include direct observation by Proctors via camera monitors. Proctors may not necessarily inform you of their observations, but they are required to report behaviour that may violate the examination terms, policies and protocols of CDTO.
 4. Any cheating and/or breach of confidentiality/security or any attempt to subvert the examination process by any candidate violates the purpose and principles of the J&E Exam. Candidates are only permitted to reference a printed copy of The Guide to Dental Technology Practice during the examination and are not permitted access to an electronic copy.
 5. Any candidate who carries out, takes part in or who is aware of such behaviour must report it to CDTO as soon as possible.
 6. CDTO strives to report results that accurately reflect the skill and performance of each candidate and represent a valid measure of their knowledge or competence as sampled by the J&E Exam. Accordingly, our standards and procedures for administering the J&E Exam have two related goals: giving candidates equal opportunity to demonstrate their abilities and preventing any person from gaining an unfair advantage over others. To promote these objectives, CDTO reserves the right to cancel or withhold any J&E Exam results when, in the sole opinion of CDTO, a testing irregularity occurs; cheating has occurred; there is an apparent discrepancy in, or falsification of, a candidate's identification or credentials; a candidate engages in misconduct or plagiarism; when inconsistencies in performance are detected for and there is no reasonable and satisfactory explanation; or the results are believed to be invalid for any other reason.

A candidate agrees to abide by all policies, as well as oral and written instructions controlling the conduct of the examination. These policies are intended to preserve the integrity of the J&E Exam process by providing standard test administration conditions that yield valid and reliable results.