

THE CANADIAN DIABETES EDUCATOR
CERTIFICATION BOARD

EXAMINATION HANDBOOK 2022

For Initial Certification

OR

Certification Maintenance by Examination



ELECTRONIC APPLICATION DEADLINE:
FEBRUARY 1, 2022

Fee: \$550.00 CDN\$

ELECTRONIC EXAMINATION DATES:

Candidates choice of:
THURSDAY, May 26, 2022 **or**
FRIDAY, May 27, 2022 **or**
SATURDAY, MAY 28, 2022

Start time: between 0830h and 0900h Local time

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 2022 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
Inglewood/Caledon, Ontario, L7C 2C9

Phone: 905.838.4898 Fax: 905.838.4899

Email: cdecb@cdecb.ca Web Site: 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 of the 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
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.

- 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 that an individual possesses the knowledge, abilities and skill required by a diabetes educator to practice safely and effectively
 - ✓ Voluntary
 - ✓ Multidisciplinary
- 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 **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, Saskatchewan Registered Nurses Association, 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 abuse or discrimination.

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 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 Top Hat and Proctorio to administer and proctor the Exam;
2. the CDECB will need to share certain data and information about the candidate (the “Student Data”) with Top Hat and Proctorio for these purposes.

Applicants taking the examination will also be required to acknowledge that their Student 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 will be required to consent to:

1. the CDECB providing their Student Data to Top Hat and Proctorio;
2. Top Hat and Proctorio using their Student Data as is reasonably required to administer the Exam and report to CDECB; and
3. Top Hat and Proctorio retaining their Student Data for as long as is necessary in connection with those purposes.

Applicants will further acknowledge that:

1. the Student Data 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 Student Data and fully release CDECB from any claims that they may have as a result of any interception, loss or alteration of their Student Data.

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 and agree that he/she will not distribute or copy 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.

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 breach 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
- ✓ A minimum of 800 hours of **practice** in diabetes education within 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. 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.

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.

6. Exam Fees:

6.1 TOTAL FEE: \$ 550.00 Canadian Dollars

6.2 Fees are payable online by VISA /Mastercard. Receipts will be issued by return email upon application completion.

6.3 Ineligible applicants will be refunded \$200.00.

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.cdec.ca. At the time of submission be prepared to upload the following:

- a) Copy of your proof of professional registration/licence for the year you are taking the examination in. This could be the receipt you received from your college when you renewed your licence.
- b) Copy of your signature
- c) Copy 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. If you do not upload your application, it will not transmit to CDECB.

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](#).

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 that supervised experience and not self-employed experience therefore the CDECB Letters of Reference would not be required.

7.3 **Deadline Submission:**

Applications may be submitted up to and including February 1, 2022.

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 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.

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 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.

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.

TIP: Include systems@cdec.ca and cdec.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 original letter with the original signature must be received by the CDECB Office no later than February 7th of the examination year 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.

8.2 Alternate Examination Dates:

The Examination is offered on three dates. The Candidate will choose one of 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.

9. Notification Of Eligibility To Take 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 take the examination by April 15. Applicants who are randomly selected for credentialing should continue to prepare for the examination.
- 9.3 Candidates who are not successful will not be permitted to adjust the hours and/or their experience listed within their Application.

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

10. Deferral Of Taking The Examination:

- 10.1 Candidates taking the examination for initial certification may, one time only, defer taking the examination until the next examination administration.
- 10.2 A candidate who wishes to defer taking the examination must provide a written notice of intention to defer taking the examination to the CDECB office at cdecb@cdecb.ca , by April 15th prior to the examination date, and pay a \$275.00 deferral fee. Deferral fee payable via credit card.

- 10.3 If a candidate does not give the required April 15th deferral notice, the candidate will be registered to take the examination and all fees will be applied to the examination administration for which the candidate was registered. Should the candidate choose not to take the examination all fees will be forfeited to the current examination year and the candidate will be required to re-apply any following year, by meeting all requirements, including re-submission of fees.
- 10.4 Candidates who are taking the examination for purposes of certification maintenance may not defer the examination.
- 10.5 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.

11. Withdrawal From Taking The Examination:

- 11.1 A candidate who wishes to withdraw from taking the examination 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 15th prior to the examination date.
- 11.2 If a candidate does not take the examination as scheduled and has not given the required April 15th 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 were unable to take the examination due to compelling reasons (e.g. health-related emergency) may request a deferral. The request, which must clearly state the circumstances under which the candidate was unable to take the examination, and appropriate supporting documentation (e.g. physician's medical certificate) must be submitted to CDECB within 7 calendar days following the examination administration. Such deferrals are subject to CDECB approval. Candidates who defer due to compelling reasons will be exempt from any refunds, further deferrals 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.

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 by April 25th. 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:**

- Web sites 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

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. In order to statistically validate a larger number of questions, there may be more than one version of the examination, with only the “pilot” questions being different. 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.

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. This committee of Certified Diabetes Educators, whose members represent a variety of the professions eligible for certification, receives 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 and various geographical locations, and 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.

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.

15. **Examination Administration:**

The examination is administered electronically by the CDECB through carefully selected partners, Top Hat and Proctorio. It is the candidate's responsibility to provide the required computer and internet connection as outlined in [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:**

Examination Login Notices will be provided to each Candidate at the email address supplied when registering for the examination. This email will be from systems@cdec.ca. This is the same email address receipts are sent from.

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 with Top Hat Candidates must wait for the information and instructions from CDECB. Candidates will not be able to access the examination if they make their own Top Hat Account outside of the CDECB process.

Once Candidates create and login to their CDECB account with Top Hat they will be able to access sample tests to assist them in determining if their computer and internet requirements meet the minimum standards required by Top Hat to administer the examination. Refer to [Appendix C – Computer and Internet Requirements](#).

Candidates are required to take the sample tests at least two weeks 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 Sample Tests.

It is important to pay attention to all Top Hat warnings and take action. Thoroughly review the [Electronic Exam-FAQ's](#).

15.2 Examination Administration Dates:

Candidates will be required to select the date they wish to write 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 26, 2022, or
Friday May 27th, 2022 or
Saturday, May 28, 2022

The Candidate local time will be established by the City and Province they have used as their Canada Post Mailing address in their account. The following schedule will be observed.

- Examination will be available by 8:30 am local time. Login on time.
- Candidates will be required to provide proof of identification and room scan.
- A direct connection (via Ethernet) to the internet is highly recommended.
- The 210 minutes (3.5 hours) will commence immediately following the identification process. This is referred to as your Examination Start Time.
- Should the candidate's internet fail or computer equipment fail causing the candidate to be removed from the examination the candidate should attempt to log back into the examination. Proof of identification and room scan will be required again. Time will continue to count down from the Examination Start Time. No further administration time will be provided to the Candidate.
- It is the responsibility and the requirement of the Candidate to use a secure internet connection with suitable computer equipment.
- At the completion of 210 minutes from the candidate's examination start time, the candidate's access to the examination will cease.
- No time extensions will be granted.
- Regardless of the time the candidate first logged into the examination, all examinations will cease at 1:00 pm local time. Should the candidate not have completed the examination within the 210 minutes provided to take the examination prior to 1:00 pm local time, the examination will be ended. No time extensions will be granted. It is important to start the examination on time.

15.3 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 orders. The CDECB will provide its best efforts to deliver adequate notice to Candidates.

15.4 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. Candidate's computers must be directly connected (via Ethernet) to the internet.

TIP: Candidates are required to connect their computer via a wired connection (Ethernet) to the internet. If the computer does not have an Ethernet port use an Ethernet LAN network adapter.

Candidates are required to select their own physical location to take their examination that meets the confidentiality requirements of the CDECB and 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:

- The candidate's home
- A friend's/relative's home
- The candidate's place of business/practice
- The library
- An education institution
- A community centre
- A municipal office
- A hospital/health centre
- A local business
- A hotel

In order to find stable internet connection some candidates may be required to travel to a location that has 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.

15.4.1 Electronic Trial Test:

On or before two weeks prior to the selected examination date, the CDECB will provide to each candidate a trial test intended to familiarize the candidate with the electronic test platform. This trial test will not contain diabetes related questions. This trial test will aid the candidate in determining if the internet connection and electronic equipment will perform adequately. It is important to remember excessive use of bandwidth (other people using your internet connection) could possibly reduce your ability to complete the examination.

Candidates who proceed with the online examination without their internet connections and computer equipment meeting the minimum standard may find the examination response time slow and may be removed from the examination and may or may not be able to log back into the examination. Refer to the [Electronic Exam-FAQ's](#) for complete details.

Candidates who complete the trial test and experience difficulties on the examination day will be prioritized in the que to obtain CDECB office assistance.

15.5 The Following Items Will Be Required On Exam Day:

- ✓ Photo identification. Failure to provide photo ID may result in failure to process exam results.
- ✓ Your Electronic login information including URL
- ✓ Sufficient and suitable direct connect internet connection (Ethernet)
- ✓ Room scan meeting all CDECB Room Scan Requirements. Refer to the [Electronic Exam-FAQ's](#)

15.6 The Following Items Are Permitted On Exam Day:

- Clear drinking water in a clear bottle
- Snacks in clear packaging. Avoid noisy wrappers and crunchy snacks. Excessive noise will cause a flag and a proctor will observe you online and via video.
- Insulin pumps, glucometers etc., for medical use
- Noise blocking ear plugs (not headphones or earbuds)

15.7 The Following Items Are Not Permitted On Exam Day:

- Books
- Notes
- Scrap paper
- Electronic Devices including calculators, computers, tablets, smart watches, PDAs etc.
- Pagers, phones and electronic devices must be turned off.
- Headphones and/or Earbuds cannot be used

15.8 Examination-Answer submissions:

- Answers are submitted electronically
- To avoid errors during this process:
 - Save your answers as you move through the examination
 - Saved answers will be electronically recorded.

15.9 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;

15.10 Disqualification From The Examination:

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

15.10.2 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) Bringing study materials/aids to the desk
- c) Consulting with electronic equipment during the examination
- d) Seeking assistance from, or giving assistance to another candidate or person, in person or electronically
- e) Communicating, by any means, with another candidate during the examination
- f) Attempting to remove examination materials from the examination platform.
- g) Visiting an alternate URL (website)
- h) Reading questions aloud during the examination administration.
- i) Candidate's camera must be working at all times during the exam.

15.10.3 Candidates will not receive a refund should the candidate become disqualified from the examination.

15.11 Lost Connection while writing the examination:

15.11.1 Should a candidate lose connection while taking the examination:

- a) attempt to log back into the examination.
- b) If logging back in did not work – get your phone out, call the CDECB Office immediately. Do not delay in making the call.

Do not spend extensive time communicating with the online Chat Option. The online Chat Option is administered by the examination partner, not CDECB. CDECB is your best communication option.

Do not panic. CDECB staff will assist you. The CDECB phone number 905 838 4898 will be monitored at all times. Should the line be busy email: cdecb@cdec.ca. This email will be monitored as well.

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 candidates' scores.

16.2 Notification:

Examination results will be released only to individual candidates in writing, delivered by Canada Post regular delivery mail, within six to eight weeks after the examination administration. Examinations will not be returned to candidates. Results will NOT be provided over the phone or via email. Results are not available immediately following the examination.

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 wrote the examination, for each of these classifications. A duplicate of this report will NOT be supplied.

16.5 Re-Take:

Candidates who do not pass the examination may apply to re-take it by filing a new application online and paying the required total fee. 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 15th 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 \$200.00. 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.
- 18.4 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.
- 18.5 There will be a \$75.00 fee for a duplicate copy of a certificate.
- 18.6 Successful candidates for initial certification will also receive a certification pin. Replacement pins are available from the CDECB for \$10.00.

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) Applying for and meeting the requirements 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 If a person’s certification has expired prior to applying for certification maintenance, the person must again meet all eligibility requirements for initial certification.

20. **Revocation Of Certification:**

Certification will be revoked for any of the following infractions:

- Falsification of application information
- 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 another candidate during the examination
- Having another person take the examination for a registered candidate
- Communicating, by any means, with another candidate during the examination
- Unauthorized removing or attempting to remove examination information or materials from an examination site
- 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."

Appendix A – CDECB Competencies

Available online at www.cdec.ca – under the Exam Page in the [Exam Handbook and Documentation section](#).

Appendix B - Resource List

Available online at www.cdec.ca – under the Exam Page in the [Exam Handbook and Documentation section](#).

Appendix C – Computer and Internet Requirements

Available online at www.cdec.ca – under the Exam Page in the [Exam Handbook and Documentation section](#).

Appendix D – Eligibility Determination

Flow Sheet to Determine Eligibility For Initial Certification

STEP ONE: Registration with a Professional Regulatory Body

I am 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

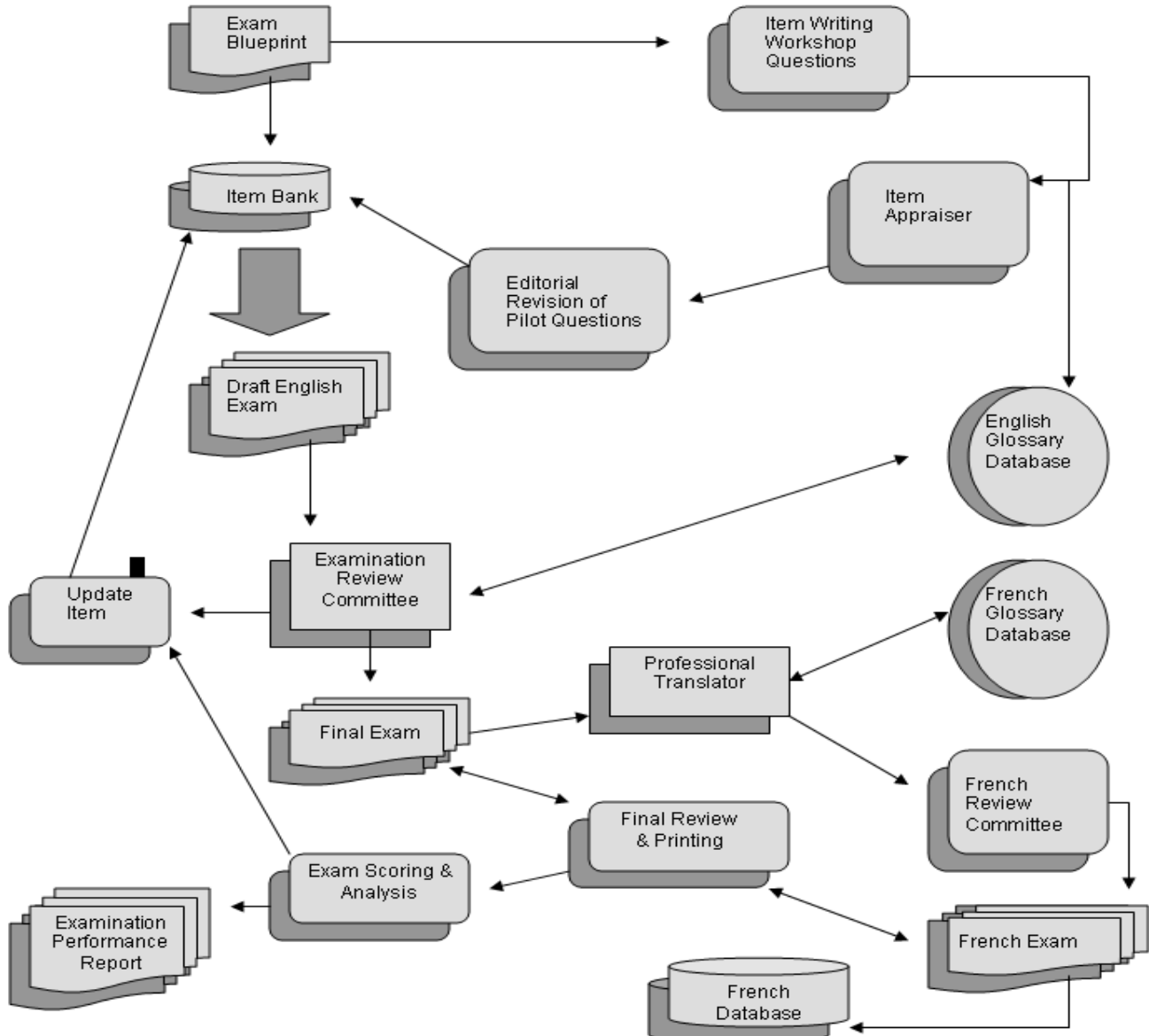
Complete Examination Application
Online at www.cdecb.ca

NO

Ineligible to take the exam at
this time

Appendix E – CDECB Exam Process

CDECB Exam Process



Appendix F - Application Check List

How do I apply to take the Exam?

Applications will be made online at www.cdec.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, 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.cdec.ca under the Exam page.