

The CELBAN Centre administers CELBAN on behalf of the Centre for Canadian Language Benchmarks (CCLB) and Touchstone Institute. This document outlines the policies and procedures of The CELBAN Centre and is valid as of June 1, 2023.

Confidentiality

All exam content and materials relating to CELBAN are confidential and the copyright to all associated materials belongs exclusively to the CCLB and Touchstone Institute. Under no circumstances may CELBAN documents or information be duplicated, transmitted, or discussed without explicit permission. By registering for CELBAN, you agree to uphold the confidentiality and security of all CELBAN materials and understand that you are legally bound to NOT discuss or disclose examination content with future applicants/candidates or post examination information online.

Test Requirements

CELBAN is delivered on virtual testing and interviewing platforms, and because of this, there are technical and environmental requirements that all examinees must meet in order to complete the test successfully. The examiner or proctor reserves the right to conduct a technical and environmental check to ensure compliance, as well as the right to terminate a test if they have determined that the examinee has failed to meet any of the requirements as outlined on the CELBAN website and agreed upon at the point of registration. If an examinee fails to meet the requirements and cannot proceed with the test, that examinee will have to reschedule at their own expense or forfeit their registration fee.

Plagiarism

CELBAN examinees are expected to produce independent, original communication when completing CELBAN. The use of memorized or reproduced content from an existing source, as part of a response to a written or spoken task on an exam, is considered plagiarism and cheating. Engaging in plagiarism is considered academically and professionally unethical, and compromises the integrity and security of the examination process as well as the validity of scores. If it is determined that an examinee has plagiarized, cheated, or breached exam protocols in any way, The CELBAN Centre reserves the right to annul exam scores and will not issue an Unofficial Score Report or an Official Score Report.

Breach of Security

In cases where The CELBAN Centre has identified a breach in test security or plagiarism, the examinee will not be allowed to retake CELBAN, and Touchstone Institute reserves the right to report the misconduct to regulatory licensing bodies across Canada. Examinees should review [Touchstone Institute's Ethical Exam Behaviour](#) to remind themselves of how to behave ethically, and what type of behaviour is prohibited with reference to assessments administered by Touchstone Institute.

Use of Information

The CELBAN Centre will retain exam registration records, scores, and responses from CELBAN examinees and may use it, in an anonymous form, for training and research purposes.

Registration Fees

Registration for CELBAN is online. The CELBAN exam fee is CAN\$ 425. CELBAN is a requirement for professional registration and is not taxable.

Registration Process and Scheduling Timeframe

CELBAN is delivered in two parts: the CELBAN Speaking Test and the CELBAN Listening, Reading, and Writing Tests (Computer Based Test, CELBAN CBT). CELBAN registration opens eligibility for both parts of the exam.

CELBAN registration is accessed through the CELBAN website, where applicants will select a CELBAN Speaking Test appointment time and make their payment. The CELBAN Centre will follow up within three (3) business days to provide examinees with a confirmation number and instructions to enable them to proceed in scheduling the CELBAN CBT appointment through Prometric. The two appointments must be completed within fourteen (14) days of one another in order for The CELBAN Centre to validate results. Examinees are responsible for scheduling their appointments appropriately.

Arrival Times

It is important that examinees arrive to their testing appointments at the times specified to do so in their email confirmations. Failure to appear on time will result in the examiner or proctor terminating the appointment, as they will not have adequate time to run through the various security measures that are required of examinees in order to complete CELBAN. If a test is terminated due to tardiness, the applicant will forfeit their registration fee and have to reschedule at their own cost.

- CELBAN Speaking Test – examinees must arrive at their scheduled appointment time. Examinees who arrive more than five (5) minutes late will not be allowed to test.
- CELBAN CBT – examinees must arrive 30 minutes prior to their scheduled appointment time, whether testing at a Prometric test site or remotely.

1. Cancellations, Reschedules, Transfers, and Refunds

All requests must be made by submitting a Request Form through the CELBAN website. Telephone or email cancellations will not be accepted. There will be no exceptions to this rule, as an electronic record of the request is required to provide accurate, fair and efficient services.

1.1 Cancellations

Cancellations made **at least** 20 business days before the first confirmed test date will result in a partial refund (a CAN\$ 125 administrative fee applies). One business day is defined as a weekday (Monday through Friday), not including statutory holidays.

Cancellation requests must be made by submitting the Test Cancellation Request Form. When requesting a cancellation and calculating the number of business days' notice, the date considered is the date the request form is submitted. Please allow five (5) business days to process requests. Refunds will be issued through PayPal after the request has been processed. Cancellations made **less than** 20 business days before the first confirmed test date are not eligible for a refund. For special consideration, please refer to the Exceptional Circumstances Request Form.

1.2 Reschedules

Speaking Test Reschedules in Advance of Test Date

To reschedule a CELBAN Speaking Test, examinees are required to submit a CELBAN Test Reschedule Request Form.

- Requests to reschedule a Speaking Test with more than 5 business days' notice will be charged CAN \$50.
- Requests to reschedule a Speaking Test with less than 5 business days' notice will be charged CAN \$100.

Examinees who have booked their CBT and only want to reschedule the Speaking Test will be expected to book a new Speaking Test appointment within 14 days of their CBT appointment.

Examinees who have not booked their CBT will have their CBT eligibility period updated based on their rescheduled interview.

Speaking Test Reschedules After Test Date

Examinees who fail to appear for a test appointment or are otherwise unable to successfully attempt the Speaking Test on their scheduled test date are permitted to complete the CELBAN Test Reschedule Request Form to book another attempt. A CAN\$ 100 fee will apply.

If you experienced an exceptional circumstance that prevented you from successfully attempting your Speaking Test, please refer to the Exceptional Circumstances Request Form.

CBT Reschedules

Prometric offers the ability to reschedule or cancel CELBAN CBT appointments directly through their website. There is no fee charged to reschedule or cancel 30 or more days before the scheduled appointment. Rescheduling or cancelling 5 to 29 days before the scheduled appointment will result in a CAN\$ 50 fee, payable to Prometric. Changes cannot be made to an appointment within five (5) days of the scheduled date via Prometric. Examinees looking to reschedule their CBT appointment within five (5) days of the scheduled date will need to submit CELBAN's Test Reschedule Request Form. A CAN\$ 150 fee will apply.

Examinees that fail to meet the Remote Test Requirements for their Speaking Test or CBT will be contacted directly.

1.3 Absences (no-show on test day)

Failure to appear for a test appointment without notification is considered a cancellation and **no** refund will be issued. Examinees can choose to reschedule their missed test appointment(s) by completing the Test Reschedule Request Form. Late rescheduling fees will apply.

1.4 Transfers

Occasionally a test appointment may be cancelled due to unforeseen circumstances. Under such circumstances, the examinee will be contacted to be deferred to another date and no additional fees will be charged.

2. Test Accommodations

If an examinee has a documented disability or special need, they may be eligible for a test accommodation. The CELBAN Centre grants test accommodations depending on the nature of the disability or need, the supporting documentation provided, and the requirements of the test. The appropriate form of documentation must accompany the submission of any Test Accommodation Request Form. Each request is reviewed on a case-by-case basis. The test date and time may change, depending on the required accommodations. All examinees with test accommodation requests will be contacted by The CELBAN Centre within 20 business days of the date the request was submitted.

3. Test Results

3.1 Result Reports

The test registration fee covers two reports:

1. **Unofficial Score Report**, which contains the test scores and a description of the strengths and weaknesses of the individual's test performance. This report will be sent to the examinee by email within 15 business days from the date both parts of CELBAN were completed.
2. **Official Score Report**, which contains ONLY the test scores (and no details about strengths and weaknesses). This report will be sent to the licensing body or institution the examinee indicated at the point of registration, within 15 business days from the date both parts of CELBAN were completed.

All test scores will be given in the form of CLB levels only. Percentages of test scores will not be given.



3.2 Additional Official Score Reports

Additional copies of Official Score Reports may be requested at any time following a test. A fee of CAN\$ 35 will be charged for each copy requested. Requests for additional Official Test Results must be made using the Additional Test Results Request Form. Telephone requests will not be accepted. Please allow five (5) business days for this transaction.

Please note that The CELBAN Centre does not send Official Score Reports to examinees. Official Score Reports are sent only to institutions or licensing bodies directly by The CELBAN Centre.

3.3 Rescore Requests

CELBAN results are valid and reliable. The Speaking and Writing components are marked by trained examiners using validated rubrics. For quality assurance purposes, double ratings of the Speaking and Writing Tests are regularly conducted. Multiple choice questions in the Listening and Reading components are rated automatically and results are calculated using a programmed and validated algorithm.

The CELBAN Centre verifies all exam scores before results are released. To ensure fairness, when results on one component do not meet the required passing level, yet the examinee passes in all other skills, the test results are reviewed to ensure scores are accurate.

On receipt of their Unofficial Results, examinees may request a rescore for their Speaking or Writing Test although it should be noted that results rarely change following a rescore. A different CELBAN examiner will conduct an additional rating. Given the marking process of the Listening and Reading Tests, it is not possible to request a rescore for these components.

To request a rescore of the Speaking or Writing component, the examinee should submit the Test Rescore Request Form within 20 business days of receiving their Unofficial Score Report.

The following rescore fees apply:

- Speaking Test Rescore Request: CAN\$ 125
- Writing Test Rescore Request: CAN\$ 125

If test results change from a fail to pass as a result of the rescore, the rescore fee will be refunded. However, if the test scores remain the same, The CELBAN Centre will retain the fees for its service. A rescore letter will be issued describing the results of this process. A confirmed score and feedback for improvement will be included. Should a passing score come as a result of the rescore process, an updated Official Score Report and an Unofficial Score Report will be issued at no cost.

3.4 Results Expiry Date

Decision related to the validity period of test results are made by organizations using the results. Touchstone Institute recommends CELBAN test results be valid for a period of three years from the date the report was issued.

4. Test Repeats

4.1 Repeats

There is no limit to the number of times an examinee may take CELBAN. If an examinee would like to attempt CELBAN again, they may do so. Examinees must ensure both components (CBT and Speaking) are complete before beginning another attempt. Overlapping attempts are not permitted.

Example of Overlapping Attempts:

If your first scheduled test dates are August 15 and August 28, then your second test dates cannot be scheduled before August 28. You may only register for test sessions that will occur after August 28.

4.2 Partial Tests

Partial tests are not offered. Examinees must successfully complete both the CELBAN Speaking Test and the CELBAN CBT within fourteen (14) days of one another, regardless of any previous passing scores. Results will not be issued with scores from tests taken outside of the fourteen (14) day timeframe. Combining scores across two separate exam attempts is not permitted.

5. Test Incident Reporting

5.1 Incident Reporting

The CELBAN Centre employs extensive quality control procedures to ensure that examinations are conducted in adherence to our policies. Although the possibility of a test being impacted by an incident is rare, examinees may request a review of the circumstances by submitting an incident report.

The CELBAN Centre defines incidents as occurrences or technical difficulties that involve considerable variation from the established procedures. The CELBAN Centre does not accept responsibility for incidents that occur as a result of the examinee's technical equipment, or the examinee not being prepared to take the test.

Test site administrators, proctors, and CELBAN examiners communicate directly with The CELBAN Centre if an incident occurs during test delivery. The CELBAN Centre considers these incidents on a case-by-case basis and reaches out to examinees directly to discuss the available options when it is determined that they may have affected examinee performance.

Examinees who experience an incident they believe may affect their test results should notify The CELBAN Centre by completing an Incident Report within 24 hours following the affected test. An investigator from The CELBAN Centre will consider the reasons identified by the examinee and review supporting evidence which may include video footage, click logs and interviews with proctor, site administration and examiners.

The examinee will receive the results of the investigation within 15 business days. If it is determined that the incident reported involved considerable variation from CELBAN's established procedures and could potentially impact the results, the examinee will be contacted to arrange a retake of all or part of their test. If it is determined that the incident did not affect the fairness of the test, performance will be scored following the usual procedures and results will be sent within 15 business days.

5.2 Appeals

An examinee who is not satisfied with the outcome of an incident investigation or any other decision of The CELBAN Centre may choose to appeal the decision. In an appeal, Touchstone Institute's Assessment Oversight Committee (AOC) reviews the appeal to determine if the issues raised could have significantly impacted their test results. The AOC will also determine if the examinee was treated fairly in the incident investigation and scoring process.

An appeal must be submitted as an official letter and sent by mail or included as an attachment of an email. It must be received within 20 business days of the examinee receiving their Unofficial Test Results. Appeals should be sent to The CELBAN Centre who will present the appeal to the AOC. For an appeal based on a test incident to be considered, the examinee must have completed an incident report form within 24 hours of the incident and have received the response to that request. The email must include the examinee's CELBAN ID, the date of the test, a contact phone number and any additional details or documents that were not previously submitted. The examinee must clearly state what they are appealing and why. The fee for an appeal is \$100. An invoice will be sent to the examinee within 3 business days of receiving their appeal to submit payment.

The AOC will investigate the incident by reviewing all supporting evidence submitted by the examinee and The CELBAN Centre. Please note that the initial decision by The CELBAN Centre will likely not be overturned without additional grounds for appeal. An examinee whose appeal is successful will be refunded the cost of their appeal. The appeals decision of the AOC is final.

SUMMARY OF POLICIES, PROCEDURES AND FEES (ALL FEES IN CANADIAN DOLLARS)

PROCEDURE	POLICY	FEE
Register for CELBAN (Speaking, Listening, Reading, and Writing)	Applicants should complete the online registration form, select a CELBAN Speaking Test appointment, and pay online. Within three (3) business days, they will be sent a confirmation number and instructions to book a CELBAN CBT appointment through Prometric. Both appointments must be completed within fourteen (14) days of one another.	\$425
Speaking Test Reschedule	In the event an examinee is not able to complete their CELBAN Speaking Test on the scheduled date, they are required to submit a Test Reschedule Request Form.	Reschedule with more than 5 business days' notice: \$50 Reschedule with less than 5 business days' notice: \$100
Computer-Based Test (CBT) Reschedule	Examinees looking to reschedule their CBT appointment within 5 days of their scheduled appointment will need to submit a Test Reschedule Request Form.	\$150
CELBAN Test Cancellation	To cancel 20 or more business days before the first confirmed test date, complete and submit a request form by email.	\$125
	Cancellations less than 20 business days before the first confirmed test date will not be refunded.	NO REFUND
Additional Test Results	Additional copies of an Official Test Result can be issued anytime. Examinees should complete and submit a request form by email.	\$35
Test Rescore	Test rescoring can be requested within 20 business days of receiving your original results. Examinees should complete and submit a request form by email.	Speaking: \$125 Writing: \$125
Appeal	An appeal must be submitted as an official letter and sent by mail or included as an attachment of an email. It must be received within 20 business days of the examinee receiving their Unofficial Test Results.	\$100

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