CANRA-QE POLICY MANUAL

Canadian Alliance of Naturopathic Regulatory Authorities Qualifying Examinations

Version.15.7.26

canra.ca · exam@canra.ca

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GENERAL INFORMATION

1. About the Canadian Alliance of Naturopathic Regulatory Authorities (CANRA)

The Canadian Alliance of Naturopathic Regulatory Authorities (CANRA) is a national coalition of regulatory authorities dedicated to ensuring the highest standards of practice in Naturopathic medicine across Canada. Established to unify and represent Naturopathic regulatory bodies, CANRA is committed to the integrity of Naturopathic care, fostering a collaborative approach to uphold the profession's standards. CANRA is not a regulator and does not make decision about registration or licensure in any jurisdiction. All regulatory matters should be directed to the regulatory bodies.

Learn more here: www.canra.ca/about

In support of its mandate, CANRA developed a National Entry-to-Practice Competency Profile (2023). The Competency Profile describes the minimum expectations of an individual applying for a Naturopathic Doctor (ND) license/registration in Canada.

The CANRA Qualifying Examination (CANRA-QE) is a competency-based national suite of entry-to-practice examinations for all applicants seeking licensure in CANRA member jurisdictions. The CANRA Qualifying Examinations (CANRA-QE) are composed of:

- An Objective Structured Clinical Examination (OSCE) (the practical component); and
- A Multiple-Choice Question (MCQ) Examination (the written component) in two parts.

Note: Reference to license in this document is intended to encompass all the registration titles used by CANRA member regulators.

2. About this Manual

This manual brings together the CANRA approved examination policies governing the administration of the CANRA-QE. Candidates are expected to thoroughly review and comply with these policies.

- By registering for the CANRA-QE, Candidates are agreeing to follow CANRA policies.
- All policies in this manual share the definitions provided in the definitions section of this manual.
- Each policy in this manual is a standalone document.
- Policies may be revised or reviewed at different intervals.
- Policies are presented in alphabetical order.

3. Contact

Questions regarding this manual or any CANRA-QE policy, including clarification of process or a request for a form should be directed, **in writing**, to:

Canadian Alliance of Naturopathic Regulatory Authorities

Email: exam@canra.ca

Website: canra.ca

DEFINITIONS

1. Definitions

1.1. In this manual, unless the context otherwise stipulates, the following definitions shall apply:

1.1.1. "*Appeal*" means an appeal (Level-1 or Level-2) as described in the CANRA Appeal Policy.

1.1.2. "*Appeal Fee*" means the fee prescribed and charged by CANRA for review of the Appeal.

1.1.3. "*Appeal Panel*" means the panel appointed by the CANRA CEO and convened to hear a Level-1 Appeal, comprised of three (3) persons who are licensed and in good standing in a regulated jurisdiction in Canada.

1.1.4. "*Administrative Fee*" means a fee deducted from any refund.

1.1.5. *"Board"* means the Board of Directors of CANRA.

1.1.6. *"Candidate"* means any person who has registered for and (or) has engaged in any CANRA examination in a manner which leads to, or is intended to lead to, their performance generating the recording of a result.

1.1.7. *"CANRA"* means the Canadian Alliance of Naturopathic Regulatory Authorities Ltd.

1.1.8. *"CEO"* means the Chief Executive Officer of CANRA or their designate.

1.1.9. *"EOC"* means the Examination Oversight Committee appointed by the Board.

1.1.10. *"Environmental Irregularity"* means an unexpected adverse occurrence or condition in the environment in which the assessment was completed that was outside the control of the Candidate.

1.1.11. *"Examination"* means an examination administered by CANRA.

1.1.12. *"Examination Personnel"* means any individual engaged by CANRA to support the administration of the Examination, including staff, volunteers, examiners, proctors, security and site personnel, and standardized patients.

1.1.13. *"Examination Fee"* means the fee prescribed and charged by CANRA to register for an Examination.

1.1.14. *"Examination Violation"* means a contravention of the CANRA Examination Conduct Policy.

1.1.15. *"Extraordinary Circumstances"* means an unexpected or unanticipated situation, outside of the control of the candidate, raised in a timely manner to CANRA, that is significant or serious enough to impact the candidate's ability to undertake the Examination.

1.1.16. "*Incident*" means collectively, or individually, a Procedural Irregularity, Environmental Irregularity or perceived Undue Bias that may have adversely impacted Candidate performance on the Examination(s).

1.1.17. "*Incident Report*" means the CANRA approved form used to collect relevant information about a perceived Incident.

1.1.18. *"Offence*" means any conduct that is unacceptable to CANRA, including, without limitation, the conduct set out in the Examination Conduct Policy.

1.1.19. *"Penalty"* means any penalty imposed on a Candidate as a result of an Offence, including, without limitation, the penalties set out in the Examination Conduct Policy.

1.1.20. *"Personal Information"* means any information that identifies an individual, or from which an individual's identity can reasonably be deduced, other than the individual's business title or business contact information when used or disclosed for business-communication purposes.

1.1.21. *"Privacy Officer"* means the CEO.

1.1.22. "*Pre-clearance*" means an approval, granted by a Regulator, in a form determined by the Regulator, for the Candidate to register for an Examination.

1.1.23. "*Procedural Irregularity*" means a deviation from the established rules, granted Testing Accommodations or documented procedures governing the process.

1.1.24. *"Regulator"* means a Provincial or Territorial Naturopathic regulatory authority, as set out in Provincial/Territorial statute in Canada, responsible for the registration/licensure and regulation of Naturopathic Doctors (NDs)/Naturopaths within its jurisdiction, and a member of CANRA.

1.1.25. *"Supporting Documentation"* means documentation provided, in relation to an Appeal, either by CANRA or by the Candidate in relation to the Examination, the Incident, or the Examination results.

1.1.26. *"Testing Accommodation"* means adjustments or modifications to the standard testing procedures or testing conditions that assist in removing barriers faced by the Candidate in undertaking the Examination, further explained in the General Examination Administrative Policy.

1.1.27. "*Undue Bias*" means an unfair judgement or opinion of a Candidate based on, but not limited to gender, creed, ethnicity or disability.

APPEAL POLICY | QE-1

Purpose

To establish a policy governing the handling of Examination Appeals filed with CANRA.

1. Types of Appeal

1.1. There are two (2) types of Appeals available to Candidates:

1.1.1. Examination Appeal – Level 1 Appeal: an appeal by a Candidate who has received an unsuccessful Examination result and who believes that a Procedural Irregularity, an Environmental Irregularity, or an Undue Bias affected that result.

1.1.2. Examination Violation Decision Appeal – Level 1 Appeal: an appeal by a Candidate of a decision made by CANRA under the CANRA Examination Conduct Policy.

1.1.3. Appeal of a Decision – Level 2 Appeal: an appeal by a Candidate of a decision of the Appeal Panel related to their Level-1 Appeal; Examination Appeal or Examination Violation Decision Appeal. An Appeal of a Decision can only be submitted at the conclusion of the Level-1 Appeal process.

2. Examination Appeal – Level 1

2.1. Grounds for Examination Appeal

2.1.1. Examination Appeals are limited solely to questions concerning Procedural Irregularities, Environmental Irregularities or Undue Bias which could have affected a Candidates Examination performance or the integrity of the Examination process.

2.2. Incident Reporting

3.2.1. Candidates who feel that an Incident affected the results of their Examination(s) must fill out and submit an Incident Report to CANRA within two (2) calendar days of the completion of the Examination sitting where they believe the Incident occurred, using the CANRA approved Incident Report.

3.2.2. Exam Personnel must also complete an Incident Report if they are witness to, or feel that, an Incident occurred during the Examination administration.

3.2.3. Incident Reports will be kept on file by CANRA for reference in case of an Appeal and may be provided by CANRA, to Regulators at CANRA's sole discretion.

3.2.4. Candidates who fail to file an Incident Report will not have the required documentation to proceed with an Examination Appeal.

2.3. Request for Examination Appeal

2.3.1. A Request for an Examination Appeal must be made in writing and must:

2.3.1.1. Be received, by CANRA, within 20 calendar days following the release of Examination results.

a. For clarity the 20-day period begins on the date noted on the Examination results notice sent to the Candidate and ends at 4:00 pm Pacific time on day 20.

b. Appeals received after this period cannot be considered.

2.3.1.2. Outline the Incident for which the Appeal is being sought.

2.3.1.3. Include specific facts and details that demonstrate that the Incident had an adverse impact on the Candidate's Examination performance.

2.3.1.4. Confirm that an Incident Report was filed within two (2) calendar days of the Incident occurring and on the specified document required by CANRA.

2.3.1.5. Include any additional Supporting Documentation the Candidate wishes to have included in the review of their request for Appeal.

2.3.1.6. Be accompanied by full payment of the Appeal Fee as set by CANRA.

2.4. Examination Appeal Submission Procedure

2.4.1. The CEO will perform a review of the request for Appeal confirming that the request for Appeal meets the requirements of the Appeal Policy.

2.4.1.1. The CEO will notify the Candidate of the status of the request for Appeal within 20 calendar days of receiving the request for Appeal.

2.4.1.2. Requests which do not meet the criteria, arrive late, or do not follow the procedures or requirements of this policy will not be referred to the Appeal Panel for consideration.

2.4.2. If the request for Appeal is not referred to the Appeal Panel the Candidate will be notified of the reasons for not referring the request for Appeal set out in one of the following:

2.4.1.1 the procedures and/or requirements outlined in this Policy were not followed.

2.4.1.2 the procedures and/or grounds of the Appeal are not based on the circumstances or grounds necessary for a valid Appeal, or

2.4.1.3 the request for Appeal does not possess sufficient information or facts necessary to support those circumstances or grounds.

2.4.2 If the request for Appeal is referred by the CEO to the Appeal Panel, the Candidate will be notified:

2.4.2.1 that the request for Appeal has been forwarded to the Appeal Panel;

2.4.2.2 that the Appeal Panel has the authority to request additional information, from the Candidate, CANRA, or any other party who may have relevant information concerning the circumstances outlined in the request for Appeal or the Examination outcome;

2.4.2.3 The names of the Appeal Panel members assigned to the Appeal for the purpose of confirming that there is no conflict or potential for a real or perceived bias as between the Candidate and any members of the Appeal Panel;

2.4.2.4 the timeframe within which a decision will be rendered and any related deadlines.

3. Examination Violation Decision Appeal – Level 1

Examination Violation Decisions are made by the CEO in accordance with the CANRA Examination Conduct Policy. A Candidate who has been found by the CEO to have committed an Examination Violation, and who has had a failing or cancelled result issued consequently, may appeal that decision.

3.4 Grounds for Examination Violation Decision Appeal

3.4.1 An Examination Violation Decision Appeal is limited to concerns about a Procedural Irregularity in the investigation or decision process, or Undue Bias in the review and disposition of the violation allegation, where the Candidate believes that such a matter adversely affected the decision made. An Appeal is not a re-hearing of the underlying facts of the alleged Examination Violation; the Appeals Panel's review is focused on the integrity of the process and the presence of any bias.

3.5 Request for Examination Violation Decision Appeal

3.5.1 A Request for an Examination Violation Decision Appeal must be made in writing and must:

3.5.2 Be received, by CANRA, within 20 calendar days following the release of the Examination Violation Decision, in writing, to the Candidate by the CEO.

3.5.2.1 For clarity the 20-day period begin on the date noted on the decision results notice sent to the Candidate and ends at 4:00 pm Pacific time on day 20.

3.5.2.2 Appeals received after this period cannot be considered.

3.5.3 Set out the Procedural Irregularity and/or the perceived Undue Bias at issue;

3.5.4 Include specific facts and details that demonstrate that the alleged Procedural Irregularity an/or Undue Bias occurred;

3.5.5 Include any additional Supporting Documentation the Candidate wishes to have included in the review of their request for Appeal.

3.5.6 Be accompanied by full payment of the Appeal Fee as set by CANRA.

3.6 Examination Violation Decision Appeal Submission Procedure

3.6.1 The CEO will perform a review of the request for Appeal confirming that the request for Appeal meets the requirements of the Appeal Policy.

3.6.1.1 The CEO will notify the Candidate of the status of the request for Appeal within 20 calendar days of receiving the request for Appeal.

3.6.1.2 Requests which do not meet the criteria, arrive late, or do not follow the procedures or requirements of this policy will not be referred to the Appeal Panel for consideration.

3.6.2 If the request for Appeal is not referred to the Appeal Panel the Candidate will be notified of the reasons for not referring the request for Appeal set out in one of the following:

3.6.2.1 the procedures and/or requirements outlined in this Policy were not followed.

3.6.3 If the request for Appeal is referred by the CEO to the Appeal Panel, the Candidate will be notified:

3.6.3.1 that the Request for Appeal has been forwarded to the Appeal Panel;

3.6.3.2 that the Appeal Panel has the authority to request additional information, from the Candidate, CANRA, or any other party who may have relevant information concerning the circumstances outlined in the Request for Appeal;

3.6.3.3 The names of the Appeal Panel members assigned to the Appeal for the purpose of confirming that there is no conflict or potential for a real or perceived bias as between the Candidate and any members of the Appeal Panel;

3.6.3.4 the timeframe within which a decision will be rendered and any related deadlines

4. Appeal Panel Procedure – Level 1 Appeal

4.1 If any member of the Appeal Panel shall be unable to continue to sit on the panel, the hearing shall continue, with no less that two (2) members of the Appeal Panel.

4.2 A simple majority of the members of the Appeal Panel shall determine all issues within its authority.

4.3 The Appeal Panel shall only consider matters referred to it by the CEO.

4.4 Within 20 calendar days of receiving the request for Appeal the Appeal Panel shall request any additional Supporting Documentation, or clarification, from the Candidate.

4.4.1 The Candidate shall have 10 calendar days to reply in writing to the request from the Appeal Panel.

4.5 Within 60 calendar days of receiving the request for Appeal, irrespective of whether additional information has been requested or received, the Appeal Panel shall hold a meeting to consider the Appeal.

4.5.1 Such meetings may be held in person or by telephone or video conference.

4.6 The Appeal Panel may consult legal counsel to provide procedural advice prior to their deliberations, but legal counsel will not attend or participate in those deliberations.

4.7 The Appeal Panel shall review the following information:

4.7.1 The Request for Appeal;

4.7.2 The Incident Report in the case of Examination Appeals;

4.7.3 The violation and investigation details in the case of Examination Violation Decision Appeals;

4.7.4 Any Supporting Documentation provided;

4.7.5 Any other material, documentation or information which the Appeal Panel determines necessary, relevant and appropriate to render a decision.

4.8 The Appeal Panel shall not keep a record or detailed accounting of testimony or of its proceedings apart from the documents upon which the decision was rendered and the decision.

4.9 The decision of the Appeal Panel shall be provided to the Candidate:

4.9.1 in writing.

4.9.2 including the reasons for the decision.

4.9.3 signed by at least one member of the Appeal Panel and the CEO.

5. Appeal Outcomes Level 1 Appeal

5.1. If the Appeal Panel's decision is to grant the Appeal, the Appeal Panel has the authority to make the following decisions:

5.1.1. To allow the Candidate to re-sit the Examination without the Appealed attempt being counted as one of their permitted attempts, and/or

5.1.2. To allow the Candidate to re-sit the Examination at an adjusted fee, and/or

5.1.3. To return any portion of or all the Appeal Fee.

5.2. In no instance will a Candidate who was unsuccessful on an Examination be deemed to have been successful.

5.3. If the Appeal Panel's decision is to deny the appeal, no further action will be taken by the Panel.

5.3.1. The Candidate may Appeal the Appeal Panel decision to a Level 2 Appeal.

6. Appeal of a Decision – Level 2 Appeal

The EOC hears Level 2 Appeals.

6.1 Grounds for Appeal of a Decision – Level 2 Appeal

6.1.1 An Appeal of a Decision – Level 2 Appeal is limited to concerns about a Procedural Irregularity or Undue Bias in the Level 1 Appeal process, where the Candidate believes that such a matter adversely affected the decision made by the Appeal Panel. An Appeal under this Part is not a re-hearing of the underlying facts of the Level 1 Appeal.

6.2 Request for Appeal of a Decision – Level 2 Appeal

6.2.1 A Request for an Appeal of a Decision – Level 2 Appeal must be made in writing and must:

6.2.1.1 Be received, by CANRA, within 20 calendar days following the release of the written decision of the Appeal Panel to the Candidate.

a. For clarity the 20-day period begins on the date noted on the decision notice sent to the Candidate and ends at 4:00 pm Pacific time on day 20.

b. Appeals received after this period cannot be considered.

6.2.1.2 Set out the Procedural Irregularity and/or the perceived Undue Bias at issue;

6.2.1.3 Include specific facts and details that demonstrate that the alleged Procedural Irregularity an/or Undue Bias occurred;

6.2.1.4 Include any additional Supporting Documentation the Candidate wishes to have included in the review of their request for Level 2 Appeal.

6.2.1.5 Be accompanied by full payment of the Appeal Fee as set by CANRA.

6.3 Level 2 Appeal Submission Procedure

6.3.1 The CEO will perform a review of the request for Appeal confirming that the Request for Level 2 Appeal meets the requirements of the Appeal Policy.

6.3.1.1 The CEO will notify the Candidate of the status of the request for Level 2 Appeal within 20 calendar days of receiving the request for Appeal.

6.3.1.2 Requests which do not meet the criteria, arrive late, or do not follow the procedures or requirements of this policy will not be referred for consideration.

6.3.2 If the request for Appeal is not referred to the EOC the Candidate will be notified of the reasons for not referring the request for Appeal set out in one of the following:

6.3.2.1 the procedures and/or requirements outlined in this Policy were not followed.

6.3.3 If the request for Appeal is referred by the CEO to the EOC, the Candidate will be notified:

6.3.3.1 that the request for Appeal has been forwarded to the EOC;

6.3.3.2 that the EOC has the authority to request additional information, from the Candidate, CANRA, or any other party who may have relevant information concerning the circumstances outlined in the request for Level 2 Appeal;

6.3.3.3 The names of the EOC members assigned to the request for Level 2 Appeal for the purpose of confirming that there is no conflict or potential for a real or perceived bias as between the Candidate and any members of the Appeal Panel;

6.3.3.4 the timeframe within which a decision will be rendered and any other deadlines.

7. EOC Procedure – Level 2 Appeal

7.1 Three members of the EOC will be assigned to the Level 2 Appeal by the CEO.

7.2 If any member of the EOC shall be unable to continue, the hearing shall continue, with no less that two (2) members of the EOC.

7.3 A simple majority of the members of the EOC shall determine all issues within its authority.

7.4 The EOC shall only consider matters referred to it by the CEO.

7.5 Within 20 calendar days of receiving the request for Level 2 Appeal the EOC shall request any additional Supporting Documentation, or clarification, from the Candidate.

7.5.1 The Candidate shall have 10 calendar days to reply in writing to the request from the EOC.

7.6 Within 60 calendar days of receiving the request for Level 2 Appeal, irrespective of whether additional information has been requested or received, the EOC shall hold a meeting to consider the request for Level 2 Appeal.

7.6.1 Such meetings may be held in person or by telephone or video conference.

7.7 The EOC may consult legal counsel to provide procedural advice prior to their deliberations, but legal counsel will not attend or participate in those deliberations.

7.8 The EOC shall review the following information:

7.8.1 The request for Level 2 Appeal;

7.8.2 The documentation and decision related to the Level 1 appeal process;

7.8.3 Any Supporting Documentation provided;

7.8.4 Any other material, documentation or information which the EOC determines necessary, relevant and appropriate to render a decision.

7.9 The EOC shall not keep a record or detailed accounting of testimony or of its proceedings apart from the documents upon which the decision was rendered and the decision.

7.10 The decision of the EOC shall be final and shall be provided to the Candidate:

7.10.1 in writing.

7.10.2 including the reasons for the decision.

7.10.3 signed by at least one member of the EOC and the CEO.

8. Appeal Outcomes Level 2 Appeal

8.1. If the EOC decision is to grant the Appeal, the EOC has the authority to make the following decisions:

8.1.1. To allow the Candidate to re-sit the Examination without the Appealed attempt being counted as one of their permitted attempts; and/or

8.1.2. To allow the Candidate to re-sit the Examination at an adjusted fee; and/or

8.1.3. To return any portion of or all the Appeal Fees for the Level one, and/or Level 2 Appeal.

8.2. In no instance will a Candidate who was unsuccessful on an Examination be deemed to have been successful.

8.3. If the EOC decision is to deny the Appeal, no further action will be taken.

8.3.1. Decisions of the EOC are final and can not be appealed and shall not be questioned, appealed or reviewed in any court.

9. General Matters

9.1. Under no circumstances shall an Appeal or any process, information or communication relating thereto be done verbally or other than in writing.

9.2. The Candidate may obtain legal counsel or representation as they may desire at their own expense.

9.2.1. CANRA is not responsible for any costs incurred by the Candidate related to the

Appeal.

9.2.2. A failure by the Candidate to seek or obtain legal advice or representation for any portion or portions of an Appeal shall not be grounds for further Appeal.

9.3. Any waiver of procedure by the CEO or any member of the panels shall not be deemed to be a waiver of any further procedural requirements.

9.4. Any notice or notices required to be given pursuant to this Policy shall be sent by email, in which case delivery shall be deemed to have taken place at the time of transmission. It is the Candidate's responsibility to ensure that the email address provided to CANRA is correct and that there is no delay in receiving transmissions due to voluntary or involuntary controls.

9.5. No action, or proceeding whatsoever, shall be commenced against any member of a CANRA panel, CANRA Committee, CANRA, CANRA Board or staff, or CANRA agent, for their having participated in the process governed hereby, and it shall be an express undertaking by a Candidate that the instituting of an Appeal shall be based upon the Candidate's acknowledgement of this undertaking, and agreement to be bound by same, which shall be a complete defense to any action by the Candidate in contravention thereof.

9.6. The CEO shall represent the interests of CANRA concerning the Appeal(s) and shall be empowered to undertake such investigations as may be necessary for the purposes of presenting evidence and documentation to a panel.

9.7. No decision of a panel shall be set aside because of any irregularities which occur pursuant to and under this procedure.

9.8. No decision, order, direction, declaration or ruling of the CEO or a panel shall be questioned, appealed, or reviewed in any court; and no order shall be made, or process entered, or proceedings taken in any court, whether by way of injunction, declaratory judgment, judicial review, or otherwise; to question, review, prohibit or restrain the CEO or a panel or any of its proceedings.

9.9. This policy is governed by and interpreted in accordance with the federal laws of Canada. Any Appeal proceeding may be conducted at any location determined by the CEO, by electronic means where the CEO so directs; the physical location of the original Examination does not determine the venue for an Appeal under this Policy.

9.10. All decisions made under this Policy are strictly confidential to the Parties involved and will not be revealed to any other party except for Regulators, policing bodies, or as required by law.

9.11. CANRA may destroy the records complied in relation to a Request for Appeal after the expiration of one (1) year from the date the final decision of the Appeal Panel or EOC was communicated to the Candidate.

Policy Name:	Appeal Policy	**Initial in-force date**	July 2026
Updated:		**Oversight:**	CEO

EXAMINATION CONDUCT POLICY | QE-2

Purpose

To establish clear standard of candidate conduct, the offences that constitute misconduct, and a fair and consistent process for investigating and deciding alleged breaches to this policy.

1. Examination conduct

1.1. The CANRA expects that all Candidates will conduct themselves in an ethical and fair manner throughout every stage of the CANRA examinations. This policy sets out CANRA's expectations of Candidate conduct, the Offences that constitute a breach of those expectations, and the process by which concerns regarding Candidate conduct are investigated and decided.

1.2. CANRA is committed to the prevention, detection, and investigation of Examination misconduct. The integrity of the national entry-to-practice Examination is a matter of public protection: results from CANRA Examinations inform the registration/licensure decisions of Regulators.

1.3. This policy applies to all CANRA Examination Candidates, regardless of which Examination the Candidate has completed or is registered to complete.

2. Prohibited conduct

2.1. The commission of an Offence by a Candidate is strictly prohibited.

2.2. The following conduct, without limitation, is considered an Offence under this policy:

2.2.1. Failing to work independently - including giving or receiving help, copying the work of others, or using or attempting to use unauthorised information or materials;

2.2.2. Impersonating another individual, or permitting another individual to impersonate the Candidate, at any stage of an Examination (surrogate testing);

2.2.3. Possessing a prohibited item during an Examination, including electronic devices, unauthorised study materials, or any item not disclosed to, and approved by, CANRA in advance as part of an approved Testing Accommodation or approved medical assistive device;

2.2.4. Communicating with another Candidate or any outside party during an Examination including directly or by cell phone, personal computer, the internet, or any other means;

2.2.5. Disrupting other Candidates, Examination Personnel, or the orderly conduct of the Examination;

2.2.6. Commencing any portion of an Examination before being instructed to do so, or continuing after being directed to cease;

2.2.7. Disregarding instructions provided by CANRA or Examination Personnel;

2.2.8. Removing, or attempting to remove, any Examination materials from the Examination site, including notes, stems, scoresheets, or station content;

2.2.9. Possessing, reproducing, or disclosing Examination questions, stations, stems, prompts, answers, scoring criteria, or any other content of an Examination, before,

during, or after its administration, without limitation, this includes the creation and/or distribution of study materials or practice exams.

2.2.10. Modifying Examination results or any other CANRA documentation in a manner that gives a false impression of the Candidate's performance or standing;

2.2.11. Misrepresenting Examination status or registration status to any third party, including a Regulator, employer, educational institution, or member of the public;

2.2.12. Engaging in conduct that would be considered illegal, including assault, harassment, or theft;

2.2.13. Violating any other applicable CANRA policy; or

2.2.14. Engaging in any other conduct that a reasonable person would consider unprofessional or unacceptable of a practising or prospective Naturopathic Doctor (ND).

3. Evidence of a suspected Offence

3.1. Evidence of a suspected Offence may consist of, but is not limited to, any one or more of the following:

3.1.1. a Candidate's performance on the Examination, including statistical anomalies;

3.1.2. a written or verbal report from any individual, including other Candidates, Examination Personnel, or third parties;

3.1.3. records of observation, communication, or access to prohibited materials during an Examination; or

3.1.4. any other information that a reasonable person would consider relevant to a suspected Offence.

3.2. All written or verbal reports of a suspected offence are recorded and retained by CANRA and may be disclosed to Regulators.

4. Prevention and detection of an Offence

4.1. CANRA may engage in prevention and detection measures, including:

4.1.1. monitoring and surveillance of Examinations through in-person proctoring/invigilation, artificial intelligence, video and/or audio recording and review.

4.1.2. Collection, verification and copying of Candidate identification;

4.1.3. photography or video recording of the Examination environment and Candidates for security purposes;

4.1.4. requirement for environmental scans and modification of testing environment when using remote proctoring;

4.1.5. requirement to have all devices, medical instruments, jewelry, and apparel cleared by security, such clearance at the sole discretion of Examination Personnel.

4.1.6. statistical analysis of response patterns; and

4.1.7. any other reasonable measure necessary to protect the integrity of the Examination.

5. Response to a suspected offence during an Examination

5.1. If Examination Personnel suspect that a Candidate is engaged in, or has engaged in, an Offence, or if they receive a report that an Offence has occurred, they are authorised to take appropriate action to investigate, stop, or correct the suspected conduct. Such action may include:

5.1.1. recording the behaviour for further review;

5.1.2. seizing, closing, locking or removing the Candidate's Examination materials and any other documents, objects, or materials that could be used to commit an Offence;

5.1.3. declining to score the Candidate's Examination pending investigation;

5.1.4. discharging the Candidate from the Examination

5.1.5. discharging the Candidate from the Examination site; and

5.1.6. discharging any other individual from the Examination site whose conduct is contributing to the suspected Offence.

5.2. Any action taken under this section is at the sole discretion of Examination Personnel. Seized items are held for as long as necessary for the investigation and are returned to the Candidate upon conclusion of the matter, provided they are not themselves evidence of an Offence.

6. Notification and investigation

6.1. Examination Personnel must disclose any report of, or reasonable suspicion of, an Offence to the CEO without delay.

7. Notice to the Candidate

7.1. A Candidate who has been reported as suspected of committing an Offence is notified of that fact in writing and is given an opportunity to submit a written response. The Candidate's Examination results may be withheld pending the investigation.

8. Investigation

8.1. The CEO conducts, or causes to be conducted, an appropriate investigation into every reported or suspected Offence.

8.2. CANRA reserves the right to engage an external investigator at their sole discretion.

8.3. The Candidate may be required to provide additional information or to participate in an interview.

8.4. Candidates are required to cooperate fully with any investigation under this policy.

8.4.1. Refusal or failure to cooperate may itself be considered an Offence.

8.5. On conclusion of the investigation, all information obtained is provided to the CEO.

8.6. CANRA reserves the right to begin an investigation into a suspected Offence at any time before, during, or after the administration of an Examination.

8.6.1. An investigation may be initiated after a Candidate has received a passing result, and the result may be withheld, suspended, or cancelled in accordance with the penalties in this policy, should an Offence later be found.

9. Decision

9.1. The CEO reviews the results of the investigation, including any response submitted by the candidate. If the CEO determines that further investigation is necessary, the CEO conducts, or cause to be conducted, additional inquiries. Once the CEO is satisfied that the investigation is complete, the CEO issues one of the following determinations:

9.1.1. a determination that the candidate did not commit an Offence;

9.1.1.1. Where the CEO determines that the Candidate did not commit an Offence CANRA may:

a. release the Candidate's Examination results, where results can be produced with confidence; or

b. permit the Candidate to sit the next available Examination at no additional cost, where results cannot be produced with confidence.

9.1.2. a determination that CANRA is unable to confirm whether the Candidate committed an Offence;

9.1.2.1. Where the CEO determines that it cannot be confirmed whether the Candidate committed an Offence CANRA may:

a. release the Candidate's Examination results, where results can be produced with confidence; or

b. permit the Candidate to sit the next available Examination at no additional cost, where results cannot be produced with confidence.

9.1.3. a determination that the candidate committed an Offence.

9.1.3.1. Where the CEO determines that a Candidate committed an Offence, the CEO may, in the CEO's sole discretion, impose any one or more of the Penalties set out in this policy.

9.1.3.2. The selection of a Penalty considers the nature and severity of the Offence, whether the conduct was isolated or part of a pattern, and any mitigating or aggravating circumstances disclosed during the investigation.

9.2. A Candidate is provided with a copy of the CEO's determination, with written reasons, within a reasonable period following the conclusion of the investigation. A Candidate may Appeal the CEO's determination in accordance with the CANRA Appeal Policy.

10. Penalties

10.1. Where the CEO has determined that a Candidate has committed an Offence, the CEO may, in their sole discretion, impose one or more of the following Penalties. The imposition of a Penalty under this policy does not waive or limit any other legal remedy available to CANRA.

10.1.1. Notification to any or all Regulators of the Offence and the determination;

10.1.2. Disqualification of the Candidate from the Examination in question, with forfeiture of the Examination Fee;

10.1.3. Suspension of the Candidate from sitting any further Examination(s) for a period to be specified by the CEO;

10.1.4. Cancellation of the results of any Examination the Candidate has sat;

10.1.5. Disqualification of the Candidate from receiving results from any one or more Examinations;

10.1.6. Imposition of special conditions or measures on the Candidate for any subsequent attempt at an Examination - including, without limitation, additional invigilation/proctoring, additional identification requirements, or a specified testing centre - with the cost of those conditions payable by the Candidate; and

10.1.7. Voiding of any statement of successful completion, certificate, or equivalent documentation previously issued by CANRA in respect of the Candidate.

10.2. Penalties may be imposed singly or in combination.

10.2.1. In selecting one or more penalties, the CEO considers the seriousness of the Offence, the risk to the integrity of the Examinations, whether the conduct was isolated or part of a pattern, and any mitigating circumstances disclosed during the investigation.

11. Notification to regulators

11.1. Where the CEO determines that a Candidate has committed an Offence, CANRA may notify any or all Regulators of the Offence and the Penalty imposed.

11.2. This notification is made to support the registration and public-protection mandate of each Regulator, and does not substitute, limit, or direct any action those Regulators may choose to take in the exercise of their own authority.

Policy Name:	Examination Conduct Policy	**Initial in-force date**	July 2026
Updated:		**Oversight:**	CEO

GENERAL EXAMINATION ADMINISTRATION POLICY | QE-3

Purpose

To establish a clear framework and transparent expectation for all general administrative aspects of the CANRA Examinations.

General Examination Administrative Policy governs an amalgamation of individual topics which are listed in alphabetical order below.

1. Appeals

1.1. A Candidate who wishes to Appeal may do so in accordance with the CANRA Appeal Policy.

2. Cancellation or Change of Examination by CANRA

2.1. CANRA may cancel or change the dates or location of an Examination for any reason, the sufficiency of which will be determined at the sole discretion of the CEO.

2.2. CANRA will provide Candidates with as much notice as possible if an Examination is cancelled or changed by CANRA.

2.3. CANRA will provide a full refund of the Examination Fee paid by the Candidate if the Examination is cancelled by CANRA after the Candidate has registered for the Examination.

2.3.1. CANRA is not responsible for any additional costs borne by the Candidate because of a cancellation or change.

2.4. In the event of a change of date or location, initiated by CANRA, after the Candidate has registered for the Examination, Candidates must request a refund, in writing, within seven (7) calendar days of being provided notice, in writing, by CANRA.

2.4.1. Such notice will be by email and the date the notice is set is deemed to be the date received by the Candidate.

2.4.2. CANRA will provide a full refund of the Fee paid by the Candidate provided notice is received with seven (7) calendar days.

3. Cancellation of Examination Registration by Candidate

3.1. Cancellation requests received at any time after registration will receive a refund of the Examination Fee paid by the Candidate less an Administrative Fee as prescribed by CANRA.

3.1.1. Candidates who provide evidence of Extraordinary Circumstances, sufficient and acceptable to the CEO, at the CEO's sole discretion may receive an adjustment to the Administrative Fee.

3.1.2. All cancellation requests, and any evidence of Extraordinary Circumstances must be received in writing to exam@canra.ca.

3.1.2.1. The date the notice of cancellation is received by CANRA is the date of cancellation, for the purposes of determining the amount of notice provided by the Candidate.

3.2. Candidates who no-show to their registered Examination are deemed to have cancelled their registration on the day of the Examination for the purposes of calculating the Administration Fee.

4. Changes to Personal Information

4.1. Candidates must notify CANRA promptly of any change to the personal information held in connection with their Examination registration.

4.2. Candidates are responsible for the accuracy of the personal information CANRA relies on in delivering the Examination and communicating with them.

4.2.1. This includes ensuring that the email address they provide is valid and will accept email correspondence sent from CANRA.

5. Deadlines and Extensions

5.1. All deadlines communicated by CANRA are final.

5.1.1. CANRA does provide extension to communicated deadlines.

5.1.2. CANRA does not accept late registration or process documents or payments received late.

5.1.3. Candidates are solely responsible for ensuring that they have completed the required registration processes on time.

5.1.4. Candidates are solely responsible for confirming any required fee is received by CANRA on time.

5.1.5. Candidates are solely responsible for the completeness, accuracy, and timeliness, of any documentation required by CANRA.

6. Deferral

6.1. CANRA does not provide for deferral of registration for an Examination.

6.1.1. Candidates who are unwilling or unable to attempt the Examination for which they have registered must cancel their registration.

7. Eligibility & Pre-clearance

7.1. Eligibility to register for and participate in an Examination is determined by the Regulator.

7.2. Candidates must seek Pre-clearance from the Regulator to be permitted to register for an Examination.

7.2.1. Pre-clearance requirements are determined at the sole discretion of the Regulator in the jurisdiction in which the Candidate is seeking licensure/registration.

7.2.2. Pre-clearance must be sought prior to each Examination registration, unless otherwise determined by the Regulator and communicated by the Regulator to CANRA in writing.

7.3. Once a Candidate has received Pre-clearance from the Regulator, they must complete the registration form(s) required by CANRA and submit the Examination Fee within all required timelines to be eligible to sit the Examination.

7.4. A Regulator may withdraw a Pre-clearance at any point, in their sole discretion.

7.4.1. Should a Candidate have their Pre-clearance withdrawn after they have registered for the examination and paid the Fee, their Fee will be refunded less an Administrative Fee.

7.5. Under no circumstances will Candidates be permitted to register for an Examination:

7.5.1. That takes place prior to the month of graduation for a Written Examination;

7.5.2. That takes place prior to the month of graduation for a Practical (OSCE) Examination;

7.5.3. Without having received Pre-clearance from a Regulator which may impose a more ridged timeline at their sole discretion.

7.6. Candidates who have received a Pre-clearance may attempt the Examinations in any order.

7.7. Candidates who have sought Pre-clearance in one jurisdiction and wish to seek Pre-clearance in another jurisdiction on subsequent Examinations, for any reason, must provide written confirmation, from the Regulators involved, that they have been notified of this change of jurisdiction.

8. Examination Attempts

8.1. Candidates are permitted a maximum of three (3) attempts to successfully complete each Examination;

8.1.1. three (3) attempts at a written Examination; and

8.1.2. three (3) attempts at the practical Examination.

8.2. A Candidate who has been unsuccessful on a second attempt may be required, at the direction of the Regulator with whom they have sought Pre-clearance, to complete additional education, remediation, training or undertake a pause before being granted Pre-clearance for subsequent Examination registration(s).

8.3. Candidates who exhaust all their attempts will not be permitted to attempt additional Examinations without the written approval of the Regulator.

8.4. An Examination attempt is counted once a Candidate clears security for that Examination, regardless of whether they complete the Examination or not.

9. Examination Violations

9.1. Every Candidate is required to comply with the CANRA Examination Conduct Policy.

9.1.1. Any allegation of an Examination Violation is handled in accordance with that policy and may result in one or more Penalties outlined in that policy.

10. Medical Assistive Devices

10.1. CANRA understands that Candidates may have unique medical needs that require them to use medical assistive devices including, but not limited to, eyeglasses, hearing aids, crutches, blood glucose monitoring devices, insulin pumps, breast pumps, and mobility devices.

10.2. Candidates must disclose their required assistive devices in advance prior to the registration deadline.

10.2.1. CANRA may request additional information and/or validation of need from the Candidate in order to approve the device.

10.2.2. Medical Assistive devices required to be with the Candidate during the Examination may be subject to a security clearance process, determined at the sole discretion of CANRA, prior to being admitted to the Examination.

10.2.3. Candidates that do not disclose medical assistive devices that are found with them during the Examination may be deemed to have breeched the Examination Conduct Policy.

11. Preferred name/pro-nouns

11.1. CANRA relies on valid government-issued photo identification to validate a Candidate's identity for the purposes of exam security.

11.2. Candidates are rarely referred to by name, or pro-nouns, during an Examination administration however in cases where a Candidate wishes to be identified by a preferred name, or pro-nouns, the Candidate must:

11.2.1. Notify CANRA in writing of their preferred name, and/or pro-nouns, if not the same as reflected on their valid government-issued photo identification.

11.2.1.1. Every effort will be made to support Candidate preference for name and/or pronouns during the Examination administration.

11.2.1.2. Candidates will still be required to show their valid government-issued photo identification and the name on that identification will be the name on the registration, Examination, and reporting documents and will be the name reported to the Regulator, unless alternate arrangements have been communicated to CANRA by the Regulator directly and in writing.

12. Refunds

12.1. Refunds/partial refunds are granted in accordance with the:

12.1.1. Cancellation or Change of Examination by CANRA Policy;

12.1.2. Cancellation of Examination Registration by Candidate Policy; and

12.1.3. In alignment with the Administration Fee schedule posted by CANRA.

13. Release of Results

13.1. Examination outcomes are released to Candidates and to Regulators.

13.1.1. Candidates receive notification of a successful or unsuccessful result in writing.

13.1.1.1. Successful Candidates will receive no additional information about their Examination outcome.

13.1.1.2. Unsuccessful Candidates will receive a performance report in a format determined by CANRA at the sole discretion of the CEO.

13.1.2. Regulators will receive notification of the Candidates successful or unsuccessful result.

13.1.2.1. Regulators may be provided with additional information upon request, in pursuit of their public safety objectives, or when deemed appropriate/necessary by CANRA. Such additional information may include (but is not limited to):

a. Copies of the Candidate registration materials, identification documents, medical device requests and confirmation of Testing Accommodation provided;

b. Copies of information collected during the security and registration process;

c. Communication between the Candidate and CANRA;

d. Copies of Candidate performance reports;

e. Copies of Incident Reports and/or Appeal documentation and outcomes;

f. Information related to an alleged Examination Conduct Policy violation; and

g. Any other documentation or material that could reasonably be of interest to a Regulator in pursuit of public protection objectives.

14. Re-Writes/re-takes

14.1. Candidates who are unsuccessful on an Examination must retake the entire Examination.

14.2. Every retake counts as a subsequent attempt for the purposes of the Examination Attempts limits.

15. Testing Accommodations

15.1. CANRA is committed to providing Candidates with a fair and equal opportunity to demonstrate competence on the Examination.

15.2. Testing accommodations are adjustments or modifications to the standard testing procedures or testing conditions that assist in removing barriers faced by the Candidate in undertaking the Examination as a result of a physical disability, mental disability, or religious belief without doing any of the following:

15.2.1. Impairing CANRA's ability to determine whether the Candidate possess the essential knowledge, skills and judgment required to enter practice;

15.2.2. Imposing undue hardship on CANRA or other candidates;

15.2.3. Compromising the security of the Examination;

15.2.4. Compromising the validity or reliability of the Examination.

15.3. Candidates must submit requests for Testing Accommodations to the Regulator, on the form prescribed by the Regulator.

15.4. Testing Accommodations are determined at the sole discretion of the Regulator, in consultation with CANRA.

15.4.1. Testing Accommodation requests must be received by CANRA prior to the close of the registration period.

15.4.1.1. Regulators may have earlier deadlines to process requests.

16. Scoring

16.1. Scoring is undertaken under the supervision and guidance of psychometric experts.

16.2. Scoring processes are explained in the Candidate Handbook.

16.3. Scoring is conducted both electronically and with human validation as required.

16.3.1. Scoring review is a normal part of the scoring process, to ensure neither computer nor human errors have occurred;

16.3.1.1. CANRA does not offer re-scoring services.

16.3.1.2. When a Candidate receives their Examination result the scoring process has been sufficiently reviewed and validated to confirm that the decision is final.

16.4. The Examinations are scored in a fully compensatory scoring model.

16.5. Under no circumstances can individuals outside of those authorized by CANRA, at the sole discretion of the CEO, have access to score sheets, scoring rubrics, or other Examination and scoring material.

Policy Name:	General Examination Administrative Policy	**Initial in-force date**	July 2026
Updated:		**Oversight:**	CEO

PRIVACY POLICY | QE-4

Purpose

To establish a clear and compliant framework for managing private information.

CANRA recognises the importance of privacy and the sensitivity of Personal Information.

1. Legal framework

1.1. Personal Information collected, used, or disclosed by CANRA is governed primarily by the *Federal Personal Information Protection and Electronic Documents Act* (PIPEDA) and, where applicable, by substantially similar Provincial or Territorial privacy legislation in the jurisdictions in which CANRA operates. CANRA complies with all applicable privacy legislation and takes responsibility for the Personal Information it holds.

2. What Personal information CANRA collects

2.1. The Personal Information CANRA collects includes:

2.1.1. Identification information such as full name, mailing address, email address, telephone number, and valid government-issued photo identification;

2.1.2. Education information such as the educational program attended, date of graduation or expected graduation, and related transcripts or verifications, prior designations or programs completed and country of education;

2.1.3. Information related to Examination administration such as Examination site preference, Testing Accommodation requirements, scores, performance data, video or audio recordings of remote-proctored or in person sessions where applicable, and the content of any investigation under the CANRA Examination Conduct Policy;

2.1.4. Health information only where disclosed in support of a request for Testing Accommodation, medical assistive device request, or an Appeal, and only as necessary to assess that request;

2.1.5. Information received from Regulators, and third-party contractors, suppliers, and consultants engaged in the delivery of Examinations; and

2.1.6. Website-specific information including IP addresses, cookies, and aggregate usage information collected through the canra.ca website and related web properties.

3. Why CANRA collects personal information

3.1. CANRA collects personal information to manage, maintain, and develop its operations, including to:

3.1.1. Establish, maintain, and manage its relationship with Candidates, stakeholders, and service providers;

3.1.2. Deliver its Examinations including registration, identity verification, Testing Accommodation and medical assistive device approval, scoring, and the reporting of results to Regulators in jurisdictions where the candidate is applying for registration;

3.1.3. Fulfil responsibilities to Regulators;

3.1.4. Review and improve the services CANRA provides, including through statistical analysis of performance data and Candidate feedback;

3.1.5. Comply with requests from individuals for access to, correction of, or withdrawal of consent relating to their Personal Information; and

3.1.6. Fulfil any other reasonable purpose to which the individual has consented.

4. Why CANRA collects personal information

4.1. CANRA collects information only by lawful and fair means, and only to the extent necessary to fulfil the identified purpose.

4.1.1. Wherever possible, CANRA collects personal information directly from the individual at the registration or application stage, during the Examination administration, and during any review of Testing Accommodation request, medical assistive device request, investigation or appeal process.

4.2. In some circumstances, CANRA collects information from other sources, including:

4.2.1. With respect to Examination Candidates: Regulators, educational institutions, regulated health professionals (where a candidate has submitted supporting documentation for a Testing Accommodation, Medical Assistive device or appeal)

4.2.2. With respect to contractors and Examination Personnel: applicable licensing or regulatory bodies, professional references, and background-check providers.

5. How CANRA uses and discloses Personal Information

5.1. CANRA uses and discloses Personal Information for the purposes described in this policy and for any additional purposes for which it has obtained consent. Personal Information may be used or disclosed without further consent in the following circumstances:

5.1.1. To Regulators in the jurisdiction(s) in which a Candidate is applying for registration/licensure - including the Candidate's identity, Examination eligibility, Examination results, the granting or denial of any Testing Accommodation, and the outcome of any proceeding under the CANRA Examination Conduct Policy or Appeal Policy;

5.1.2. As permitted or required by applicable law or regulatory requirement;

5.1.3. To comply with valid legal process - including search warrants, subpoenas, or court orders;

5.1.4. As part of CANRA's regular reporting activities to its members, educational institutions and the public, where information is aggregated and de-identified;

5.1.5. To protect the rights, property, or safety of CANRA, its Candidates, its Exam Personnel, or the public;

5.1.6. To take precautions against liability;

5.1.7. Where it is necessary to collect applicant or registrant fees;

5.1.8. Where CANRA engages a third party to provide administrative, technology, assessment, or storage services, and that third party is bound in writing by terms consistent with this policy;

5.1.9. Where CANRA undergoes an accreditation, audit, or similar review process; or

5.1.10. Where the information is already lawfully in the public domain.

6. Consent

6.1. Consent to the collection, use, and disclosure of Personal Information may be express or implied.

6.1.1. Express consent is obtained in writing.

6.1.2. Implied consent is consent that can reasonably be inferred from an individual's action or inaction.

6.1.2.1. When a Candidate registers or applies for a CANRA Examination, CANRA assumes the Candidate consents to the collection, use, and disclosure of Personal Information for the purposes of Examination administration and the reporting of results to Regulators.

7. Withdrawing consent

7.1. An individual may change or withdraw consent at any time, except where the collection, use, or disclosure of Personal Information is required to fulfil a legal or contractual obligation of CANRA, and subject to reasonable notice.

7.1.1. To withdraw consent, contact the Privacy Officer using the information in this policy.

7.1.2. Withdrawing consent to a particular use of Personal Information may mean that CANRA is unable to provide the corresponding service.

7.1.2.1. CANRA cannot administer an Examination, or report results to Regulators without the consent to do so.

8. Keeping information accurate

8.1. CANRA relies on Personal Information to deliver its services, it is essential that the information held is accurate and current.

8.1.1. Candidates and other individuals must promptly notify CANRA of any change to their personal information, in accordance with the CANRA General Examination Administrative Policy where applicable.

8.2. Where an individual can establish that Personal Information held by CANRA is not accurate, complete, or current, CANRA will take reasonable steps to correct it.

9. Keeping information accurate

9.1. No data-transmission system or storage system can be guaranteed to be entirely secure. CANRA nonetheless takes all reasonable precautions to safeguard Personal Information against loss, unauthorised access, modification, or disclosure. The measures CANRA takes include:

9.1.1. Physical security of premises and physical records;

9.1.2. Restricted and role-based access to Personal Information on a need-to-know basis;

9.1.3. Technological safeguards - including firewalls, encryption in transit and at rest where feasible, and industry-standard endpoint security;

9.1.4. Internal password usage and multi-factor authentication where available; and

9.1.5. Secure destruction of records when they are no longer required for the purposes for which they were collected, or as required by law.

10. Access to personal information

10.1. An individual may request access to the Personal Information CANRA holds about that individual, subject to the exceptions permitted by law.

10.1.1. Summary information is available on request.

10.1.2. Requests that require archival or forensic retrieval may be subject to a reasonable cost-recovery fee, disclosed before work begins.

10.2. Where CANRA denies a request for access, or refuses a request to correct information, CANRA will provide a written explanation of its decision and the individual's recourse, including the right to file a complaint with the Office of the Privacy Commissioner of Canada.

11. Website and third-party links

11.1. The CANRA website contains links to other websites that are not governed by this policy. Like most websites, the CANRA website monitors traffic patterns, site usage, and related analytics for the purpose of improving the user experience. While CANRA may share aggregated information with third parties, those statistics do not include personally identifiable information.

11.2. Individuals contacting CANRA should be aware that email and voicemail are not entirely secure channels and should exercise appropriate discretion when transmitting sensitive information.

12. How to reach CANRA on privacy matters

12.1. Enquiries, requests for access, correction, or withdrawal of consent, and complaints regarding this policy should be directed to the CANRA Privacy Officer at:

Privacy Officer
Canadian Alliance of Naturopathic Regulatory Authorities
Email: info@canra.ca
Telephone: 1-877-334-6668
Website: canra.ca

Policy Name:	Privacy Policy	**Initial in-force date**	July 2026
Updated:		**Oversight:**	CEO