



October 22, 2020

Open letter to CFPC examination candidates and stakeholders,

The College of Family Physicians of Canada (CFPC) learned of several technical issues that affected some candidates who wrote the Certification Examination in Family Medicine on October 13-16, 2020. We understand that some had their time reduced to complete the exam; some Francophone candidates were disconnected prematurely and were not able to reconnect or have a Francophone proctor when reconnected; and a smaller number of candidates had their full exam content lost. These issues were caused by malfunctions in the data system used by our exam vendor, Prometric.

On behalf of the CFPC, I sincerely apologize for what has occurred. We understand the time and work that candidates dedicate to studying and preparing for the Certification Examination in Family Medicine and want to assure you that the CFPC is taking this matter very seriously. We have never faced issues of this magnitude during the examination process and want to assure you that while these technical errors were beyond the CFPC's control, we are actively working to ensure that they do not happen again.

The CFPC Exams team has contacted each affected candidate. We will be offering individual support and establishing re-writes as soon as reasonably possible for those who will need to complete the examination again.

The CFPC is dedicated to supporting all our exam candidates. We are currently confirming the details of additional measures that will be taken to assist affected candidates and will follow-up directly with those individuals very soon.

Thank you for your patience and understanding.

Sincerely,

Francine Lemire, MD CM, CCFP, FCFP, CAE, ICD.D
Executive Director and CEO