THE CANADIAN DIABETES EDUCATOR
CERTIFICATION BOARD

# EXAMINATION HANDBOOK 2027

For Initial Certification

OR

Certification Maintenance by Examination

**ELECTRONIC APPLICATION DEADLINE:**
FEBRUARY 1, 2027

Fee: $675.00 CDN

**ELECTRONIC EXAMINATION DATES:**
**Candidates choice of:**
THURSDAY, May 27, 2027 or
FRIDAY, May 28, 2027 or
SATURDAY, MAY 29, 2027
Start time: between 0800h - 0900h local time


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The **Canadian Diabetes Educator Certification Board** (CDECB) is responsible for the development and administration of the certification program for Certified Diabetes Educators in Canada. The Canadian Diabetes Educator Certification Board is independent and separate from all other diabetes-related organizations and associations.

**VISION**

All eligible health professionals licensed within Canada providing diabetes education will obtain the Certified Diabetes Educator (CDE)® designation.

**MISSION**

To provide a process whereby eligible health professionals are able to become Certified Diabetes Educators, and maintain their Certification upon meeting the requirements as set out by the Canadian Diabetes Educator Certification Board.

CDE® and ÉAD® are registered marks of the Canadian Diabetes Educator Certification Board, the use of this mark is under licence.

This Handbook, which replaces all previous editions, contains information about the CDECB 2027 Certified Diabetes Educator Examination process. Applicants are responsible for utilizing the most current Handbook/Application and familiarizing themselves with its contents.

CDECB is not responsible for any misunderstanding by applicants of the information contained herein, or for misinformation obtained from other sources.

Correspondence or inquiries may be directed to:

**Canadian Diabetes Educator Certification Board**
13909 Hurontario Street
Suite 1
Inglewood/Caledon, Ontario, L7C 2C9

Phone: 905.838.4898 Fax: 905.838.4899

Email: cdecb@cdecb.ca Website: www.cdecb.ca

Inquiries will be answered within a reasonable period of time.
Email is the preferred method of communication.


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# The Canadian Diabetes Educator Certification Board
# Examination Handbook

## 1. General Information:

1.1 The certification process for diabetes educators is designed for Canadian eligible health professionals, registered or licensed with, and governed by a regulatory body, who are currently practicing in diabetes education in Canada within the competencies as available on our website www.cdecb.ca.

1.2 The examination is administered electronically annually. The Candidate will choose one day from the options of Thursday, Friday or Saturday following the Victoria Day holiday in May.

1.3 Since the examination is set each year in January/February, it may include questions on material published up to and including January/February in the year of the examination administration.

1.4 Although individual practices may vary, the examination is based upon published clinical guidelines and standards of practice.

1.5 The examination is offered electronically in English and French. Candidates require a stable internet connection and a compatible computer. Details of these are set out within this Handbook.

1.6 The examination is used to make a dichotomous decision: the candidate (a) possesses, or (b) does not possess the knowledge, abilities and skills required by a diabetes educator to practice safely and effectively.

1.7 The CDECB reserves the right to confirm/publish the names and city of those with certification status. If you do not want this information released, you must notify the CDECB office in writing by registered letter address to the CDECB as follows:

Canadian Diabetes Educator Certification Board
13909 Hurontario Street
Suite 1
Inglewood/Caledon, Ontario, L7C 2C9

## 2. Definitions:

2.1 **Applicant**:
is an individual who has applied, but has not yet been accepted, to take the examination.

2.2 **Candidate**:
is an individual who has been accepted to take the examination.

2.3 **Certification**:
is a process by which a non-government agency or an association verifies that a professional has met a predetermined standard of current proficiency and excellence in a specialty area.


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2.4 **Criterion-Referenced Assessment**:
means an assessment against a standard of performance identified as the minimal standard acceptable; it discriminates between candidates who meet the standard and those that do not. It does not assess how far above or below a candidate performs in relation to the standard.

2.5 **Diabetes Education**:
means education, diabetes-management advice or care to one or more of the following:

- ✓ Those at risk for diabetes,
- ✓ Those with prediabetes,
- ✓ Those with diabetes, their families, or health professionals, utilizing the competencies set out in Appendix A – CDECB Competencies.

2.6 **Diabetes Educator**:
is a health professional, committed to excellence in diabetes education, who has a sound knowledge base in diabetes care/management and education processes, as well as good communication skills.

2.7 **Diabetes Educator Certification**
IS:

- ✓ Recognition of experience and excellence in diabetes education
- ✓ Verification an individual possesses the knowledge, abilities and skill required by a diabetes educator to practice safely and effectively
- ✓ Voluntary
- ✓ Multidisciplinary
- ✓ Valid only with full Canadian regulatory body licence as a health care professional eligible to provide diabetes education

IS NOT:

- ☒ Equivalent to licensure or registration with a professional regulatory body
- ☒ Assurance of professional competence as defined by professional regulatory bodies
- ☒ Permission to practice outside the scope of one's profession

2.8 **Initial Certification**:
means obtaining CDE®/ÉAD® designation for the first time.

2.9 **Initial Application/Applicant**
Means an applicant who is making their first application to take the CDECB examination.

2.10 **Maintaining Application/Applicant:**
means an Applicant who holds a current CDE®/EAD® designation and is applying to maintain their CDE®/EAD® designation.

2.11 **Re-write Application/Applicant:**
Means an Applicant who was unsuccessful with the Examination or Credit Portfolio submission and must re-take the CDECB examination to obtain a CDE®/EAD® designation.


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2.12 **Lapsed Application/Applicant:**

Means an Applicant who:

(i) applied to take the CDECB examination and did not attend the CDECB examination;

(ii) applied to take the CDECB examination, deferred the CDECB examination to the following year and did not attend the CDECB examination the following year.

(iii) a person who once held a CDE®/EAD® designation and did not maintain the CDE®/EAD® designation and therefore no longer holds a CDE®/EAD® designation.

2.13 **Regulatory Body**:

means the legislative body which regulates the practice of those professions eligible for diabetes certification in Canada. It is the body which has the authority to grant or revoke professional licenses to practice. Some examples of regulatory bodies are: College of Registered Nurses of Manitoba, Nova Scotia Dietetic Association, College of Dietitians of Ontario, College of Registered Nurses of Saskatchewan, and Ontario College of Pharmacists. The following are not regulatory bodies: Dietitians of Canada, Registered Nurses Association of Ontario, Canadian Nurses Association, Ontario Pharmacists' Association.

# 3. Statements, Consent and Acknowledgment, Confidentiality:

## 3.1 Zero Tolerance Statement:

The Canadian Diabetes Educator Certification Board, volunteers, associates and staff work cohesively to provide regulated health care providers with the opportunity to become Certified Diabetes Educators (CDE)®/ ÉAD®, not to become victims of violence, threatening behavior, physical, verbal, racial, gender abuse or discrimination.

The Canadian Diabetes Educator Certification Board, volunteers, associates and staff will do their very best to answer queries in a timely fashion. To ensure fairness and efficiency responses to the same queries from the same candidate will not be responded to. Multiple queries from multiple candidates respecting the same item may generate a FAQ on the CDECB website.

The Canadian Diabetes Educator Certification Board operates a zero-tolerance policy towards abuse of the board members, volunteers, associates and staff.

Anyone applying to take the CDECB examination or performing certification maintenance who abuses The Canadian Diabetes Educator Certification Board, its members, volunteers and staff, be it verbally, physically or in any threatening manner (including yelling) whatsoever risks being denied services, including taking the CDECB examination, maintaining or obtaining the CDE® designation.

## 3.2 Consent and Acknowledgment:

Candidates who are accepted to take the Canadian Diabetes Educator Certification Board examination (the "Exam") will be required to acknowledge that:

1. the Canadian Diabetes Educator Certification Board (the "CDECB") has contracted with third party examination administrators to administer and proctor the Exam;


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2. the CDECB shares certain candidate data and information.

Applicants taking the examination acknowledge their applicant data may include personal information, as defined under the *Personal Information Protection and Electronic Documents Act* ("PIPEDA"). Such information may include their name, birth date, email address and any other personal information which the CDECB has received from the applicant or recorded about them.

Applicants are required to consent to:
1. the CDECB providing their applicant data for the purposes of Examination Administration~~;~~
2. third party examination administrators retaining applicant information for as long as is necessary in connection with examination administration.

Applicants will further acknowledge that:
1. the applicant information will be transmitted electronically; and
2. such transmission may not be secure or private;
3. they recognizing that complete confidentiality and security is not yet possible over the internet and that use of the internet and communications over the internet are subject to possible interception, loss and alteration.

Applicants will be required to consent to the transmission of their applicant information and fully release CDECB from any claims that they may have as a result of any interception, loss or alteration of their applicant Information.

**3.3 Confidentiality Agreement:**

Candidates who are accepted to take the Canadian Diabetes Educator Certification Board examination will be required to enter into a Confidentiality Agreement. Candidates will agree in consideration of the CDECB allowing them to take the CDECB Examination and for other good and valuable consideration (the receipt and sufficiency of which will be acknowledged), as follows:

1. The candidate understands that during the CDECB Exam the candidate will gain knowledge and have access to exam materials and questions.

2. The candidate will acknowledge that the CDECB Exam materials and questions are strictly confidential and the candidate agrees that he/she shall not reveal to any person or entity the content of these questions or the materials of the examination.

3. The candidate will undertake for and agree that he/she will not distribute or copy or share, including by social media platforms or web platforms the CDECB Exam materials and questions.

4. The candidate will acknowledge and agree that his/her obligation of confidentiality under paragraph 2 and 3 is of indefinite duration, and he/she may not reveal the contents of the CDECB Exam at any time.

5. The candidate will acknowledge and agree that any breach of this Agreement will be grounds for the CDECB to revoke his/her certification at any time, if the CDECB becomes aware that he/she has breached this Agreement.


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## 4. Failure to Adhere:

Failure to adhere to the CDECB's Zero Tolerance Statement; Consent and Acknowledgment; and/or the Confidentiality Agreements as set out herein and duly electronically signed by the candidate prior to the examination may cause:

1) the Candidate's revocation of CDE/ ÉAD® Certification; and
2) the CDECB to notify the candidate's licensing college of the breech of same.

## 5. Eligibility Criteria:

There will **NOT** be any exceptions regarding eligibility criteria. (Refer to Appendix D – Eligibility Determination)

### 5.1 For Initial Certification:

Individuals who have not previously taken or passed the CDE® examination or whose CDE® designation have lapsed must meet **ALL** of the following requirements:

- ✓ Be licensed with a **regulatory body in Canada** as a regulated health professional see paragraph 2.13
- ✓ A minimum of 800 hours of **practice** in diabetes education within one's professional scope of practice, the Canadian Diabetes Educator certification examination competencies.
- ✓ The minimum of 800 hours of practice in diabetes education must be obtained within any duration or combination of time within the three-year period that is immediately preceding the February 1 application deadline or the Applicant's date of application. Such hours of practice must be obtained while the individual is fully licensed with a regulatory body as a Canadian health care professional. Such experience includes providing education, diabetes management advice or care to one or more of the following: those at risk for diabetes; those with prediabetes and those with diabetes, their families or health professionals utilizing the competencies set out in Appendix A.

**ALL** of the above must be attained while the individual is fully registered with a regulatory body in Canada as a health professional. All non-maintaining applicants must obtain the 800 hours of practice providing diabetes education within any duration or combination of time within the three-calendar year period immediately preceding the February 1 application deadline or the date of their application whichever shall first occur.

**TIP:** Enrollment and participating in a diabetes course does NOT contribute towards the 800 hours of diabetes practice experience. Diabetes Education does not include charting, staff meetings, lunches, breaks or simply being at work.

### 5.2 For Certification Maintenance:

- ✓ Be registered with a regulatory body in Canada as a health professional; and
- ✓ Have a current CDE® designation.


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## 6. Exam Fees:

6.1 TOTAL FEE: $ 675.00 Canadian Dollars

6.2 Fees are payable online by VISA /Mastercard or E-Transfer. There is a convenience fee of 3.5% for use of VISA/Mastercard. E-Transfer payment information will be provided upon completion and submission of the full application. Receipts will be issued by return email upon application and payment completion within 5 business days of payment. Receipts are also available for download and printing within the Applicant's personal CDECB account.

6.3 Ineligible applicants will receive a partial refund $200.00. The remaining CDECB fees paid by the applicant are non-refundable.

6.4 Applications are only accepted online. Payment is required at time of application. Applications will not be accepted or processed without full payment.

6.5 Duplicate Applications submitted and or processed may be subject to duplication fees. This may result in further fees being charged to the applicant.

## 7. Application Process:

**7.1 Online Applications:**

Applications are accepted online at www.cdecb.ca At the time of submission be prepared to upload the following:

a) Copy of your current/active proof of professional Canadian registration/licence at the time of making your application. This could be the receipt you received from your college.
b) Copy of your signature.
c) Clear picture of your Canadian Government issued photo identification.
d) Work experience if listed on separate pages.

***TIP:*** *Scan and store your documents on your local computer. Label them with your name and the document (example: Jane Doe signature). If obtaining a licence from a URL (website) you will need to store it on your local computer as a document. CDECB does not accept links to a URL (website). Or take a photo of your documents with your phone and upload the photo. In order to proceed with your application, you will be required to upload the documents. Uploaded photos are acceptable.*

***TIP:*** Apply early as CDECB manually reviews all applications on a first come, first reviewed basis.

**7.2 Self-Employed:**

Self-employed applicants for initial certification must submit two completed CDECB Letter of Reference: one from a Certified Diabetes Educator, and one from a health professional who refers patients to the applicant for diabetes education. A copy of this form is available online under the Exam Handbook and Documentation Page.


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Should a self-employed applicant have 800 hours of diabetes education experience within the immediate preceding three years prior to applying for the examination, and prior to becoming self-employed, the application submission may be based upon the supervised experience and not the self-employed experience therefore the CDECB Letters of Reference would not be required. However, if the application utilizes both employed and self-employed experience the letters of reference are required.

**7.3 Deadline Submission:**

Applications may be submitted up to and including February 1, 2027.

**7.4 Complete Information:**

Complete, accurate information must be provided at the time of your application. The CDECB does not accept changes and additions to your (the Applicant's) experience following your submission.

**TIP:** Applicants are encouraged to include all diabetes education experience within the immediate preceding three years. Be prepared to name the supervisor, place of employment, telephone numbers for the supervisors including the direct line or extension for that person. Applicants will also need to submit a brief paragraph outlining what diabetes education they provided.

**7.5 Language:**

Applicants must indicate on their application form the language (English or French) in which they will take the examination. Only the English or French version of the examination will be provided. Language preference may not be changed once the application has been processed.

**7.6 Credentialing Process:**

Applications for initial or lapsed certification are subject to credentialing: an audit process by which the professional diabetes-related experience of an applicant is confirmed by an independent third party, and/or the applicant's registration or licensure with the Regulatory Body may be verified.

Applications for certification maintenance are not subject to credentialing of the professional diabetes related experience of the applicant, but may be subject to verification of the applicant's registration or licensure with the Regulatory Body.

Applicants for initial or lapsed certification are required to provide all diabetes education experience within the immediate three years prior to making an application, including the name and address of each place of employment, the name of the supervisor and the telephone and extension numbers for each supervisor. The CDECB does not accept any amendments to the submitted hours following submission of the Application.

**TIP**: Include **all** of your diabetes education experience within the immediate past three years.

By submission of an Application to the CDECB, the Applicant hereby consents to the CDECB contacting such persons or organizations as it deems appropriate for such credentialing process, to such persons or organizations releasing to the CDECB information regarding the Applicant as is reasonably requested by the CDECB for this purpose. The applicant consents to the CDECB providing a copy of their Application to such persons or organizations to complete the credentialing progress.


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**7.7 Application Receipt:**

The Application Receipt document will be forwarded by email immediately upon completion of your Application and payment received by CDECB. The Application receipt will be sent to the Applicant at the email address provided in the Application process. The receipt will not be sent to a third party.

**TIP**: Include systems@cdecb.ca and cdecb@cdecb.ca in your address book to ensure that you receive all emails that we send to you.

**TIP**: Please read the Electronic Exam-FAQ's

## 8. Special Accommodation:

**8.1 For Candidates With Disabilities:**

Applicants with a disability who require special accommodation to take the examination must notify the CDECB at the time of application by indicating so on the application and uploading a copy of the required document at the time of Application. Notification shall be on the letterhead of and be signed by a professional familiar with the disability (e.g. physician, psychologist, rehabilitation counsellor, special educator) and describe the specific disability as well as the special accommodation requested. The CDECB has the right to ask for the original letter with the original signature. If so this, must be received by the CDECB Office no later than 7 days after request or the accommodation may not be considered. All reasonable efforts will be undertaken by the CDECB to provide the special accommodation and return original documentation. It is important to remember this is an electronic examination and therefore the choice of electronic equipment, including font and screen size, and the physical location are selected by the candidate.

**8.2 Examination Dates:**

The Examination is offered electronically on three dates. You, the Applicant, will choose one of either the Thursday, Friday or Saturday dates following the Victoria Day holiday in May. Select the date you wish to take the examination when you make your application considering your own personal needs such as religious convictions, availability of internet connections, IT support, and family commitments. The only dates available for selection are outlined within the online application and this Examination Handbook.


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## 9. Notification of Eligibility to Qualify for the Examination:

9.1 All applicants will be notified by March 15 by email of the status of their Application (approved, to be credentialed, not approved).

9.2 All applicants who are being credentialed will be notified by email, of their (in)eligibility to qualify for the examination by April 1st. Applicants who are randomly selected for credentialing should continue to prepare for the examination.

9.3 Applicants who are deemed not to be eligible to qualify for the examination will not be permitted to adjust the hours and/or their experience listed within their Application. The Application submission is final.

Credentialing will be subject only to information listed within the original application.

## 10. Deferral of the Examination:

**Initial Candidates (including: lapsed and rewrite candidates):**

10.1 Initial Candidates qualified for the examination for initial certification may, one time only, defer the examination until the next examination administration.

10.2 An initial candidate who wishes to defer the examination must provide a written notice of intention to defer the examination to the CDECB office at cdecb@cdecb.ca , by April 1st prior to the examination date, and pay a $337.50 deferral fee. Deferral fee is payable via credit card, with convenience fee, or E-transfer and is non-refundable.

10.3 If an initial candidate does not provide the required April 1st deferral notice, the initial candidate will be registered to take the examination and all fees will be applied to the examination administration for which the initial candidate was registered. Should the initial candidate not take the examination all fees will be forfeited to the current examination year and the initial candidate will be required to re-apply any following year by meeting all requirements, including re-submission of all of the current year's fees.

10.4 Initial Candidates with a "compelling reason" for deferral please refer to section 12.

**Certification Maintenance Candidates:**

10.5 Candidates who are challenging the examination for purposes of certification maintenance may not defer the examination.

10.6 Candidates who fail to maintain their CDE® designation by way of nonattendance, including but not limited to, not logging into the examination after the log in information has been provided to them; failure to apply; or failure to successfully complete the Certification Maintenance by Credit Portfolio will no longer be entitled to utilize the CDE®/ÉAD® designation.

10.7 Maintaining Candidates with a "compelling reason" for deferral please refer to section 12.


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## 11. Withdrawal From The Examination:

11.1 A candidate who wishes to withdraw from the examination after their application has been submitted will be eligible for a $200.00 refund provided written notice of intention not to take the examination is emailed to cdecb@cdecb.ca , by the April 1st prior to the examination date.

11.2 If a candidate does not take the examination as scheduled and has not given the required April 1st withdrawal notice, no refund will be given, and any monies paid by the candidate shall be forfeited to the CDECB. Candidates will not automatically be placed on the following year's examination list and if they wish to take the examination on any subsequent occasion, they must reapply.

11.3 If a candidate withdraws from taking the examination more than once, no refund will be given for the second or subsequent withdrawals.

11.4 If a candidate deferred from the previous year's examination, that candidate is not eligible for a withdrawal refund and is not eligible to defer to the following year.

## 12. Candidates Unable to take the Examination Due to Compelling Reasons:

Candidates who are unable to take the examination due to compelling reasons (e.g. maternity/parental or sick leave) may request a deferral. The request, which must clearly state the circumstances under which the candidate is unable to take the examination, and completion and submission of CDECB Medical Certificate or CDECB Notice of Death Certificate will be required.

**12.1 Initial Candidates:**

(i) Initial Candidates seeking deferral up to and including April 1, refer to Section 10.

(ii) Initial Candidates seeking deferral following April 1:

Candidates who were unable to take the examination due to compelling reasons (e.g. health-related emergency) may request a deferral up to within 3 days following the candidate's examination date. The written notification must clearly state the circumstances under which the candidate was unable to take the examination, and the CDECB will then provide the appropriate CDECB Medical Certificate to be completed by a registered and licenced health-care provider and must be submitted to CDECB within 3 calendar days following the original request for deferral. Such deferrals are subject to CDECB approval. Candidates are subject to a deferral and administration fee. Candidates who defer due to compelling reasons will not receive a refund, further deferral, for any reason, including compelling reasons, the following year and the sole option will be to take the examination or forfeit the paid fees to the CDECB. There will be no further deferrals or withdrawals for any reasons including and not limited to medical reasons.


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**12.2 Maintaining Candidates:**

Maintaining Candidates who are on maternity/paternal or medical leave from their employment may:

(a) take the examination
*or*

(b) submit a credit portfolio in accordance with the Credit Portfolio process. Deferral by Credit Portfolio is not permitted.
*or*

(c) apply to defer the maintenance of their CDE® designation by examination.

(i) Maintaining Candidates seeking deferral up to and including April 1:

Maintaining Candidates who are unable to take the examination due to compelling reasons (e.g. parental leave, family leave, sick leave) may request a deferral. The request, which must clearly state the circumstances under which the candidate is unable to take the examination, and submission of CDECB Medical Certificate must be submitted to CDECB prior or on April 1st of the examination year. Such deferrals are subject to CDECB approval. Candidates are subject to a deferral and administration fee.

Refer to section 12.3 Process/conditions of/for deferral of Maintaining Candidates.

(ii) Maintaining Candidate's seeking deferral following April 1st

Candidates who were unable to take the examination due to compelling reasons (e.g. health-related emergency) may request a deferral up to within 3 days following the candidate's examination date. The written notification must clearly state the circumstances under which the candidate was unable to take the examination, and the CDECB will then provide the appropriate CDECB Medical Certificate to be completed by a registered and licenced health-care provider and must be submitted to CDECB within 3 calendar days following the original request for deferral. Such deferrals are subject to CDECB approval. Candidates are subject to a deferral and administration fee. Candidates who defer due to compelling reasons will not receive a refund, further deferral, for any reason, including compelling reasons, the following year and the sole option will be to take the examination or forfeit the paid fees to the CDECB. There will be no further deferrals or withdrawals for any reasons including and not limited to medical reasons.

Refer to section 12.3 Process/conditions of/for deferral of Maintaining Candidates.


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### 12.3 Process/conditions of/for deferral of Maintaining Candidates:

Maintaining Candidates who are on maternity/paternal or medical leave from their employment may apply to defer the maintenance of their CDE® designation by examination. There is no opportunity to defer a credit portfolio.

i. The Candidate must have first fully completed the current year's Application for examination including payment of all fees, prior to February 1.

ii. The Applicant will then notify CDECB at cdecb@cdecb.ca of their request to defer their examination application.

iii. Candidates will be required to pay an administration and deferral fee and provide specific documentation as specified by the CDECB. Deferral fee is payable via credit card, with convenience fee, or E-transfer and is non-refundable.

iv. Should the CDECB grant the candidate a deferral the candidate will be placed on the following year's examination list provided they provide a full practicing licence prior to the application deadline. The candidate's CDE® designation will be extended for a maximum of one year provided the candidate maintains a full practicing registration/licence with a regulatory body in Canada as a health care professional for the full duration of their CDE® extension. Candidates who have moved their licencing to a non-active state or are not authorized to practice are not eligible to utilize the CDE® designation, however they are eligible to defer for one year and will be required to provide a full practicing licence prior to the application deadline the following year.

v. Candidates will be required to successfully take the examination the following year in order to obtain a further four (4) year CDE® designation and will not be permitted the following year to maintain the CDE® designation by Credit Portfolio. Maintenance must be completed by examination. No subsequent deferrals will be granted.

vi. Candidates are only eligible to defer their application submitted within that examination year. Should a candidate not take the CDECB examination on the year they deferred to the candidate's status will become lapsed and should the candidate wish to take the CDECB examination in a future year the candidate must meet all eligibility requirements and pay all fees in full for that examination year.

vii. Should the Candidate not be successful when taking the CDECB Examination the CDE® designation is terminated and the unsuccessful Candidate must make a new examination application in a future year as they no longer hold a CDE® designation.

viii. Applicants who defer their examination will not be eligible for a deferral of the examination the following year. Successive yearly applications to defer will not be considered.

Candidates will not be eligible for refund from the application or the deferral fee.

**TIP**: It is important to remember the CDECB examination is electronic and you may take the examination in your own home or a place of your choosing. As always, you may discuss your examination location with the CDECB at cdecb@cdecb.ca .


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## 13. Preparing for the Examination:

Since the examination questions reflect the multidisciplinary nature of diabetes care and management, a review of the competencies in Appendix A – CDECB Competencies is necessary to prepare for the examination.

The CDECB does not endorse any course or educational events related to diabetes care/education, or purporting to be designed to prepare individuals to take the examination. Participation in these educational sessions is not an assurance or guarantee that a passing mark will be achieved on the examination.

Although the examination is not based on any book or group of articles, the resources in Appendix B - The Resource List, may be useful. These are suggestions only; the examination is not specifically based on material contained in these resources. The following may also be helpful:

### 13.1 Sample Examination Questions:

All candidates registered to take the examination will be able to access a set of 10 sample examination questions which will be made available through their own CDECB Account via the CDECB website in early May. These questions are only intended to familiarize oneself with format of questions and answers and are NOT to be utilized for exam content.

### 13.2 Learning Opportunities:

- Websites of professional organizations (Diabetes Canada, ADA, AADE)
- Diabetes Canada Professional Section Chapter meetings and the Diabetes Canada/CSEM Professional Conference
- Study groups and consultation with other diabetes educators
- Literature reviews
- Continuing education sessions


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## 14. The Examination:

A testing consultant who specializes in certification examination processes provides professional consultation and direction throughout the development, administration and evaluation of the examination.

### 14.1 Format:

All examination questions are presented in a multiple-choice format, which eliminates subjective marking. The examination consists of 140 questions. An additional twenty-five (25) "pilot" questions, which are being tested for statistical reliability, are also included, for a total of 165 questions. The time allocated for the examination has been calculated on the 165 questions.

Each question tests one of three levels of cognitive ability:

Knowledge/Comprehension – (approximately 25% of questions)

This level combines the ability to recall previously learned material and to understand its meaning. It includes such mental abilities as knowing and understanding definitions, facts, and principles (e.g., knowing the effect of diabetes medications).

Application - (approximately 50% of questions)

This level refers to the ability to apply knowledge and learning new or practical situations. It includes applying rules, methods, principles, and diabetes education theories in providing care to clients (e.g., applying diabetes management principles to the care of clients, applying education theory in an education class).

Critical Thinking - (approximately 25% of questions)

This level deals with higher-level thinking processes. It includes the ability to judge the relevance of data, to deal with abstractions, and to solve diabetes education problems (e.g., identifying priorities of care, evaluating the effectiveness of diabetes-education actions).

Each question tests one of the CDECB competencies in Appendix A – CDECB Competencies. The competencies are grouped according to their relative importance and relative frequency in the day-to-day practice of a diabetes educator, as follows:

**Group 1-A:** Competencies which are more critical / more frequently performed
(average number of questions per exam ~56)

**Group 1-B:** Competencies which are more critical / less frequently performed
(average number of questions per exam ~42)

**Group 2-A:** Competencies which are less critical / more frequently performed
(average number of questions per exam ~28)

**Group 2-B:** Competencies which are less critical / less frequently performed
(average number of questions per exam ~14)

Questions are designed to provide a cross-section of situations representing Canadian diabetes-educator practice in terms of type of diabetes, as well as client age and gender. Cultural issues are integrated into the examination without introducing stereotypes.


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## 14.2 Examination Development:

The complete examination process is depicted in Appendix E – CDECB Exam Process.

### 14.2.1 Question Development:

The Item Writing Committee of the CDECB develops valid, reliable multiple-choice questions for the examination. Each multiple-choice question is backed with an appropriate reference. This committee of Certified Diabetes Educators, whose members represent a variety of the professions eligible for certification are from various geographical locations, and types of practice, and receive in-depth training and direction from the Testing Consultant.

### 14.2.2 Question Review:

Three independent Item Appraisers, who are Certified Diabetes Educators working in various Canadian sites, of varying disciplines review each question for accuracy, clarity and applicability to current diabetes education practice.

The CDECB's Examination Review Committee, comprised of Certified Diabetes Educators representing a variety of professions eligible for diabetes certification, various geographical locations, and types of practice also reviews the examination for accuracy, clarity and applicability to current diabetes education practice, having regard to the comments of the Item Appraisers.

### 14.2.3 French Translation and Review Process:

The examination is professionally translated. The CDECB's French Review Committee, a group of bilingual (French/English) Certified Diabetes Educators, reviews the translated version of the examination to confirm its accuracy, and the accuracy of the terminology. Special consideration is also given to ensure the word count in the French examination is as close as possible to the English version word count.

### 14.2.4 Setting the Pass Score:

The pass score is set individually for each examination using the Modified Angoff Method, which has a proven record of fairness and defensibility. This extensively used reliable method distinguishes between candidates who possess or do not possess the knowledge, abilities and skills required by a diabetes educator to practice safely and effectively. It takes into consideration the expected performance of a competent diabetes educator with at least 800 hours experience in diabetes education, as well as the content and difficulty of each question.

The Modified Angoff Method requires judges (members of the Examination Review Committee) to rate each question in the examination in terms of a candidate who performs at a level bordering between acceptable and unacceptable performance. Once all judges have rated each item in the examination, the ratings are collated and tabulated. The mean rating is calculated for each item and then for the total examination. The result is the percentage mark expected to be achieved by a candidate with the knowledge, abilities and skills to practice safely and effectively.

A major advantage to this methodology is the determined pass mark is based on the content of the examination and not on group performance.


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## 15. Examination Administration:

The examination is administered only electronically by the CDECB through carefully selected electronic examination service partner.
It is the candidate's responsibility to provide:

- a reliable computer with administration rights (with real-time instructions candidates must be able to download a browser extension onto the computer, on the morning of the examination.)
- working camera (on the computer.)
- working microphone (on the computer.)
- sufficient internet connection.
- an additional device to maintain an additional webcam communication (camera and microphone enabled) with the real-time proctor during the entire examination (e.g. smart phone, tablet.)
- Appropriate location (desk, table, sit-stand desk) to take the examination. Note: A couch or bed will not be permitted.
- Refer to Appendix C – Computer and Internet Requirements. It is the candidate's responsibility to review Appendix C – Computer and Internet Requirements., from time to time, to ascertain the requirements are met.

### 15.1 Examination Administration Notices and Login Procedures:

The email address the candidate provides during registration is the candidate's CDECB login. Examination Login Notices will be provided to each candidate at that email. Email communication to candidates will be from systems@cdecb.ca . This is the same email address receipts are sent. Candidates should add systems@cdecb.ca to their address book. Please check spam or junk folders.

The Examination Login Notice will contain specific instructions regarding the login procedure and will be forwarded to candidates electronically and is available within the candidate's CDECB account.

To facilitate correct login procedures candidates must wait for the information and instructions from CDECB.

Candidates are required to take one, 165 question trial test (does not contain diabetes related questions and not required to complete the 165 questions) at least one week prior to the examination date. Candidates are required to communicate with the CDECB Office at cdecb@cdecb.ca should they encounter any difficulties completing the trial test. Failure to complete the trial test may result in delayed examination assignment or delayed assistance from CDECB on exam day. Should a candidate not have completed the trial test the candidate's proctor may place the candidate in a wait position until the proctor has started the examinations of those who have completed the trial test.

It is important to pay attention to all electronic warnings and take action. Thoroughly review the Electronic Exam-FAQ's .


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## 15.2 Examination Administration Dates:

Candidates will be required to select the date they wish to take the examination when they make the application to write the examination.

**Candidates will be required to select one of the following electronic examination administration dates:**

Thursday, May 27, 2027, or
Friday May 28, 2027, or
Saturday, May 29, 2027

The candidate's local time will be established by the City and Province the candidates have used as their Canada Post mailing address in their CDECB account.

For all candidates the following schedule will be observed:

- Connectivity with your Proctor will be available at 8:00 am your local time. You will be placed into a queue to connect with your real-time Proctor.
- Initial connection with your real-time Proctor is placed in queue. Be prepared to wait your turn for your one-on-one conversation with your Proctor.
- Your Proctor will guide you through your room scan, your identification verification and your additional device location. You will be connected with your Proctor by way of the additional device and your computer throughout the entire examination.
- Your proctor will walk you through how to download the screen locking browser connection and then connect you to your examination.
- The 210 minutes (3.5 hours) will commence as soon as you and your proctor have agreed that you are ready to begin the exam.
- Should your computer/equipment fail you will be placed in another que for further assistance. Should your computer not have administration rights you will be required to source an alternate computer with administration rights. You then will be placed at the bottom of the que.
- Should your internet fail or your computer equipment fail during the examination causing you to be removed from the examination you will be able to speak with the proctor on the secondary device provided you have connectivity. The proctor will work with you to resolve the matter or will refer the situation to the CDECB office. The proctor by way of their supervisor will always have real time communication with the CDECB office. Should you lose connectivity with your proctor on your secondary device, immediately call the CDECB office at 905-838-4898.
- It is the responsibility and the requirement of you to use a secure internet connection with suitable computer equipment.
- It is your responsibility to have suitable computer equipment with administration rights to administer this examination. **Chromebooks, tablets will not work for the examination but may be used as a secondary device. MacBooks without IOS current updates are not recommended.**
- At the completion of 210 minutes (3.5 hours) from your examination start time, your access to the examination will cease. You will be asked to hand in your examination.
- No time extensions will be granted.
- All candidates should log in on time for the examination to be completed with the full 210 minutes (3.5 hours) by 13:00 hours local time. Your examination could end at 13:00 hours local time.


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**15.3 Geographical administration:**

Candidates must be within Continental North America to take the CDECB examination with the exception of Canadian Forces Bases. Candidates planning on taking the examination from one of the Canadian Forces Bases outside of Continental North America should advise CDECB of their intention to do so by April to ascertain connectivity.

**15.4 Candidates requiring Time Zone Changes:**

Candidates may make an Application by emailing cdecb@cdecb.ca and requesting the time zone for the administration of their examination be changed to an alternate Canadian time zone. This Application must be made by April 1st prior to the examination administration. The CDECB reserves the right not to make time zone changes. Administration fee may apply.

**15.5 CDECB right to make alternate arrangements for Examination Administration:**

The Canadian Diabetes Educator Certification Board reserves the right to make alternate arrangements for the administration of the examination given unforeseen and unusual circumstances and such circumstances are not limited to national/local pandemic and crisis situations or Orders. The CDECB will provide its best efforts to deliver adequate electronic notice to Candidates.

**15.6 Computer and Internet Requirements:**

Computer and Internet requirements are set out in Appendix C – Computer and Internet Requirements. This document will be updated from time to time. Candidates will be required to review this document regularly.

**TIP:** Candidates are responsible to obtain the best connection to the internet.

Candidates are required to select their own physical location to take their examination meeting the confidentiality requirements of the CDECB including the computer and internet requirements. There are endless suggestions for physical locations to take the CDECB examination. Provided computer, internet and confidentiality requirements are able to be met the following are some suggested locations:

- Candidate's home
- Friend's/relative's home
- Business/practice (check administration rights)
- Library (check hours and administration rights)
- Education institution
- Community center
- Municipal office
- Hospital/health center
- Local business
- Hotel

In order to find stable internet connection some candidates may be required to travel to a location with sufficient internet to meet the CDECB's electronic requirements. Travel to a location with a stable internet connection, hotel accommodation, fees due to organizations for internet connections or online examination administration are the responsibility of the candidate.

**TIP:** Try out the internet connection on the same day of the week, at the same location, on the same computer at the same time as the examination is scheduled.


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**15.7 Electronic Trial Test:**

On or before one week prior to the selected examination date candidates must:

- Complete the trial test sent to the candidate by CDECB on the computer the candidate will be taking the examination on to familiarize the candidate with the electronic test platform and ascertain the computer is able to administer the examination;
- Test webcam and microphone on the computer to be used for the examination;
- Install Google Meet on both the computer that will administer the examination and on the secondary device.
- Test the internet speed on the computer, at the location and on the same day of the week and time selected for testing

Detailed instructions are updated and provided on Appendix C – Computer and Internet Requirements.

**15.8 The Following Items Will Be Required on Exam Day:**

- ✓ Original photo identification. The examination will not be administered without this.
- ✓ Your Electronic link for connection to your proctor.
- ✓ Sufficient and suitable internet connection and electronic equipment required.
- ✓ Electrical connections for both electronic devices.

**15.9 The Following Items Are Permitted on Exam Day:**

All items will be inspected by your proctor.

- ✓ Clear drinking water in a clear vessel.
- ✓ Snacks in clear packaging. Avoid noisy wrappers and crunchy snacks.
- ✓ Insulin pumps, glucometers etc., hearing aids, for medical use (CDECB must be notified at cdecb@cdecb.ca if such items will be used during the examination).
- ✓ Noise blocking ear plugs (Headphones or earbuds are not permitted).

**15.10 The Following Items Are Not Permitted on Exam Day:**

- ☒ Books, Notes, paper.
- ☒ Pens, Pencils, Markers, Chalk.
- ☒ Scrap paper / note pads / white/black boards.
- ☒ Electronic Devices including calculators, computers, tablets, smart watches, PDAs etc.
- ☒ Additional Phones, pagers and any additional electronic devices must be turned off. (Phones being used as secondary devices are permitted).
- ☒ Headphones and/or Earbuds cannot be used.
- ☒ Meta glasses (AI glasses)
- ☒ Additional and/or unidentifiable electronic equipment not pertinent to the examination.

**15.11 Examination-Answer submissions:**

- Answers are submitted electronically.
- Answers are automatically recorded instantly (but candidate may change upon review).
- Questions may be flagged for review.
- Calculator and notepad on exam platform are provided


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**15.12 Tips for Answering Multiple Choice Questions:**

There is one correct response and three incorrect responses to each question.

Use only the information given in the question. Do not assume additional information, circumstances, or possibilities. Do not "read into" the question. Do not make a question more difficult or complicated than it is.

- Read the entire question carefully. Determine what the question is asking;
- Try to imagine the correct answer; then select the response that comes closest to the answer you imagined;
- Eliminate known incorrect responses;
- If no response seems correct, reread the question (an important detail may have been overlooked), eliminate responses known to be incorrect, and make a reasonable guess;
- Answer each question; incorrect answers are not penalized;
- Record each answer before proceeding to the next question.

Candidates sometimes make errors in an examination that are related to writing examinations and not related to a lack of diabetes education knowledge or skills. Some of the most common errors are:

- Missed important information in the case text;
- Misread the stem of the question;
- Failed to pick out important key words in the stem of the question;
- Did not relate the question to information in the case text;
- Made assumptions in the case text/question;
- Focused on insignificant details and missed key issues;
- Selected more than one answer;
- Incorrectly selected;
- Switched answer selected;

**15.13 Disqualification from The Examination:**

15.13.1 Candidates may be disqualified from the examination for refusing to follow the online examination instructions.

15.13.2 Candidates will be disqualified from the examination for cheating. Cheating can include, but is not limited to, any one or more of the following:

a) Posing as another candidate
b) Failure to provide room scan as required by proctor
c) Bringing study materials/aids to the examination space
d) Using any materials other than the examination platform
e) Consulting with electronic equipment during the examination
f) Seeking assistance from, or giving assistance to another candidate or person, in person or electronically
g) Communicating, by any means, with another candidate during the examination
h) Attempting to remove examination materials from the examination platform.
i) Visiting an alternate URL (website)
j) Reading questions aloud during the examination administration.


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k) Candidate's camera, speaker, and microphone on both devices must be working at all times during the exam.

15.13.3 Candidates will not receive a refund or deferral to the next year's examination should the candidate become disqualified from the examination.

**15.14 Lost Connection while taking the examination:**

Examination equipment loses connection with the examination platform while taking the examination:

a) if you remained connected to the proctor on secondary device, advise the proctor and follow their instructions.

Total disconnect from internet on all devices.

a) Use your phone call the CDECB Office immediately.
Do not delay in making the call. 1-905-838-4898.

b) **Do not panic**. CDECB staff will assist you. Should the line be busy email: cdecb@cdecb.ca. This email will be monitored as well. Candidates will not be disqualified should they need to use their phone or email to connect with the CDECB to gain assistance with the continuance of the examination administration. A record of your telephone call to CDECB is maintained.

## 16. Examination Results:

**16.1 Statistical Analysis:**

Following the examination, each question is analyzed statistically. Those questions that did not discriminate well between successful and unsuccessful candidates are removed and are not calculated in any of the candidates' scores.

**16.2 Notification:**

Examination results will be released only to individual candidates within six to eight weeks after the examination administration. Candidates will receive an email advising them to log into their CDECB Account to obtain their results. Results will NOT be provided over the phone or via email. Results are not available immediately following the examination due to the statistical analysis completion.

**16.3 Examination Scores:**

Since this is a criterion-referenced assessment in which all candidates are compared to a single criterion – the minimal standard acceptable, the result is a Pass/Fail. A grade score will not be given.

**16.4 Performance Report:**

A performance report will be provided to those candidates who were not successful, as an aid for further learning and development. The information provided is based on two different classifications of the content of the examination: cognitive levels and competency categories. The profile illustrates the percentage of questions answered correctly compared to the average performance of all candidates who took the examination, for each of these classifications. A duplicate of this report will not be supplied.


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**16.5 Rewrite:**

Candidates who do not pass the examination may apply to rewrite by filing a new application online at a future examination administration and paying the required total fee at the next or any subsequent examination administration. Candidates should use their existing email to gain access to their CDECB online account.

There is no limit to the number of times the examination may be taken.

## 17. Appeals:

17.1 It is only possible to appeal examination results based on irregularities in the examination process. The examination questions or mark cannot be appealed.

17.2 An appeal must be lodged by 12:00 AM August 1st Eastern Daylight Time in the year the examination was taken, by sending to the CDECB a notice detailing the nature of the appeal and an appeal fee of $300.00. This fee will be refunded if the appeal is successful. The CDECB will acknowledge receipt of the appeal notice within 15 calendar days of its receipt and will forward a complete description of the appeal process with the acknowledgement letter.

## 18. Certification:

18.1 Candidates who pass the Certified Diabetes Educator Examination are permitted to use the designation "Certified Diabetes Educator" (CDE®) / "Éducateur Agréé en Diabète" (ÉAD®) or "Éducatrice Agréé en Diabète" (ÉAD®). **CDE® and ÉAD® are registered marks of the Canadian Diabetes Educator Certification Board, the use of this mark is under licence.**

18.2 Certification designation is valid for a period of 5 years. The expiry date is set out on the certificate. It is the responsibility of the CDE® to apply for maintenance prior to the expiration of their CDE® designation.

18.3 The CDE®/ÉAD® credential may not be used after certification has expired and the CDE®s name is removed from the public search engine database.

18.4 CDE®/ÉAD® designation is valid only with full regulatory body licence as a health care professional eligible to provide diabetes education.

18.5 Successful candidates will receive a Certificate from the CDECB. The name on the certificate will be printed exactly as the candidate's name appears on the applicant's registration/license with a Regulatory Body.

18.6 The CDE®/EAD® credential is only valid and authorized for use when the candidate has a full and valid licence to practice as a regulated health care professional in accordance with paragraph 5 herein.

18.7 There will be a $75.00 fee for a reprint or name change or a duplicate of a certificate.

18.8 Successful candidates for initial certification will also receive a certification pin. Replacement pins are available from the CDECB for $10.00.


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## 19. Certification Maintenance:

19.1 To maintain certification, Certified Diabetes Educators must, prior to the first day of February of the expiration year on their certificate, apply to perform certification maintenance by either,
(1) taking and passing the examination or
(2) submitting and meeting the requirements for Certification Maintenance by Credit Portfolio. The Certification Maintenance by Credit Portfolio process is detailed in CDECB's Credit Portfolio Handbook

19.2 If a candidate taking the examination for the purpose of certification maintenance withdraws from taking the examination his/her certification will expire on the original expiry date.

19.3 Candidates taking the examination for the purpose of certification maintenance who experience an extenuating circumstance should refer to Section 12 of this Handbook. Note: each individual situation is unique and considered as an one of situation.

19.4 If a person's certification has expired prior to applying for certification maintenance, the person must again meet all eligibility requirements for initial certification and apply as a "lapsed" applicant.

## 20. Revocation of Certification:

Certification will be revoked for any of the following infractions:

- Finding of falsification contained within the application and/or application process
- Revocation, suspension or other disciplinary action by the individual's professional regulatory body
- Validated unethical practice of diabetes education
- Giving or receiving assistance during the examination
- Posing as/or permitting another candidate, CDE®, EAD®, during the examination or following the examination
- Having another person take the examination for a registered candidate
- Communicating, by any means, with another candidate or person not authorized for discussion during the examination
- Unauthorized removing or attempting to remove examination information or materials from an examination
- Breach of a confidentiality undertaking
- Breach of the CDECB Zero Tolerance Statement

## 21. Further Questions:

Please visit our website at www.cdecb.ca and review the FAQ information.

Should you require further assistance please email our office staff at cdecb@cdecb.ca

We prefer to answer your queries by email as we may ascertain the correct person is responding. Answers to queries that may be found on our website may receive a reply: "Please review the FAQ at www.cdecb.ca."


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## Appendix A – CDECB Competencies

Available online at www.cdecb.ca – under the Exam Page in the Exam Handbook and Documentation section.

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## Appendix B - Resource List

Available online at www.cdecb.ca – under the Exam Page in the Exam Handbook and Documentation section.

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## Appendix C – Computer and Internet Requirements

Available online at www.cdecb.ca – under the Exam Page in the Exam Handbook and Documentation section.


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## Appendix D – Eligibility Determination

Flow Sheet to Determine Eligibility For Initial Certification

**STEP ONE:** **Registration with a Professional Regulatory Body**

**I am fully registered with a regulatory body in Canada as a health professional**

□ YES

Proceed to step two

□ NO

Ineligible to take the exam at this time

**STEP TWO:** **Experience in Diabetes Education**

I have a minimum of 800 hours of practice in diabetes education within any duration or combination of time within any of the three year period immediately preceding the February 1 application deadline. These hours were obtained while I was fully licensed with a Canadian regulatory body as a Canadian health care professional. This experience includes providing education, diabetes management advice or care to one or more of the following:

- ✓ those at risk for diabetes
- ✓ those with prediabetes
- ✓ those with diabetes, their families, or health professionals utilizing the competencies set out in Appendix A -CDECB Competencies.

*Review FAQ's at www.cdecb.ca for questions concerning the 800 hours.*

□ **YES**

Complete Examination Application Online at www.cdecb.ca

□ NO

Ineligible to take the exam at this time


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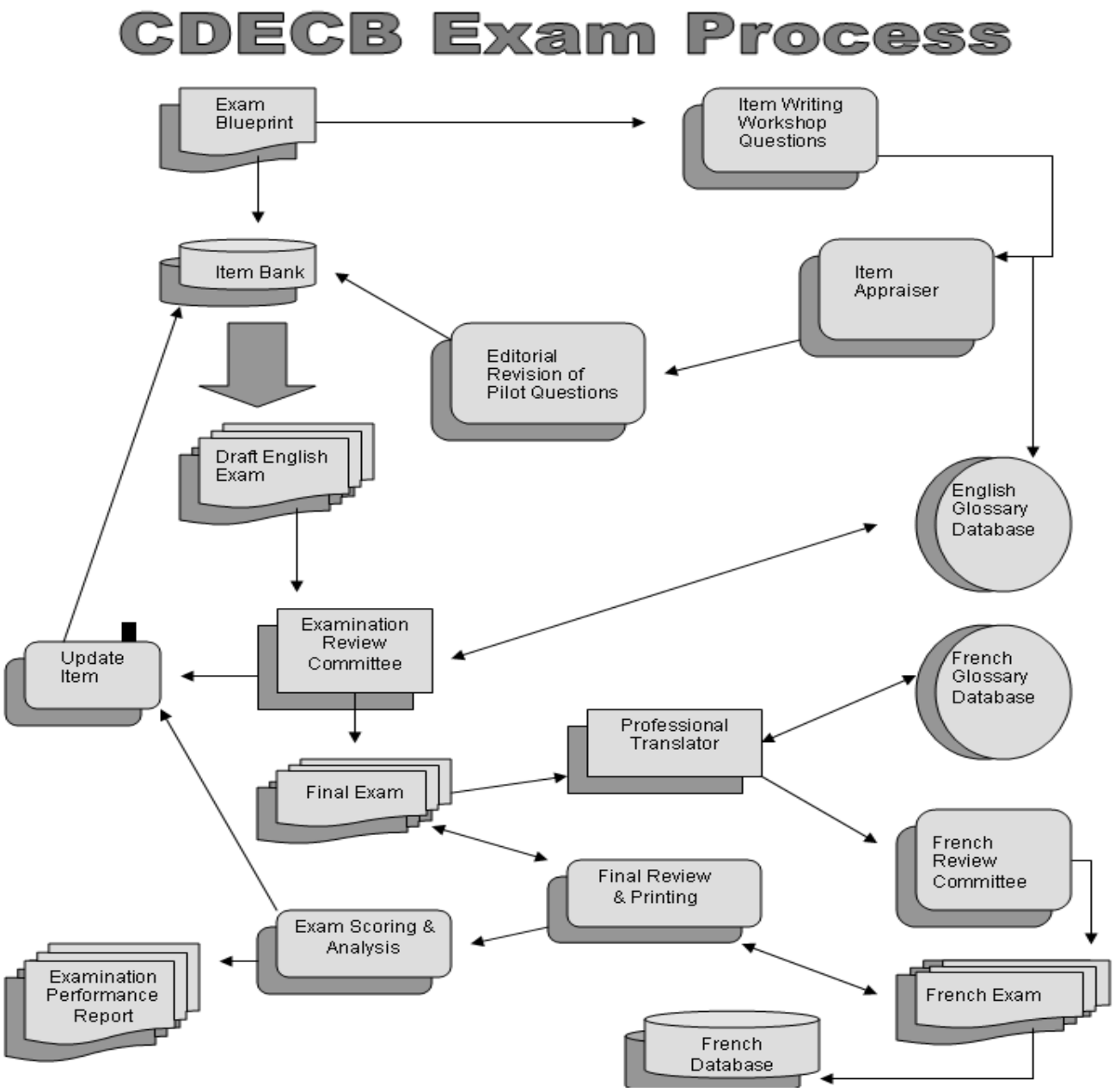
## Appendix E – CDECB Exam Process





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# Appendix F - Application Check List

**How do I apply to take the Exam?**

**Applications will be made online at www.cdecb.ca by going to the Account Login Page.** To simplify the process please review all of the following and ascertain you are eligible to apply. Please have all required documents available for upload to the CDECB online Application.

- I am eligible to take the examination (Refer to Section 5 and Appendix D – Eligibility Determination)
- I have scanned or photographed and have available in electronic format for upload the following:
    - Copy of your professional registration/licence (Dietitians of Canada is not a regulatory body)
    - Copy of your signature – sign and print your name on a paper
    - Copy of your Canadian government issued photo identification
    - Work experience if listed on separate pages.
    - For self-employed applicants two letters of reference are required at time of application. See below
    - My VISA/Mastercard is available to pay the examination fees online.

***If Self-Employed - Initial Certification only:***

- I have enclosed two completed CDECB Letters of Reference.

  Two letters are required.

  - one from a Certified Diabetes Educator familiar with applicant's practice, and
  - one from a health professional who refers patients to the applicant for diabetes education and that health professional has knowledge of your education experience.

A copy of this form is available online at www.cdecb.ca under the Exam page.


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