

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 April 30, 2021.

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 the National Nurses Assessment Service (NNAS) and other 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\$ 395. 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 Test Cancellation Request Form found on 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 in order 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 (of CAN\$ 300, as there is a CAN\$ 95 administrative fee). 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

The CELBAN Speaking Test cannot be rescheduled prior to an examinee's scheduled appointment; therefore, a submitted cancellation request is deemed a request to cancel both parts of CELBAN. To reschedule a CELBAN Speaking Test, a cancellation request must be submitted and examinees will be required to register for CELBAN again.

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. To avoid a rescheduling/cancellation fee through Prometric, ensure to adhere to the CELBAN cancellation policy and submit cancellations through the Test Cancellation Request Form.

The CELBAN Centre offers the option to reschedule a test appointment at a fee only to examinees that had failed to meet the remote test requirements during a scheduled test appointment. Those examinees will be contacted directly by The CELBAN Centre to determine next actions.

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 will be required to reapply for CELBAN if they choose to take the test after they were deemed absent (or a no-show). For special consideration, please refer to the Exceptional Circumstances Request Form.

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\$ 25 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.

3.3 Appeals and Rescore Requests

CELBAN results are highly reliable. Multiple choice questions in the Listening and Reading Tests are rated automatically and results are calculated using a programmed and validated algorithm. Given this marking process, rescoring of these components is not conducted. If a technical issue occurs during the test, the proctor will submit an incident report to The CELBAN Centre. The CELBAN Centre will review the report on a case by case basis to determine next steps, and reach out to the examinee directly to discuss the available options. Examinees can also opt to submit an Exceptional Circumstance Exemption Request Form to appeal their result.

The CELBAN Speaking and Writing Tests are marked by trained examiners using validated rubrics. The CELBAN Speaking Test is conducted by one examiner and recorded for a second examiner to independently score. Please note that if examinees do not agree to the interview being recorded, they will not be eligible to complete CELBAN. The CELBAN Writing Test is marked by one examiner. For quality assurance purposes, second ratings of both the Speaking and Writing Tests are regularly performed. This includes second ratings of tests that fall within a range of the standard error of measurement and reviews of test results that indicate a jagged profile across the four language skill areas.

Results in these tests are also highly reliable, but it is possible to request a rescore. To request a rescore, the examinee will need to 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\$ 100
- Writing Test Rescore Request: CAN\$ 100

If test results change 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. Should new scores 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. However, examinees are not permitted to repeat the exam within three (3) months of a previous completed attempt. There must be at least three (3) months between attempts. Applicants are responsible for monitoring this timeline themselves. If an examinee registers for CELBAN within three (3) months of a previous exam, they will be subject to a CAN\$ 95 cancellation fee. No refund will be provided to examinees that have been found to have completed any part of the exam within three months of their last attempt. The CCLB and Touchstone Institute reserve the right to withhold or cancel results from CELBAN exams completed within three (3) months of one another. The CELBAN Centre reserves the right to refuse and/or cancel registrations for repeated exams that are scheduled within three (3) months.

Example of Three Month Policy:

- If you completed your original CELBAN Speaking Interview on January 24, 2021, and your CELBAN CBT on January 30, 2021 then you would be eligible to retake the test on April 30, 2021 or any time after.
- If you completed your original CELBAN Speaking Interview on February 4, 2021, and your CELBAN CBT on February 16, 2021 you are NOT eligible to retake the test on or before May 15, 2021.
- CELBAN tests must be written three months apart and this does not always translate to 90 days. The three month policy is calculated to the exact day of the month.

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

Any examinee who feels they may have been disadvantaged during their examination must notify the CELBAN Centre by email (celban@tsin.ca) within 24 hours of the incident. CELBAN Centre staff will follow-up with you within two business days and ask that you submit an official incident report. Emails from examinees requesting to submit an incident report more than 24 hours after completion of their test will not be considered for investigation. Examinees who have completed an incident report can expect to receive an email outlining a resolution within 20 business days of the examination date.

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.	\$395
Test Reschedule	In the event an examinee is not able to complete their CELBAN Speaking Test or CBT on the scheduled date due to technological or other circumstances, The CELBAN Centre will review these incidents on a case by case basis and the option to reschedule may be granted. The following fees will apply.	Speaking: \$50 CBT: \$100
CELBAN Test Cancellation	To cancel 20 or more business days before the first confirmed test date, complete and submit a request form by email.	\$95
	Cancellations less than 20 business days before the first confirmed test date will not be refunded.	NO REFUND
	To cancel a test within three (3) months of a previous test attempt.	\$95
	Found to have completed any part of CELBAN within three (3) months of a previous test attempt.	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.	\$25
Test Rescore	Test rescores can be requested within 20 business days of receiving your original results. Examinees should complete and submit a request form by email.	Speaking: \$100 Writing: \$100

Contact Information:

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