



**FP Canada**<sup>TM</sup>

*Advancing Professional  
Financial Planning*

# GUIDE TO THE CFP<sup>®</sup> EXAMINATION

Effective for 2021-22  
CFP Examinations

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# INTRODUCTION

As a candidate for the CFP examination, you are taking your career to the next level as you pursue excellence as a financial planning professional.

This *FP Canada Guide to the CFP Examination* (Guide) contains important information you need as you prepare to write the CFP examination including what to expect before, during and after the examination.

## Policies & Procedures

This Guide applies to the October 2021 and February 2022 CFP examination administrations, and replaces all earlier Guides. FP Canada reserves the right to amend the policies outlined in this Guide at any time.

This Guide includes policies that have been developed to provide fair and consistent treatment of all candidates. By registering for and writing the CFP examination, you confirm that you understand and accept these policies and procedures.

Effective January 1, 2020, new examination requirements for both QAFP™ certification and CFP certification came into effect. [Learn more about the paths to certification and education and certification requirements.](#)

FP Canada retains the right to prohibit any individual from writing an examination, at its sole discretion.

FP Canada retains the right to set registration caps or limits for its certification examinations.

## We're Here to Help

If you have any questions about the CFP examination, or your responsibilities or rights as a candidate, please contact FP Canada Certificant and Student Services at [info@fpcanada.ca](mailto:info@fpcanada.ca), 416.593.8587 or 1.800.305.9886. Certificant and Student Services is available from Monday to Friday, 9:00 a.m. to 5:00 p.m. ET.

## COVID-19 Update

FP Canada continues to monitor the COVID-19 pandemic and is following the advice of public health experts and governments. We take the health and safety of our employees, volunteers, examination candidates, certificants and all other stakeholders seriously.

### Health and Safety Protocols for In-person Examinations

FP Canada expects test centres to monitor and comply with local, provincial and/or federal guidelines, which may include but are not limited to policies on physical distancing, group size limits, mask wearing and other relevant requirements. Test centres may have other specific requirements; these will be communicated to candidates as available by email and will also appear on candidates' Admission Tickets. **Candidates are required to comply with any and all test centre requirements.**

If mask-wearing is mandated by your local and/or provincial public health units and you have a disability or unique need that prevents you from wearing a mask at your in-person test centre, FP Canada may consider your request for a testing accommodation. Such requests will be subject to the approval of the test centre in which you wish to write. Please review our [Testing Accommodation policy](#) for more information.

If you are unwell and/or are required to self-isolate, please do **NOT** attend an in-person test centre. Prior to the examination registration deadline you may login to the [FP Canada portal](#) and complete a short application to switch to a remote proctored examination format. If you cannot write the examination remotely, you may choose to withdraw from the examination or postpone to the next administration.

### Considering Online Proctoring?

Online proctoring will continue to be facilitated by [ProctorU](#), a leading online exam proctoring solution that offers a powerful, convenient and secure alternative to traditional in-person test centres. This option provides candidates with flexibility and convenience, and ensures all candidates have access to write the certification examinations.

If you are still unsure if you would like to write at an in-person test centre, you may want to consider the following important elements of the online proctoring experience:

- **Technology:** Candidates must meet Yardstick and ProctorU's technical requirements, which can be found in this Guide under [Online Proctoring Technical Requirements](#).
- **Examination environment:** Candidates must write from an appropriate secure examination environment, and some preparation will be required. Our requirements can be found in this Guide under [Preparing Your Examination Environment](#).
- **Test Centre Closures:** Due to the constantly changing nature of public health requirements in each jurisdiction, in-person examinations can be cancelled at any time in advance of their writing. If cancelled, candidates **may** be given the option of rescheduling as an online proctored examination (depending on the date of the cancellation) or postponing until the next administration.
- **Privacy:** Candidates will have their entire examination session, including webcam, microphone, and computer screen, recorded through the ProctorU interface. Additionally, candidates will have their name and preferred email address communicated to Yardstick so that outreach can be made to set up the examination user account. Candidates should read [FP Canada's](#), [Yardstick's](#) and [ProctorU's](#) privacy policies to understand the stringent measures we take to protect your information and privacy.

## Important Dates

| Date             |                  | Event  |
|------------------|------------------|--|
| October 2021     | February 2022    |  |
| July 6           | August 16        | Registration opens   |
| August 11        | December 1       | Examination Preparation Webinar  |
| August 18        | December 8       | Early bird registration closes   |
|                  |                  | Last day to request an alternate location, French examination or testing accommodation |
| September 15     | January 5        | Examination registration closes  |
|                  |                  | Last day to request a refund, postponement, change location or change writing format   |
|                  |                  | Last day to select online proctored examination connection start time                  |
| September 22     | January 12       | Last day to successfully complete Introduction to Professional Ethics (IPE)            |
| October 13-14    | February 2-3     | CFP examination administration across Canada   |
| To be determined | To be determined | Results released for the CFP examination   |

# REGISTERING FOR THE EXAMINATION

Register for the CFP examination by creating an account and/or logging in to your [FP Canada Portal](#).

## Education Requirements

To be eligible to write the CFP examination, you must complete one or both of the following FP Canada Institute™ courses as required on your certification path:

- **Introduction to Professional Ethics (IPE)**
- **CFP Professional Education Program**

Each required course must be successfully completed by the deadlines set out by the Institute.

If you have questions about your path to certification and your eligibility to write the examination, contact Certificant and Student Services at [info@fpcanada.ca](mailto:info@fpcanada.ca), 416.593.8587, or 1.800.305.9886.

## In-person and Online Proctoring: Examination Preferences

Candidates have two writing options for the CFP examination: attend an in-person test centre (barring any local or provincial restrictions on in-person gatherings), or write via online proctoring using a personal computer at home or another private location.

| In-person exam   | Online proctored exam   |
|--|---|
| <b>Same exam delivery software</b>   |   |
| <b>Equal exam writing time and layout (6-hour exam divided into three 2-hour sections)</b> |   |
| <b>Two 30-minute breaks</b>  | Two 15-minute breaks  |
| <b>In-person exam proctors</b>   | Remote online exam proctors   |
| <b>Secure, public exam test centre</b>   | Candidate's home or other private location with a secure internet connection  |
| <b>Hardware provided by test centre</b>  | Hardware provided by candidate, subject to technical requirements noted below |

Registered candidates may change their writing preferences until registration closes by contacting contact Certificant and Student Services at [info@fpcanada.ca](mailto:info@fpcanada.ca), 416.593.8587 or 1.800.305.9886.

## Online Proctoring: Selecting Examination Location

If you register for online proctoring, you will receive an email from [testingsupport@getyardstick.com](mailto:testingsupport@getyardstick.com) which provides instructions on accessing your examination account with Yardstick using your FP Canada ID. You will use this account to access your examination, so you must record and remember your password to access the system on exam day. Neither FP Canada nor its testing partners will be able to provide you with your password information on exam day. If you forget your password on exam day you must reset it using the email address on file with Yardstick, so you must have access to your email account to reset your password. When resetting your password, the email address field is case sensitive. If you cannot access your Yardstick account on exam day, you will not be able to write your examination. FP Canada encourages candidates to login to the Yardstick platform ahead of exam day—at least 72 hours in advance of the scheduled examination time—to test their username and password.

Once logged in, you may book your connection launch time. Connection times are in 10-minute increments, and FP Canada encourages candidates to select a time between 7:00 a.m. and 4:00 p.m. ET. [This video](#) provides an overview of the booking process. **The time you choose is not your examination start time**; rather, it represents the time at which you will begin the connection process, and your examination will begin after the connection process is complete.

If you wish to change your connection launch time, you may do so until registration closes by logging back onto the Yardstick platform.

## Online Proctoring Technical Requirements

Before selecting online proctoring as an option, consider if your computer system meets the technology and system requirements necessary for online proctoring:

| TYPE                    | MINIMUM  | RECOMMENDED                                     |
|-------------------------|--|---|
| Web Camera              | 640 x 480 resolution                             | 1280 x 720 resolution                           |
| Internet Connection     | Wi-Fi connection                                 | Wired connection                                |
| PC Users                | Windows 8<br>(10 S mode is not supported)        | Windows 10<br>(10 S mode is not supported)      |
| Mac Users               | MacOS 10.13<br>(oldest still maintained version) | MacOS 10.15                                     |
| CPU                     | more than 2 core CPU<br>less than 85% CPU Usage  | more than 4 core CPU<br>less than 50% CPU Usage |
| Internet Download Speed | 1 Mbps   | 12 Mbps   |
| Internet Upload Speed   | 1 Mbps   | 3 Mbps  |
| RAM                     | 4 GB (less than 95% Ram Usage)                   | 16 GB (less than 70% Ram Usage)                 |
| Ports                   | 1935, 843, 80, 443, 61613, UDP/TCP               | 1935, 843, 80, 443, 61613, UDP/TCP              |
| Screen Resolution       | 1366 x 768                                       | 1920 x 1080 and above                           |

Candidates are responsible for meeting all technology requirements for online proctoring, and there are no exceptions for these requirements. Candidates who do not meet these requirements have the option to secure the appropriate equipment, write at an in-person test centre or register for a future examination sitting.

To write via online proctoring, your exam day computer must also be equipped with:

- **A functioning microphone:** most computers and some web cameras have them built-in.
- **A compatible browser:** Google Chrome. Ensure that you have the latest version of Chrome to run testing, and for exam day:
  - [Download Chrome](#)

Once you have the browser installed, you'll also need the ProctorU browser extension which you must download before completing mandatory system checks:

- [Download ProctorU extension for Chrome](#)
- **A six-foot (minimum) extension cord:** to allow flexibility in the placement of the computer and camera if the proctor determines that these items must be moved.
- **One monitor:** ProctorU supports the use of one monitor only. You may either use a laptop computer with the built-in screen only or use a desktop computer with a separate monitor. Candidates who use two (or more) monitors will have to remove any excess monitors beyond the one monitor allowed.
- **An appropriate operating system:** ensure that your computer's [operating system](#) is compatible with the exam day requirements. While online proctoring supports both Mac and Windows operating systems, we advise against utilizing a Windows operating system on a Mac device via a virtual machine as this will not be supported during your proctoring session. Additionally the following systems will not be supported: Google Chromebooks, Tablets (Nexus, iPad, Tab, Note, etc.), smartphones, Linux operating systems, Surface RT and running inside any virtual machine.
- **A stable internet connection:** ensure your internet is both consistent and connected. Confirm your upload and download speeds are consistent and can be relied upon. FP Canada strongly recommends hard wiring the internet connection to your computer rather than relying on a wi-fi connection.

Prior to your examination, the following program types must be disabled on your device: virtual machines, remote desktops, conference/messaging programs, screenshot or capture programs, and development environments. Having any of these programs may delay your examination start or prevent your access to the examination. Virtual Private Networks (VPNs) are permissible. Security software on personal computers that has settings like firewalls may also compromise your ability to use ProctorU.

Test your computer's capability by conducting a check, ensuring you use the computer and internet connection you will use on exam day. This system check is available through [the Yardstick platform](#) after you have registered for online proctoring. Once logged in, click .

Failure to appropriately test your system may result in you not being able to write your examination should your system prove incompatible on exam day and may result in a postponement fee.

FP Canada recommends you write the examination using a personal computer. When that is not possible, and you must use a work or corporate computer that may have stringent security settings including firewalls, we recommend your consult your corporate IT department ahead of the scheduled examination to ensure that your exam day computer meets the necessary requirements beyond those listed elsewhere in this Guide. Yardstick and ProctorU have created a guidance document for IT professionals to use for system assessments for such computers; that document is available on our website and within this Guide as [Appendix D](#).

Once you have met these technical requirements, you must also read through [Online Proctoring: Important Information](#) in this Guide.

## In-person: Selecting Examination Location

If you select an in-person examination, you must select your first and second choice of test centre location. We strive to accommodate your first location selection; however, if seats are no longer available due to capacity limitations, your second location choice may be assigned. In the rare event that your first and second choice locations are full, an alternate location will be proposed to you.

Below is a list of standard locations for FP Canada’s certification examinations. Location availability may be subject to change due to COVID-19 restrictions or other issues. A list of all available locations is in the examination application on your portal account.

| Province                  | City          | Province             | City                |
|---------------------------|---------------|----------------------|---------------------|
| Alberta                   | Calgary       | Ontario              | Brampton            |
|                           | Edmonton      |                      | Brantford           |
|                           | Lethbridge    |                      | Hamilton            |
|                           | Lloydminster  |                      | Kingston            |
| British Columbia          | Burnaby       |                      | London              |
|                           | Kamloops      |                      | Mississauga         |
|                           | Kelowna       |                      | North Bay           |
|                           | Prince George |                      | Oshawa              |
|                           | Richmond      |                      | Ottawa              |
|                           | Surrey        |                      | Peterborough        |
|                           | Vancouver     |                      | Sudbury             |
|                           | Victoria      |                      | Thunder Bay         |
| Manitoba                  | Winnipeg      |                      | Toronto Downtown    |
| New Brunswick             | Fredericton   |                      | Toronto Etobicoke   |
|                           | Moncton       |                      | Toronto North York  |
|                           | Saint John    |                      | Toronto Scarborough |
| Newfoundland and Labrador | Corner Brook  | Windsor              |                     |
|                           | St. John’s    | Prince Edward Island | Charlottetown       |
| Nova Scotia               | Halifax       | Quebec               | Montreal            |
| Northwest Territories     | Yellowknife   | Saskatchewan         | Regina              |
| Ontario                   | Barrie        |                      | Saskatoon           |
|                           | Belleville    | Yukon                | Whitehorse          |

## In-person: Alternate Testing Location

If the cities listed above are not convenient for you, you may request an alternate location within Canada on your examination application or by contacting FP Canada Certificant and Student Services **no later than two months prior to your examination date**. Your request will be subject to an [Alternate Location Fee](#) in addition to the examination registration fee to cover extraneous costs associated with the alternate location.

While we attempt to accommodate alternate location requests, we cannot guarantee that arrangements can be made in all circumstances. If FP Canada cannot accommodate your request, your Alternate Location Fee will be refunded.

FP Canada does not administer examinations outside of Canada.

## Testing Accommodations

FP Canada is committed to ensuring equal access and participation for candidates writing the CFP examination, in accordance with applicable provincial and federal human rights and accessibility legislation. If you are registered for the CFP examination and you have a disability or other unique accessibility need and/or require adapted access to your examination, you may request a testing accommodation. FP Canada strives to accommodate all requests to the extent that we are reasonably able.

**Food, drinks and medications required during the examination are considered testing accommodations** for both in-person and online proctored examinations unless otherwise noted. Permission to have these items in the candidate writing area must first be granted by FP Canada through this request and approval process. Special seating arrangements are also considered a testing accommodation.

If you require adapted access to an in-person testing location, please contact us so we can ensure your test centre is equipped with all measures necessary to facilitate your access.

If, due to a disability or unique need, you are unable to wear a mask at your in-person test centre and mask-wearing is mandated by your local or provincial public health units and/or by your testing centre, you must receive permission to not wear a mask from FP Canada, in advance, by completing a Testing Accommodation Request. Such requests will also be subject to approval of your test centre.

## Request Process

To be considered for testing accommodations, please submit both **a)** the [Testing Accommodation Request Form](#), completed in full and signed by you and **b)** supporting documentation from the appropriate health practitioner to [info@fpcanada.ca](mailto:info@fpcanada.ca) **no later than two months prior to your examination date.**

The request form allows you to provide a rationale for each accommodation requested. Your rationale(s) must include the following in detail:

- Nature of your disability or unique need;
- Details on how your need affects your ability to take the examination under standard conditions;
- Specific measures of the requested accommodation.

Your supporting documentation from the appropriate health practitioner must be current (i.e. from within the last five years) and must include the following in detail:

- A clear diagnosis and a description of your medical or health issue;
- Details on how this diagnosis affects your ability to take the examination under standard conditions;
- Results of any assessments related to your request;
- Specific details of the accommodations requested.

All accommodation requests are reviewed and granted on a case-by-case basis; submission of a request does not guarantee that accommodations will be granted. Requests received without the appropriate detail or information will be returned. Reviews may take up to 30 days to complete. We cannot guarantee that requests received less than two months prior to the examination date will be assessed or granted.

When accommodations are determined you will be sent a letter outlining your granted accommodations for review and agreement.

## Language Preference

The CFP examination is available in English and French (on request). You will select your preferred language on the examination application. Candidates interested in online proctoring should note that ProctorU does not offer French-speaking proctors.

## Updating Your Legal Name and Changing Contact Information

If your name changes after you register, you must supply supporting documentation so that our records align with the identification that you will be required to provide on examination day. Please send your request and supporting documentation to [info@fpcanada.ca](mailto:info@fpcanada.ca) to confirm your legal name change prior to examination day. It is also your responsibility to notify us of any changes to your contact information, including address, telephone numbers and email addresses. Failure to notify us of changes may delay or prevent the release of information regarding the examination or results.

## Requesting to Withdraw or Postpone

If you are unable to attend the examination, you may withdraw your application and request a refund **or** postpone your registration within the following timelines (see [Important Dates](#)):

| Deadline                      | Withdrawal Refund | Postponement Fee        |
|-------------------------------|-------------------|-------------------------|
| Prior to early-bird deadline  | 100% refund       | No fee                  |
| Prior to registration cut-off | 50% refund        | \$175                   |
| After registration cut-off    | <b>No refund</b>  | <b>No postponements</b> |

Candidates can postpone an examination only once per registration and only to the next scheduled sitting of the examination.

To withdraw or postpone, complete the [Certification Examination Withdrawal / Postponement Request Form](#) and submit it to [info@fpcanada.ca](mailto:info@fpcanada.ca) within the timelines noted above. Contact our Certificant and Student Services team if have any questions or concerns about withdrawing from or postponing your examination sitting.

If you do not withdraw or postpone your registration and you subsequently fail to appear for your examination, you will forfeit your examination fee; please refer to [Failure to Appear](#) for more information.

If you wish to withdraw or postpone at any time **after** registration cut-off, your request will be subject to approval under the [Policy Exception Request](#) process.

## Policy Exception Requests

FP Canada establishes and administers standards for financial planning professionals for the benefit of all Canadians. FP Canada has established [CFP Certification Policies](#) and applies those policies and requirements in a consistent manner.

FP Canada reviews only those policy exception requests that are submitted with a [Policy Exception Request Form](#).

Once you have completed the form and assembled all materials you wish to have considered with your policy exception request, email or fax your request to FP Canada at [info@fpcanada.ca](mailto:info@fpcanada.ca) or 416.593.7412. Please allow 10 business days for a response to your request.

## Fees

The following fees are currently in effect.

|   |       |
|---|-------|
| <b>Examination Registration – Early Bird</b><br><i>(discounted rate ends two months prior to the examination)</i> | \$750 |
| <b>Examination Registration</b><br><i>(registration closes one month prior to the examination)</i>                | \$850 |
| <b>Practice Examination</b><br><i>(if purchased at time of examination registration)</i>                          | \$175 |
| <b>Practice Examination</b><br><i>(if purchased following examination registration)</i>                           | \$200 |
| <b>Alternate Location Fee (within Canada only)</b>  | \$350 |
| <b>Postponement Fee</b>   | \$175 |
| <b>Switch Fee</b><br><i>(for changes to writing format approved after registration closes)</i>                    | \$175 |

Applicable taxes will be added to all fees: 5% GST in AB, BC, MB, NT, NU, QC, SK, YT; 13% HST in ON; 15% HST in NB, NL, NS, PE

For a full list of fees, please visit [FP Canada's Fee Schedule](#).

# PREPARING FOR THE EXAMINATION

The CFP examination is a six-hour competency-based examination consisting constructed-response questions (70%-80%) and multiple-choice questions (20%-30%). The examination is administered in three 2-hour sections, with a 30-minute break between sections at in-person test centres and a 15-minute break between sections in online proctoring.

The test specifications are published in the [FP Canada Blueprint: CFP Examination](#). Each question on the CFP examination focuses on specific elements of the [FP Canada Standards Council Competency Profile](#) and may also require integration across several financial planning areas to address the needs of clients with complex financial planning situations.

Examination questions are created by practicing FP Canada certificants from across Canada and subject to rigorous review for appropriateness, currency and accuracy by our volunteer Exam Panel. The CFP Exam Panel is comprised of FP Canada certificants and is responsible for approving the final examination and setting the pass mark.

We have a variety of tools available to help ensure you're ready to write your examination.

## FP Canada Standards Council Competency Profile and Graphic Overview

Review the [FP Canada Standards Council Competency Profile](#) and [FP Canada Standards Council Competency Profile Graphic Overview](#). The Competency Profile outlines the competencies that are being assessed in the examination, in other words, the application of your learned technical knowledge to a client situation. Cross-reference the Competency Profile with your educational and study materials to identify gaps and/or weaknesses in your knowledge and in your ability to demonstrate competence by effectively applying that knowledge, then, research and study to fill in those gaps.

Each question on the examination assesses one or more of the competency statements detailed in the Competency Profile and may also require integration across several financial planning areas. The Competency Profile also includes a listing of Professional Skills required for competent performance. Those Professional Skills are skills that speak to acting as a professional with clients and others. The Professional Skills are subject to assessment on the CFP examination comprising at least 12% of the examination; competencies from the area of Professional Skills are assigned as a secondary competency on questions.

## Examination Blueprint

Review the [FP Canada Blueprint: CFP Examination](#), which details the financial planning functions, financial planning areas, and levels of complexity that will be covered on the examination and their overall weightings. Use it as a guide to focus your studies when preparing for the examination.

## Practice Examination

The [FP Canada Practice Examination for the CFP Examination](#) is a study tool that lets you experience how the examination looks and feels while you get feedback on your performance. The self-scoring offers insight into the scoring approach and can give you an understanding of how questions are assessed and marked by FP Canada Standard Council's scoring team. Use the tool's diagnostic report early in your preparation to identify areas where you may need to focus additional study. The diagnostic report also includes detailed rationales explaining why each answer option is right or wrong. Candidates who prepared with FP Canada Practice Examinations in the past said they were more familiar with the examination software, felt the diagnostic report provided useful feedback on their performance and felt better prepared to write the examination.

## Sample Examination Questions

Access more than 50 multiple-choice questions and answers, as well as eight constructed-response cases and answers, through the Resources tab on your [FP Canada Portal](#). Each question not only includes the correct response, but also an explanation as to why it's the right answer.

## Examination Preparation Webinar

Facilitated by our Examinations Department, this exclusive [examination preparation webinar](#) will help you learn what you can expect during the examination, the resources that FP Canada can offer to help you prepare and the essential tips you need for success.

## Examination Software Tutorial

Use the [examination software tutorial](#) to become more familiar with the software that will be used on examination day.

## Frequently Asked Questions

Read the most [frequently asked questions](#) about the examination.

## Study Tips for the CFP Examination

### Purchase and Start Using the Practice Examination Early

You'll get the most benefit from the Practice Examination if you use it well in advance of the examination and throughout your preparation process.

### Remember That the Examination Is Competency-Based

Questions on the CFP examination are competency-based, not knowledge-based—they don't test your technical knowledge, but rather the *application* of that knowledge. You'll be asked to:

- Apply your knowledge to determine the needs of the client in each scenario
- Know the options and find the best solution for the client
- Consider the potential impact(s) of your recommendation

## Understand How Questions Are Structured

The CFP examination is made up of multiple-choice and constructed-response questions. For multiple-choice questions, you'll be asked to select the *most appropriate* answer. Each question is worth one point toward the total examination mark. Constructed-response questions will range from short-answer type questions to longer, extended-response type questions. Marks on constructed-response questions vary and are indicated for each question within the examination software. Marks are not deducted for incorrect responses. As you go through the examination, keep these tips in mind:

- **Read the question carefully:** All information you need will be contained in the question.
- **Consider the scenario:** When a question is a follow-up to a scenario that's been presented, your answer must take the scenario into account.
- **Use only the information given:** Keep in mind the client's stated goals or objectives, without including additional information. Often, the incorrect options are plausible and could apply in a different situation but aren't the most appropriate solution for the scenario presented.

## Make Your Answers Client-Specific

- **Be specific:** For constructed-response questions, answers must be specific to each client's situation. You should be able to demonstrate why and how your recommended strategy is appropriate for the client described in the case scenario.
- **Focus on client needs, not product features:** For example, when assessing suitable risk management solutions for a client, you should be able to demonstrate how an insurance option is appropriate for a client's needs. Listing the features of an insurance policy without connecting it to the client's needs will be insufficient.
- **Support your recommendation:** If you're asked to make a specific client recommendation and support it, you won't earn marks for giving both the potential advantages and disadvantages of an option.

## Online Proctoring: Preparing Your Computer and Testing Environment

In anticipation of exam day, candidates must ensure that their computer meets the system requirements, noted above, prior to exam day. It is **MANDATORY** that all candidates test their exam day computer and personal internet connection **PRIOR** to the examination date. Further, it is the candidate's responsibility to test using the equipment and internet connection to be used on exam day, to ensure all requirements are met and should complete this at examination registration, prior to the close of registration and in the week before the examination.

Additionally, candidates who engage in online proctoring are required to ensure that the testing environment is and will remain comfortable, quiet and free of distractions during the scheduled examination.

Rules and requirements for your examination computer and testing environment can be found under [Online Proctoring: Important Information](#).

# EXAMINATION DAY

## In-Person Candidates: Important Information

Candidates will complete their examination on a computer provided by their in-person test centre.

### Exam Day Timing

Unless otherwise noted on your Admission Ticket, Part 1 of the CFP examination will begin at 9:00 a.m., Part 2 will begin at 11:30 a.m. and Part 3 will begin at 2:00 p.m.

You must report to the test centre by 8:15 a.m. for Part 1 of the examination and be registered and seated to hear instructions by 8:45 a.m. You must be re-seated at 11:25 a.m. for Part 2 and you must be re-seated by 1:55 p.m. for Part 3. Seating is pre-assigned.

If you are not seated by 8:45 a.m. for Part 1, by 11:25 a.m. for Part 2 and by 1:55 p.m. for Part 3, you will not be admitted to the examination room until after instructions have been read and may therefore lose part of the allotted writing time.

Candidates who wish to do so will be responsible for locating and purchasing food during the two 30-minute breaks, but are encouraged to bring their own food or snacks.

Candidates that arrive later than **15 minutes** after the scheduled connection time may not be admitted to the examination.

Some test centres may set requirements that require a schedule different than the timing outlined above; please refer to your Admission Ticket for information specific to your test centre.

### Items Not Permitted

The following items are **not** permitted at your desk on examination day:

- Baggage of any kind: backpacks, handbags, briefcases, luggage or shopping bags;
- Study materials such as textbooks or notes;
- Smartphones or other mobile devices, headsets, computers, tablets, electronic organizers or personal data assistants, or any other remote communication or photographic device;
- Outdoor coats, jackets or non-religious headwear; and
- Food or drinks unless authorized prior to the examination date.

The materials listed above are not permitted at your desk and must be placed in the area of the examination room designated by your proctor.

**Please ensure all electronic devices are turned off during the examination session.**

Neither FP Canada nor the proctor is responsible for any personal items lost, stolen or damaged; therefore, we advise you not to bring restricted items (i.e. bags or mobile devices) to the test centre.

# Online Proctoring: Important Information

## Preparing Your Examination Computer

In anticipation of exam day, candidates must ensure that their computer meets the system requirements prior to exam day. Ensure your computer station is prepared 30 minutes prior to your scheduled connection time to reduce potential connection issues. It is **MANDATORY** that all candidates test their exam day computer PRIOR to the examination date. Further, it is the candidate's responsibility to do so using the equipment and internet connection to be used on exam day, to ensure all requirements are met and should complete this at registration, prior to the close of registration and in the week before the examination. **If a candidate is unable to access their examination due to a failure to complete the computer readiness check prior to the examination, FP Canada will deem that the candidate failed to appear for their examination.** Candidates who fail to appear for the examination will forfeit their examination fee; please refer to [Failure to Appear](#) for more information.

| <input checked="" type="checkbox"/> | <b>Online Proctoring Computer Preparation Checklist</b>  |
|-------------------------------------|--|
| <input type="checkbox"/>            | Run a system check using the computer and network connection you will use on exam day. Retest your system's capability on the morning of the examination. You can check your system through <a href="#">the Yardstick platform</a> after you have registered for online proctoring. Once logged in, click <b>Test It Out</b> .   |
| <input type="checkbox"/>            | Install Google Chrome and the ProctorU extension for Chrome: <ul style="list-style-type: none"> <li>• <a href="#">Download Chrome</a></li> <li>• <a href="#">Download ProctorU extension for Chrome</a></li> </ul>   |
| <input type="checkbox"/>            | <b>Confirm that you can install programs on the computer you intend to use</b> to write the examination on exam day. You will be required to install a personalized plug-in program upon connection to a proctor on exam day, but that download is not available in advance.   |
| <input type="checkbox"/>            | Disable your browser's pop-up blocker: <ul style="list-style-type: none"> <li>• Learn: <a href="#">Disable pop-ups in your Browsers</a></li> </ul>   |
| <input type="checkbox"/>            | Test your internet speed before your examination (separate from the Test It Out check listed above) using the computer and network connection you will use on exam day. You are responsible for ensuring your internet connection is stable. A hardwired connection is preferred; a wireless connection can be used, but can sometimes be unstable and may increase risk of disconnection during the examination. If you choose to use wireless, we recommend a speed of at least 10Mbps. Check your speed using one of the following tests: <ul style="list-style-type: none"> <li>• <a href="http://speedtest.googlefiber.net/">http://speedtest.googlefiber.net/</a></li> <li>• <a href="http://beta.speedtest.net/">http://beta.speedtest.net/</a></li> <li>• <a href="https://fast.com">https://fast.com</a></li> </ul> |
| <input type="checkbox"/>            | Ensure your webcam is connected, working, and can be moved to pan the examination room/environment at the proctor's request.   |
| <input type="checkbox"/>            | Ensure your setup includes the use of only one monitor. If you regularly use more than one monitor, disconnect the secondary monitor and ensure it is turned around so that the screen is not facing you. If you choose to use a laptop, you must use the built-in screen to write the examination; a secondary monitor will not be permitted even if your laptop screen is closed and/or turned off.  |
| <input type="checkbox"/>            | Ensure the following types of programs are disabled on your device: virtual machines, remote desktops, conference/messaging programs, screenshot or capture programs, and development environments. Virtual Private Networks (VPNs) are permissible.   |

## Preparing Your Examination Environment

Candidates who engage in online proctoring must ensure that the examination environment is and will remain comfortable, quiet and free of distractions during the scheduled examination. The suitability of your environment will be assessed and confirmed by your proctor.

| <input checked="" type="checkbox"/> | <b>Online Proctoring Environment Preparation Checklist</b>  |
|-------------------------------------|---|
| <input type="checkbox"/>            | A desktop or laptop computer with monitor, webcam and microphone that fulfill the technical requirements, plugged in for the duration of the examination  |
| <input type="checkbox"/>            | An extension cord of at least six feet in length to allow flexibility in the placement of the computer and camera if the proctor determines that these items must be moved  |
| <input type="checkbox"/>            | A cleared desk or tabletop. You will be asked to remove anything from their desk that is not permanently affixed or approved for the test.  |
| <input type="checkbox"/>            | Cleared areas beneath the desk and chair  |
| <input type="checkbox"/>            | Cleared walls immediately behind and in front of where you will be seated   |
| <input type="checkbox"/>            | Adequate lighting   |
| <input type="checkbox"/>            | Other household members are aware of the examination date and time, will remain quiet during the examination and not enter the examination room   |
| <input type="checkbox"/>            | Noise is limited from outside of the examination room (e.g. TV, conversation, music) so as not to interfere with the candidate's ability to write the examination or the proctor's ability to monitor the examination |
| <input type="checkbox"/>            | Landlines, non-required electronics and any security or recording devices in the room are turned off and/or disconnected as appropriate   |

If you have trouble setting up your station, confirming preparedness, or connecting to the proctor, contact ProctorU directly using the below methods before or during your examination:

### ProctorU Assessment Support

**Phone:** 1-855-772-8678, Option 1

**Submit Online Ticket:** <https://support.proctoru.com/hc/en-us/requests/new>

**Live Chat:** [Click here](#)

**Hours of Operation:** 24/7

If you need to reach ProctorU on exam day, we recommend you call for faster response time.

Any inquiries about your username and password and/or your Admission ticket for online proctoring should be directed to FP Canada and/or Yardstick, our test administration partner.

## Exam Day Timing

The first 15 minutes of the booked time will be for the onboarding process with your proctor. During busy times, the wait-time to connect to an onboarding associate or proctor may be extended to 20 to 30 minutes.

**NOTE: Your examination timer does not start until you have started the assessment. Candidates should stay connected should a delay occur – any onboarding delay will not impact the time allocated for examination writing. Registration time does not count towards your assessment time.**

To begin the secure onboarding process:

- At least 10 minutes before your scheduled connection time, log in to your account on the Yardstick platform at <https://fpcanada.ysasecure.com/login>.
- At your scheduled connection time, your examination status will change from "Status" to "Start Session". Click this to connect to the session at the scheduled connection time.
- When prompted to do so, download the personalized plug-in program that connects your proctor to you and your screen, webcam and microphone. Once downloaded, the program will appear in your download folder or default download location. If prompted, click open or allow to give permission to run the program.
- At this time, you are now in the queue to connect to a virtual/online proctor.
- While waiting for your proctor to connect, the system will prompt you to:
  - Present your photo ID
  - Review and/or confirm the examination name and rules
  - Share your screen
  - Review and agree to the terms of service
- You should now be connected to a live proctor (if not continue to wait). Once connected, your proctor will:
  - Secure the physical examination environment using a six-point camera pan (four walls, desk and view of under the desk standing away from the desk) with your webcam and a monitor check conducted using a reflective surface (mirror or cellphone selfie camera view) or webcam to ensure the physical computer is secure (no additional cables leaving the computer outside of the mouse, keyboard, ethernet and power cables, and no notes are posted on the computer)
  - Secure the virtual examination environment (ensuring only the examination is open on your computer)
  - Request to see your cell phone and visually verify that it is placed out of your reach (the proctor will request to see your cell phone even if you have already put it away or placed it in another room)
  - Identify that unpermitted physical or electronic resources have been removed
  - Troubleshoot and solve technical issues as needed
  - Unlock access to the examination (this is when the examination timer will start).
  - Watch you/your screen throughout the session
  - Investigate, note and stop suspicious and cheating behaviour
  - Assist with and/or verify examination submission
  - Provide reminders for timing, breaks, etc.

Candidates who fail to log on in the first 30 minutes of their appointment time will be deemed as a 'No Show' candidate and will not be permitted to write the examination.

Once the registration process is complete and satisfactory, you will be permitted to access and begin your examination.

Your proctor may request additional camera pans during the examination if suspicious activity is suspected or if technical difficulties are encountered resulting in a disconnection between you and your proctor. Some examples of what may constitute suspicious activity include:

- speaking aloud,
- frequently looking off-screen (other than for notes and calculations), or
- having another member of your household walk into the room or speak to you.

Some examples of technical difficulties include:

- technical difficulties with your webcam or microphone (if either turns off or disconnects), or
- an unstable internet connection where you become disconnected from the proctor.

Additional time will not be granted if a resecuring of your room is required.

Breaks are not permitted during the two-hour sections of the examination; you may only take the scheduled break between examination sections. Once you submit a section of the examination you will not be able to return to it, and the examination will advance to the next section when your break is complete.

When you submit a section of your examination, the scheduled 15-minute break will begin, and a 20-minute timer will appear on your screen. The last five minutes of this timer must be used to resecure your room before you begin the next part of the examination.

Once your break begins, you are permitted to leave your examination area to go the restroom or have a snack. You are not permitted to use your mobile phone in the examination room at this time.

The break can last up to 15 minutes, and you can return to your examination area when you are ready to begin the next section of your examination within the 15-minute break time. Candidates are not required to take the 15 minute break between sections and may choose to immediately proceed to the next section if preferred.

Candidates are not permitted to use their examination computer for any reason (including but not limited to personal/business email, web searches, etc.) during the break.

If you choose to take the 15-minute break, your examination area will be resecured by the proctor before you proceed to the next section. It is your responsibility to ensure that you are back from your break no later than 15 minutes after it begins. After a total of 20 minutes has expired from the start of the break, the examination timer will automatically resume. If your break and time for re-securing your examination area extends beyond the 20 minute total (15-minute break and 5 minutes to resecure the area), time may be used from your examination time.

## Items Not Permitted

During the online proctored examination, candidates are **not permitted** to do any of the following:

- Wear a hat, coat, scarf, or bulky clothing; candidates may be asked to remove such items (religious attire is permitted);
- Wear a watch (an examination clock will be on the screen as part of the examination delivery platform);
- Wear earphones or headphones of any kind;

- Have access to or access electronic devices not listed as required for the examination on your person, or within reach;
- Have access to or use a communication device or any type of recording device, other than those listed as required for the examination;
- Have anything in your pockets (candidates may be asked to show that their pockets are empty);
- Refuse to move the computer or other objects or to satisfy other requests made by the proctor;
- Open other websites or programs and/or documents on the candidate's computer;
- Make notes on anything other than on the software platform's note taking feature or the whiteboard (maximum size 8.5" x 11.0") (at the end of the examination candidates will be asked to erase any notes on the whiteboard in clear view of the proctor);
- Have anything on the desk or table or within reach other than the [Allowable Items on Your Desk](#).

The examination proctor will perform a "person check" and ask for the removal of any non-religious headwear, watches, including analog and smartwatches, and headphones and/or earphones.

## All Candidates: What to Bring

### Admission Ticket

In-person candidates will receive an email with directions to download and print the Admission Ticket on the [FP Canada portal](#) when it is available. The address of your examination location will be printed on the Admission Ticket. In-person candidates must **print** and bring the Admission Ticket to your examination. **Do not write on your Admission Ticket.**

Online proctored candidates will receive an email from Yardstick approximately two weeks before the examination date with log-in details and information related to preparing your examination location and accessing your examination during your scheduled time. **The body of the email you receive from Yardstick is your Admission Ticket.** Online proctored candidates are not required to print their Admission Ticket to their examination but should have it accessible prior to starting their examination.

We encourage you to review your Admission Ticket to ensure it correctly reflects your personal and examination information. If you believe there is an error on the Admission Ticket or if you have any questions, reviewing it in advance will allow you time to contact the Certificant and Student Services team at [info@fpcanada.ca](mailto:info@fpcanada.ca), 416.593.8587 or 1.800.305.9886 and seek clarification.

### Valid Identification

You must have valid (non-expired) government-issued photo identification containing both your photograph and signature to present at the in-person test centre and to show to the proctor if participating in online proctoring. Government-issued identification with an expiry date from February 2020 to the examination date will be accepted as appropriate identification. In online proctoring, your identification will be photographed. The following are acceptable pieces of photo identification:

- Valid passport;
- Canadian citizenship card (issued before February 1, 2012);
- Valid driver's license;
- Provincial health card;
- Canadian military identification card;
- Canadian permanent resident card (only valid if signed); or
- Age of majority card.

Your name as it appears on the examination application, eligibility documentation and subsequent examination **Admission Ticket must match the name on the photo identification** you provide, or you may be denied access to write the examination.

### Noiseless, Non-programmable Financial Calculator

You are permitted to use **only** one of the FP Canada-approved calculators for the examination. You may bring a spare calculator and/or loose batteries (i.e. without packaging) to the examination room; however, you may not keep either at your desk, and we recommend that you replace and test fresh batteries in your primary calculator prior to the examination. Calculators will not be supplied at in-person test centres.



## Texas Instruments

Acceptable models are TI BAII, TI BAII+, TI BA II Plus Professional, TI BA-35, TI 30XIIS and TI30 XA.



TI BAII+



TI BA II Plus Professional

## Unacceptable Calculators

Any calculator with programmable features, capacity to store text, graphing capability, or printing capability is not acceptable.

Some commonly used, but **unacceptable** financial calculators include:

- **Casio:** CFX9850GC, CLASSPad300, FX-7400G, FX-9750G, FC-100
- **Hewlett-Packard:** HP 9G, HP 12C, HP 17BII, HP 17BII+, HP 17BLL+, HP 19B, HP 19BII, HP 33S, HP 38G, HP 40G, HP 48G, HP 49G, HP-20b Business Consultant
- **Texas Instruments:** TI 73, TI 83, TI 84, TI 89, Voyage 200
- **Sharp:** EL-9600C, EL-9900C, CS Series, QS Series, VX Series, EL 531W, EL-531X, EL-735, EL-738XT, EL W535
- **Media H.S.:** SC1000

These models **will not** be permitted for use in the examination. This list of unacceptable calculators is not all-inclusive and there are other models that are not permitted for use. Please reference the list of approved calculators and choose one of those models accordingly.

Your proctor will inspect your calculator prior to the start of the examination. The calculator must then remain on your desk, and for in-person examinations, in full view for proctors to continue to inspect periodically throughout the duration of the examination.

From time to time, additions or modifications are made to this list of approved calculators; however, at present only these models are permitted at the examination. Violation of FP Canada's calculator policy may result in the voiding of examination results.

You are not permitted to bring manuals or any external devices (peripherals) to support calculators. Examples of disallowed items include printed cards, printers, memory expansion chips or cards.

## Scrap Paper/Whiteboard

### In-person Test Centre

Scrap paper will be provided to candidates and collected by the proctor at the end of each examination section. Scrap paper must not be removed from the test centre.

### Online Proctoring

For online proctoring, candidates must provide their own handheld whiteboard (maximum size of 8.5" x 11"), that can be used with a dry erase marker, which you must erase at the end of the examination. No other scrap paper must be used, retained or shared by the candidate.

## Allowable Items for Your Desk

The following table lists the **only** items that are permitted on your desk during the examination:

| ITEM                            | IN-PERSON TEST CENTRE | ONLINE PROCTORING |
|---------------------------------|-----------------------|-------------------|
| Admission Ticket                | ✓                     |                   |
| Valid photo identification      | ✓                     | ✓                 |
| Approved calculator             | ✓                     | ✓                 |
| Pencils and eraser              | ✓                     |                   |
| Scrap paper                     | ✓                     |                   |
| Whiteboard and dry erase marker |                       | ✓                 |
| Ear plugs                       | ✓                     |                   |
| Desk lamp                       |                       | ✓                 |

Water is permitted for online proctoring and *may* be permitted at your in-person test centre. Water must be in a clear (i.e. see-through) and label-free bottle with a lid. No other beverages are allowed. Refer to your Admission Ticket for more details on water allowance at your in-person test centre.

Any other materials must be placed in a separate area of the writing room designated by the proctor at in-person test centres and stored outside of the examination room for online proctoring candidates.

# All Candidates: How to Complete the Examination on the Examination Software

## Multiple-Choice Questions

You must record answers to all multiple-choice questions directly into the computer software by clicking on the selected response. You must select the **one** most appropriate or best answer for each question from the options provided. There is only one correct answer for each question.

Each question is worth one point toward the total examination mark. Marks are not deducted for incorrect responses.

## Constructed-Response Questions

You must record answers to all constructed-response questions directly into the computer software by typing in your response. Constructed-response questions will be in the form of case sets, consisting of a description of a client situation (case narrative ranging from approximately one-third of a page to one full page or more) followed by one to three questions about that client situation. All examination materials are provided within the examination software. Case study narratives can be accessed by clicking on the “Show Passage” button located directly above the constructed-response questions. By clicking on “Show Passage” you will expand the box containing the case study narrative and will be able to view the case study narrative in full. To return to the constructed-response questions, click “Hide Passage”.

All questions in a case set require you to use information in the client situation to answer the question. You’ll type your answers directly into the response template provided on the examination software (this is usually in the form of a table). Each question will have the point allocation clearly indicated. No marks will be deducted for incorrect responses.

In most cases, you’ll be required to show your calculations as you work towards solutions to problems.

Calculations associated with the time value of money must be performed using an [approved financial calculator](#). You’ll be required to show all keystrokes used for the time value of money calculation, including inputs and solution. For example, text required for a present value calculation might be: “Mode = begin, I = 5, N = 20, PMT = 10,000, FV = 0, solve for PV = 130,853”. You aren’t required to, and shouldn’t show, the calculations underlying the time value of money calculations.

When completing constructed response questions that require a specified number of responses (e.g., “list three...”, “provide four...”), you’re required to provide up to the indicated amount. If you answer with more than the required number of responses, only the first answers corresponding with the required amount will be scored, with the remainder not considered. For example, if the question requires you to list three issues with a given situation and you list five, only the first three will be considered for scoring of the examination.

For questions that require a number as a response—even if your response is “0”—ensure a number, zero or nil is provided in the cell in the response template.

## Other Information about the Examination Environment

The administration of FP Canada's certification examinations may experience delays due to technical issues, weather, power outages, internet connectivity or any other issues that are beyond our control. FP Canada takes all possible steps to minimize the impact and inconvenience to candidates and strives to address any issues that occur in the time period between the examination week and the release of examination results.

Candidates who experience issues during their examination should immediately alert their proctor, who is bound to report such issues to FP Canada. Further, candidates should report any experienced issues of concern within one week of the examination date directly to FP Canada at [info@fpcanada.ca](mailto:info@fpcanada.ca).

## Failure to Appear

If you fail to appear for the CFP examination or any part thereof, you will forfeit the full examination fee, and any examination sessions completed where you attended only one or two sections will not be scored. Exceptions will be considered in the case of medical emergencies or for bereavement. You may be subject to a postponement fee if you fail to appear for your examination.

Please contact FP Canada Certificant and Student Services to obtain the form to request an exception. You must provide the supporting documentation explained within the form. Requests must be received within **one week** following the examination and will be considered on a case-by-case basis. There are absolutely no refunds once a candidate has attempted the examination.

# AFTER THE EXAMINATION

## At the End of the Examination

At the end of the time allotment for the examination, or before if the examination is submitted early, you will be provided the opportunity to complete a brief post-examination feedback survey. The survey will pose questions regarding the test centre environment and overall examination experience. This survey is not mandatory; however, FP Canada strongly encourages candidates to submit their feedback. A more expansive survey will be emailed to you after the examination.

## Feedback about the Examination and Examination Experience

The CFP examination is a non-disclosed examination; therefore, examination material is not available for review. Further, FP Canada will not discuss specific questions on any of the examinations with candidates. However, you have the opportunity to provide content feedback about the examination questions and response templates through an email survey distributed on examination day. Alternatively, you may address comments about the examination to FP Canada's CFP Exam Panel at [info@fpcanada.ca](mailto:info@fpcanada.ca). The names of candidates who submit comments will not be disclosed to the Exam Panel during their review.

The Exam Panel will review comments received within one week of the date of the examination. Although all comments will be acknowledged and are appreciated, we regret that we aren't able to provide an individual response to your specific examination questions.

Candidates who wish to provide feedback on the examination experience may do so, with written comments submitted to [info@fpcanada.ca](mailto:info@fpcanada.ca) within one week of the examination. FP Canada expects that candidates will have already reported technological or other examination environment issues to the proctor as they occur, and this reporting is provided to FP Canada; however, candidates are welcome to advise FP Canada directly of any issue experienced within one week of the examination date.

Comments must be received in a timely manner to be considered in the marking process as appropriate. FP Canada cannot consider feedback about the examination content, test centre, etc. received more than one week after the examination.

## Examination Results

There is no difference in the scoring process between candidates who write at in-person test centres and those who write via online proctoring. All examinations will be scored in accordance with the scoring process outlined in this Guide.

Multiple-choice questions are scored by computer. For constructed-response questions, a Scoring Committee consisting of CFP professionals will read all candidate responses and assign scores based on a predetermined scoring key. The majority of constructed-response questions are scored by two scorers. Where significant differences exist between the judgments of the scorers for a particular response, a third scorer will deliberate and make the final decision. In addition, all candidates whose scores fall close to the pass mark are independently re-scored to confirm final score and pass/fail status. This ensures any candidates with borderline scores have their examinations marked at least twice before results are released.

## Pass Mark

The CFP examination is a Pass or Fail examination and is designed to be accurate in making that determination only. The purpose of this examination is to identify those who meet the standard necessary for obtaining CFP certification (passing) and those who do not (failing).

The method used to set the passing standard for the CFP examination accords with well-established pass-score procedures. Like other professional certification examinations, the establishment of a pass mark is based on a *criterion-referenced* rather than a *norm-referenced* methodology.

Norm-referenced methodology uses a bell curve to establish the final score needed to pass the examination. The determination of whether or not an individual will pass or fail a norm-referenced examination depends on his or her relative standing in comparison to other examinees in that particular administration. FP Canada examinations are *not* marked using this methodology.

Criterion-referenced methodology, used by FP Canada, does not rely on a bell curve. Performance is scored against an established passing standard rather than ranked in comparison to others taking an examination in a particular administration. The passing standard for the FP Canada examinations is determined by a committee composed of CFP professionals from across Canada, using generally accepted psychometric principles and methods for standard setting.

Although all questions on the CFP examination are developed from the [FP Canada Standards Council Competency Profile](#) and every effort is made to ensure a consistent difficulty level at each administration, the overall difficulty may vary slightly from one administration to the next. To address any differences and to ensure that all candidates are treated fairly on each examination, the pass mark for each specific examination administration is statistically adjusted to compensate for any fluctuations in the level of difficulty. This adjustment ensures that candidate scores are comparable regardless of when they take the examination and that candidates are not advantaged or disadvantaged if the examination they take is slightly easier or more difficult than a prior examination.

FP Canada follows a rigorous process to produce examination results. Results are verified and analyzed to ensure accuracy and reliability. Candidate comments and feedback are also considered throughout this process. FP Canada's CFP Exam Panel conducts a thorough review of the examination results and questions to help determine a fair pass mark.

## Results Release Process

You will receive an email once your examination results are available through your FP Canada Portal, where your result letter will be available (visit the [FP Canada website](#) to learn when you can expect your examination results).

FP Canada treats candidates' results as strictly confidential. FP Canada will not release information regarding a candidate's examination results to an individual other than the candidate, without direct written authorization from the candidate. In some instances, with candidates' express consent, employers may receive a list of names of successful candidates. To ensure the protection of privacy and to maintain confidentiality of examination results, FP Canada does not release results over the telephone, by fax nor by email.

## Reattempting the Examination

Candidates who wrote the CFP examination prior to 2020, but were unsuccessful, may challenge the CFP examination after completing Introduction to Professional Ethics (IPE), subject to education currency and examination attempt limits.

Candidates who do not pass the CFP examination within four years of completing the CFP Professional Education Program must repeat the CFP Professional Education Program.

Candidates who do not obtain CFP certification within four years of passing the CFP examination must rewrite the CFP examination.

Candidates who wish to reattempt an examination must complete a new examination application, agree to abide by this Guide and pay all applicable fees by the required dates. Please refer to the [CFP Certification Policies](#) for more information.

## Appeals Process

Multiple-choice questions on the CFP examination are scored through computer-based examination software with a high degree of accuracy. Constructed-response questions on the CFP examination are marked by two (and often three) scorers, ensuring a high degree of accuracy in the scoring process. In addition, before the CFP examination results are released, FP Canada verifies the results for candidates who score within 15 points of the passing standard of 500, specifically, those who score between 490 and 505. Therefore, we do not encourage requests for verification of scores.

It is highly unlikely that an examination score will change from “fail” to “pass” as a result of any manual rechecking after the results are released.

However, if you would like to have your examination manually re-scored, you may email a request to [info@fpcanada.ca](mailto:info@fpcanada.ca) within 30 days of the release of your examination results. The charge for manual re-scores of the CFP examination is \$250. Requests submitted without payment information and requests received more than 30 days after the release of the examination results will not be processed.

Requested re-scoring will be completed within approximately 30 days after the request and payment is received. Candidates who request a manual re-scoring will receive a letter with the results of the re-scoring indicating only if the examination result is unchanged or has changed from fail to pass; no additional diagnostic information or commentary on candidate performance is provided. If your result changes from a fail to a pass, you will be reimbursed your re-scoring fee.

Specific requests for interpretation and appeal of FP Canada Examination policies must be made in writing and addressed to FP Canada, attention: Examinations Department. FP Canada will only discuss examination matters with the candidate directly. Where a candidate wishes to authorize FP Canada to engage with another party on a candidate’s behalf, the candidate must provide written direction and consent before FP Canada will communicate with a third party.

## Successful Completion of the Examination

If you pass the CFP examination and meet the other requirements for CFP certification including three-years of [relevant work experience](#), you may apply for CFP certification. You may not use the CFP certification marks until you receive notification that your application for certification has been processed and approved.

### Publication of Examination Results

#### Media Release

FP Canada issues a general media release about examination results, including the total number of candidates who wrote the examination and the national pass rate. This release is issued after results have been provided to candidates.

A list of successful candidates of the CFP examination is published in November during Financial Planning Week in the financial planning supplement in *The Globe and Mail*.

#### Educator and Industry Reports

FP Canada releases the aggregate pass rate to FP Canada-Approved Core Curriculum program and FP Canada-Approved Advanced Curriculum providers and financial planner firms that had more than 10 candidates in the examination administration.

# ETHICS AND CONDUCT

Throughout the FP Canada certification process, candidates are expected to conduct themselves in an ethical manner. Candidates must refrain from any activities that may compromise the ability of a fellow candidate to complete any part of the FP Canada certification process independently. Further, candidates must not participate in the copy, sale or purchase of any materials prepared by themselves or another candidate for use in an examination conducted as part of an FP Canada-Approved Core Curriculum education program, an FP Canada-Approved Advanced Curriculum education program, FP Canada Institute Introduction to Professional Ethics, or CFP Professional Education Program, including a comprehensive financial plan and/or case material based on any of the financial planning case studies developed by FP Canada as part of an FP Canada-Approved Capstone Course.

By registering for the CFP examination and signing and submitting the registration application, you are deemed to have accepted the policies and procedures outlined below and elsewhere in this Guide.

## On Examination Day

- Communication between examinees is not permitted during the examination.
- You may ask your proctor a question by raising your hand at in-person test centres, or through the chat function or direct conversation for online proctoring.
- No examination materials, including but not limited to any notes or calculations recorded on scrap paper, may be removed from the examination room. All materials must be returned to the proctor or, for online proctoring, discarded or destroyed with the proctor's attention.
- Candidates shall not attempt to obtain or create a copy of any part of the examination or their responses.
- Candidates may not leave the room during the examination without the proctor's consent.
- Bathroom breaks are not permitted during the examination writing time.
- If you leave the in-person examination room for any reason, ensure your computer screen is not visible to others.
- Candidates shall not copy or aid or abet in copying or any other form of cheating.
- Candidates must not make their answers available to other candidates.
- Candidates who complete their examination early may leave quietly after ensuring that they have signed the attendance list and returned all examination material to the proctor.

## After the Examination

- Candidates shall not reveal, discuss or otherwise disclose any examination materials or related information in any form, including the examination questions or recorded answers.
- Candidates shall immediately advise FP Canada of any breach of security measures of which the candidate becomes aware.
- Candidates are expected to participate in any investigations into examination misconduct at the request of FP Canada.

## Other Misconduct

Failure to abide by the policies in this Guide, or those provided by the examination proctor, may constitute examination misconduct. Other instances of misconduct may include, but are not limited to:

- Creating a disturbance;
- Giving or receiving assistance on content;
  - Continuing to make or change responses after being instructed to stop;
  - Removing examination materials from the examination room; or
  - Writing on the Admission Ticket at any time.

## Investigation & Enforcement

FP Canada fully investigates all incidents of examination misconduct.

We rely on many sources to identify suspected examination misconduct. During the marking of the CFP examination, we use statistical analysis of the examination results to determine the likelihood of any candidate writing the CFP examination having copied another candidate's answers.

Identified cases are reviewed by the FP Canada Standards Council in accordance with the [FP Canada Standards Council Disciplinary Rules and Procedures for Examination Misconduct](#). Grounds for discipline include:

- Copying responses from other candidates, or making responses available to other candidates;
- Any act or omission that violates the provisions of either of the Guides to Examinations, including the Examination Day Rules and Procedures;
- Failing to cooperate with an FP Canada Standards Council investigation and/or providing or making false or misleading statements to FP Canada and/or its Divisions; and
- Any other acts or omissions amounting to misconduct as determined by FP Canada Standards Council Staff.

Where finding of misconduct is made, the penalty may include any one or a combination of the following sanctions:

- A letter of admonishment, delivered by the Hearing Panel;
- A prohibition from writing the QAFP examination or CFP examination, as applicable, for a specified number of examination sittings;
- Where the candidate is also a QAFP professional, a temporary or permanent suspension of the rights to call themselves a QAFP professional and use of the Certification Marks;
- Permanent prohibition from writing the QAFP examination or CFP examination, as applicable;
- An order nullifying the candidate's examination results;
- An award of costs against the candidate; or

Such other penalty as the Hearing Panel may deem appropriate. FP Canada reserves the right to publish the outcome of examination misconduct or irregularity decisions.

# APPENDIX A: CANDIDATE STATEMENT OF UNDERSTANDING

*You will be asked to accept these policies and procedures before beginning to write your examination*

## EXAMINATION POLICIES AND PROCEDURES

1. These policies and procedures apply to all FP Canada certification examinations. By writing an FP Canada certification examination, candidates will be deemed to have accepted these policies and procedures.
2. Extra time will not be allotted to those candidates at in-person test centres who arrive after the examination has begun. Extra time will not be allotted to those candidates writing online proctored exams who return late from the break between sections.
3. Candidates must have only FP Canada permitted materials on their desk and surrounding area during the examination. Candidates may only use an FP Canada-approved non-programmable calculator.
4. Communication between candidates during the examination is not permitted and will not be tolerated. Candidates writing at in-person test centres and via online proctoring may only communicate with the proctor during the examination. Communicating with other candidates during the examination may constitute misconduct and may result in termination of an individual's examination session or other penalties up to and including nullification of examination results or denial of certification. Similarly, communicating with others about the content of the examination at any time and in any format (written or oral) may constitute misconduct and may result in penalties up to and including nullification of examination results or denial of certification.
5. Absolutely no examination materials may be retained by the candidate including, without limitation, scrap paper, notes or calculations. Materials must be returned at in-person test centres and destroyed in the online proctoring environment. Retention of materials and/or a failure to destroy examination materials may constitute misconduct and may result in penalties up to and including notification of examination results or denial of certification.
6. Candidates may not attempt to make copies (written or other) of the examination materials, including, without limitation, the examination questions or perceived answers. Capturing, copying or communicating with others about questions or content of the examination during or following the examination may constitute misconduct and may result in penalties up to and including nullification of examination results or denial of certification.
7. Candidates may not copy or aid or abet in copying or any other form of cheating. Candidates must not make their examination answers available to other candidates. Such conduct will not be tolerated and may result in a finding of examination misconduct.
8. Other than in the event of an emergency, no one may leave the examination room during the examination without the proctor's consent. Washroom breaks are not permitted and leaving the room will be reported to FP Canada. You will not be granted additional time for time while out of the room.
9. Candidates who complete their examination early at in-person test centres may leave quietly after ensuring that they have signed the attendance list and returned all examination materials to the proctor. However, during the final section of the examination, once there are 15 minutes remaining, candidates must wait until the end of the examination session to leave. Candidates writing in an online proctored environment should notify the proctor when they have finished and submitted the examination.
10. After the examination, a candidate must immediately advise FP Canada of any breach of any security measures or examination misconduct of which the candidate becomes aware. Concerns can be reported directly to [exammisconduct@fpcanada.ca](mailto:exammisconduct@fpcanada.ca).
11. A candidate understands that only the President of FP Canada, or the President's designate, has the authority to release any examination materials or information relating to the examination questions, marking keys or procedures.

# APPENDIX B: EQUATIONS FOR RATE OF RETURN AND TIME VALUE OF MONEY CALCULATIONS

The following equations may be helpful in answering questions that require calculations. Typically, these types of calculations are done using a financial calculator.

|                |  |      |                                    |
|----------------|--|------|------------------------------------|
| FV             | = future value                           | e    | = effective, annual rate of return |
| PV             | = present value                          | k    | = periodic rate of return (i/m)    |
| i              | = nominal, annual rate of return         | r    | = real, annual rate of return      |
| n              | = number of years                        | infl | = annual rate of inflation         |
| m              | = number of compounding periods per year | PMT  | = payment                          |
| I <sub>t</sub> | = amount returned or paid in year t      |      |                                    |

The effect of non-annual compounding:

$$FV_n = PV(1 + i/m)^{n \times m}$$

Simple interest (return) calculation:

$$I_t = PV \times i$$

Effective, annual rate:

$$e = (1 + k_m)^m - 1$$

Future value of a single payment, compounded each period:

$$FV_n = PV(1 + i)^n$$

Present value of a single payment, compounded each period:

$$PV = \frac{FV_n}{(1 + i)^n}$$

Future value of a stream of payments:

$$FV = \frac{((1 + k)^n - 1)}{k} \text{ times } PMT$$

Present value of a stream of payments:

$$PV = \frac{1 - \left(\frac{1}{(1 + k)^n}\right)}{k} \text{ times } PMT$$

Real rate of return:

$$r = \frac{i - infl}{1 + infl}$$

# APPENDIX C: ABBREVIATIONS OR ACRONYMS

The following abbreviations or acronyms may appear on the examination. When a listed abbreviation or acronym appears on the examination, it refers only to the corresponding phrase listed below.

|                 |   |              |                                      |
|-----------------|---|--------------|--------------------------------------|
| <b>ACB</b>      | Adjusted cost base/basis                | <b>GST</b>   | Goods and Services Tax               |
| <b>AD&amp;D</b> | Accidental Death and Dismemberment      | <b>HBP</b>   | Home Buyers' Plan                    |
| <b>AMT</b>      | Alternative Minimum Tax                 | <b>IPP</b>   | Individual Pension Plan              |
| <b>CCA</b>      | Capital Cost Allowance                  | <b>LCGE</b>  | Lifetime Capital Gains Exemption     |
| <b>CCPC</b>     | Canadian-Controlled Private Corporation | <b>LIF</b>   | Life Income Fund                     |
| <b>CDA</b>      | Capital Dividend Account                | <b>LIRA</b>  | Locked-in Retirement Account         |
| <b>CDIC</b>     | Canada Deposit Insurance Corporation    | <b>LRIF</b>  | Locked-In Retirement Income Fund     |
| <b>CESG</b>     | Canada Education Savings Grant          | <b>LRSP</b>  | Locked-In Retirement Savings Plan    |
| <b>CNIL</b>     | Cumulative Net Investment Loss          | <b>LTD</b>   | Long-term disability                 |
| <b>COLA</b>     | Cost of Living Adjustment               | <b>MTR</b>   | Marginal Tax Rate                    |
| <b>CPP</b>      | Canada Pension Plan/Quebec Pension Plan | <b>OAS</b>   | Old Age Security                     |
| <b>CRA</b>      | Canada Revenue Agency                   | <b>PA</b>    | Pension Adjustment                   |
| <b>CSB</b>      | Canada Savings Bond                     | <b>PAR</b>   | Pension Adjustment Reversal          |
| <b>CSV</b>      | Cash Surrender Value                    | <b>POA</b>   | Power of Attorney**                  |
| <b>DPSP</b>     | Deferred profit sharing plan            | <b>QSBC</b>  | Qualified Small Business Corporation |
| <b>DRIP</b>     | Dividend Reinvestment Plan              | <b>RDSP</b>  | Registered Disability Savings Plan   |
| <b>EAP</b>      | Education Assistant Payment             | <b>RESP</b>  | Registered Education Savings Plan    |
| <b>EI</b>       | Employment Insurance                    | <b>RCA</b>   | Retirement Compensation Arrangement  |
| <b>ETF</b>      | Exchange-Traded Fund                    | <b>RDTOH</b> | Refundable Dividend Tax on Hand      |
| <b>FMV</b>      | Fair Market Value                       | <b>RPP</b>   | Registered Pension Plan              |
| <b>GIC</b>      | Guaranteed Investment Certificate       | <b>RRIF</b>  | Registered Retirement Income Fund    |
| <b>GIS</b>      | Guaranteed Income Supplement            | <b>RRSP</b>  | Registered Retirement Savings Plan   |
| <b>GRIP</b>     | General Rate Income Pool                | <b>TFSA</b>  | Tax-Free Savings Account             |

# APPENDIX D: USING CORPORATE COMPUTERS FOR ONLINE PROCTORING

The purpose of this information is to serve as an aid in preparing computers to be used to take an FP Canada certification examination with Yardstick and ProctorU. While we recommend testing with personal computers, we understand this might not always be an option and this resource will be particularly relevant for test takers utilizing a work/corporate computer where stringent security settings and/or firewalls may be in place. It is highly recommended that test takers in this category provide this resource to their corporate IT department ahead of their scheduled examination so that any necessary adjustments can be made to their computer to ensure compliance with these requirements.

## Program Types to Disable

The following program types should be disabled on computers to be used for online proctoring:

- virtual machines
- remote desktops
- conference/messaging programs
- screenshot or capture programs
- development environments.

Virtual Private Networks (VPNs) are permissible.

## Port/Protocol Specifications

### 1.1. These outbound protocols and ports are necessary for candidates to access the full spectrum of ProctorU services and components.

- This includes ProctorU's Live/Classic and Live+ products.
- For more technical users and security administrators, these requests will be originating from the client computer accessing ProctorU systems so the Source will be your internal network/LAN. The Destination will be a ProctorU system or a component. Since these systems are cloud-based and their IP may change, ProctorU strongly recommends opening these ports to all Destinations.

| Port        | Protocol | Reason                     |
|-------------|----------|----------------------------|
| 80          | TCP      | Unsecured web/HTTP traffic |
| 443         | TCP      | Secured web/HTTPS traffic  |
| 843         | TCP      | Flash video                |
| 1935        | TCP      | Streaming video component  |
| 3478        | TCP/UDP  | Streaming video component  |
| 5671        | TCP      | Streaming video component  |
| 49152-65535 | UDP      | ProctorU browser plugin    |

# Whitelisting and Firewall Configuration for LogMeIn Products

## 1.2. LogMeIn Rescue Domains to be Whitelisted

- \*.LogMeIn123.com
- \*.123rescue.com
- \*.support.me
- \*.logmeinrescue-enterprise.com (Powers account-specific Rescue features, not required for standard accounts)
- \*.logmeinrescue.com
- \*.logmeinrescue.eu
- \*.logmein-gateway.com

## Additional Whitelist Requirements - Executables (for Browsers and Firewalls):

### 1.3. OS X

- LMIGUIAgent
- LogMeInGUI.app
- Rescue
- LogMeIn Menubar
- Support-LogMeInRescue
- LogMeInRescue

### PC

- Support-LogMeInRescue.exe
- Support-LogMeInRescue(1).exe
- Support-LogMeInRescue(2).exe
- Support-LogMeInRescue(3).exe
- Support-LogMeInRescue(4).exe
- Support-LogMeInRescue(5).exe
- Support-LogMeInRescue(6).exe
- Support-LogMeInRescue(7).exe
- Support-LogMeInRescue(8).exe
- Support-LogMeInRescue(9).exe
- Support-LogMeInRescue(10).exe
- Support-LogMeInRescue[2].exe
- Support-LogMeInRescue[3].exe
- Support-LogMeInRescue[4].exe
- Support-LogMeInRescue[5].exe
- Support-LogMeInRescue[6].exe
- Support-LogMeInRescue[7].exe
- Support-LogMeInRescue[8].exe
- Support-LogMeInRescue[9].exe
- Support-LogMeInRescue[10].exe
- lmi\_rescue.exe
- Support-LogMeInRescue[11].exe
- LMI\_Rescue\_srv.exe
- LMIRescue.pkg
- lmi\_rescue.exe

Further information can be found here:

<https://support.logmeininc.com/lastpass/help/whitelisting-and-firewall-configuration-for-logmein-products>



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