



FP Canada[®]

*Advancing Professional
Financial Planning*

Guide to the CFP[®] Examination

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QAFP[®]

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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 AND PROCEDURES

This Guide applies to the 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, 416.593.8587 or 1.800.305.9886.

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, vaccination policies, 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 becomes mandated again 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 your FP Canada dashboard 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 per [our withdrawal and postponement policies](#).

CONSIDERING ONLINE PROCTORING?

Online proctoring for the CFP examination is 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 flexible exam start times and a convenient at-home writing location, and ensures all candidates have access to write the certification examinations.

If you are unsure about your ability to write in an online proctoring environment, you may want to consider the following important elements of the online proctoring experience:

Technology: Candidates must meet Meazure Learning 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 possibly changing nature of public health requirements in each jurisdiction, or for other reasons, in-person examinations can be cancelled at any time in advance of the scheduled date. 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. Your exam session and chat logs are recorded and maintained in their entirety by ProctorU. If there are issues with your exam session FP Canada will have access to review these items. Additionally, candidates will have their name and preferred email address communicated to Meazure Learning so that outreach can be made to set up the examination user account. Candidates should read [FP Canada's](#), [Meazure Learning's \(ProctorU/Yardstick\)](#) privacy policies to understand the stringent measures we take to protect your information and privacy.

REGISTERING FOR THE EXAMINATION

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

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, 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 or write via online proctoring using a personal computer at home or another private location.

IN-PERSON EXAM	ONLINE PROCTORING
Same exam delivery software	Same exam delivery software
Equal exam writing time and layout (6-hour exam divided into three 2-hour sections)	Equal exam writing time and layout (6-hour exam divided into three 2-hour sections)
Two 30-minute breaks	Two 15-minute breaks with an additional 5-minutes to resecure your room
In-person exam proctors	Remote online exam proctors
Secure, public exam test centre	Candidate's home or other private location with a secure internet connection
Hardware provided by test centre	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, 416.593.8587 or 1.800.305.9886.

Online Proctoring: Selecting Your Examination Start Time

If you register for online proctoring, you will receive an email from testingsupport@meazurelearning.com which provides instructions on accessing your examination account with Meazure Learning (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 Meazure Learning, 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 Meazure Learning account on exam day, you will not be able to write your examination.

Login to the Meazure Learning platform (Yardstick) 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 time for your guided launch. Connection times are in 10-minute increments, and FP Canada encourages candidates to select a time between **7:00 a.m. and 3:30 p.m. ET**. The times are displayed according to the 24-hour clock. [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. Please **be aware of time zones**, ensure you chose the time zone where you will be taking the exam.

If you wish to change your connection time for your guided launch, you may do so until approximately three weeks prior to the exam date by logging back onto the Meazure Learning platform (Yardstick).

FP Canada does not administer online examinations outside of Canada.

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 10 (10 S mode not supported)	Windows 11 (10 S mode not supported)
Mac Users	MacOS 11.0	MacOS 11.0 or later
CPU	More than 4 core CPU less than 85% CPU usage	More than 4 core CPU less than 50% CPU usage
Internet Download Speed	3 Mbps	12 Mbps
Internet Upload Speed	3 Mbps	3 Mbps
RAM	8 GB (less than 95% RAM usage)	16 GB (less 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.

FP Canada strongly recommends you write the examination using a personal computer. There are issues that could arise from using corporate computers due to settings and firewalls including technical issues that could impede your ability to load or complete your exam. These types of technical issues may not always be able to be resolved during the exam. When it is not possible to use a personal computer, and you must use a work or corporate computer that may have stringent security settings including firewalls, we strongly recommend you 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. Candidates may also encounter issues when writing the exam using a workplace or corporate internet connection if there are firewalls in place. Meazure Learning 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](#).

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

- **A functioning camera and microphone:** You will require a web camera to scan your work area, and this can be on your laptop or a separate camera. Most computers and some web cameras have them built-in.
- **Download the Guardian Browser:** install the Guardian Browser before your exam.
- Download the Guardian Secure Proctoring Browser:

[Windows Download](#)

[Mac \(Intel\) Download](#)

[Mac \(M1\) Download](#)

Need help identifying your which Apple download to use? Read [this support article](#) to determine if you are on an Intel or M1 Mac.

- **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 or cover 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, Unlicensed/inactive versions of Windows and Test Builds/Modes.

NOTE: It is common for candidates who experience a technical issue do so because of an operating system that has not been correctly activated, which can show as a watermark on the computer noting that the system needs to be activated. Proctors are expected to stop a candidate from writing if the operating system is not correctly installed.

- **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 as candidates' internet connection and bandwidth issues are the cause of a most of the online proctoring technical issues.

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 as ProctorU identifies them as a threat to academic integrity. 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 Meazure Learning platform \(Yardstick\)](#) after you have registered for online proctoring. Once logged in, click the **Test It Out** button. The Test It Out system check will test your camera, computer settings (CPU usage, RAM, operating system, etc.), and your internet upload and download speed. Please be aware that the automated equipment check does not guarantee your equipment's functionality on exam day; unexpected issues may still arise. For example, Test It Out cannot check if your operating system is valid/activated and it is required for candidates to write the exam with a valid/activated operating system. It is the candidate's responsibility to ensure that their computer meets the technical requirements for online proctoring.

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.

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

Technical Issues

Technical issues may occur when using the ProctorU platform, even when equipment testing has taken place prior to the exam. About 10% of candidates encounter issues including dropped internet connections, non-functioning peripherals (such as microphones and cameras) and an inability to launch the exam. Of these, most are resolved promptly by the candidate's proctor or with intervention by ProctorU technical support. For the small percentage of candidates who are unable to resolve their issue FP Canada strives to work with the candidate directly to find a solution that ideally will allow them to complete their exam within the exam administration period. Note that most issues seem to arise due to candidate's use of their corporate computer and the firewalls and protections embedded within. FP Canada strongly recommends the use of a personal computer, not an employer-provided computer.

In-Person: Selecting Your Examination Location

If you select an in-person examination, you must select your first and second choice of test centre location during the registration process. 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 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 various issues. A list of all available locations is in the examination application on your FP Canada dashboard.

Alberta • Calgary • Edmonton • Lethbridge • Lloydminster • Medicine Hat British Columbia • Abbotsford • Burnaby • Kamloops • Nanaimo • Prince George • Surrey • Vancouver • Victoria Manitoba • Brandon • Winnipeg New Brunswick • Fredericton • Moncton • Saint John Newfoundland and Labrador • Corner Brook • St. John's Nova Scotia • Halifax Northwest Territories • Yellowknife	Ontario • Ajax • Barrie • Belleville • Brampton • Brantford • Guelph • Hamilton • Kingston • Kitchener-Waterloo • London • Mississauga • North Bay • Ottawa • Peterborough • St. Catharines • Sudbury • Thunder Bay • Toronto Etobicoke • Toronto North York • Toronto Scarborough • Toronto Downtown • Whitby • Windsor • Vaughan Prince Edward Island • Charlottetown Quebec • Montreal Saskatchewan • Saskatoon • Regina Yukon • Whitehorse
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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 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 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. Use of a standing desk during the examination is considered a testing accommodation 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 accommodations@fpcanada.ca **no later than two months prior to your examination date**. **FP Canada will receive requests submitted thereafter until the close of**

registration but cannot guarantee review or acceptance of such requests. Requests for complex accommodations that are submitted after the deadline cannot be guaranteed.

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.

FP Canada requires a complete and comprehensive physical, psychoeducational, and/or neuropsychological evaluation from a doctor and/or qualified health practitioner whose credentials are appropriate to diagnose and treat your disability or unique accessibility need. Note that **a diagnosis alone for accommodations related to comprehension and processing of information is not sufficient** – supporting testing is required. This documentation must current, (i.e., with the last five years), be printed on your healthcare provider's office letterhead and 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, and;
- Specific details of the accommodations requested.

Please note: A family doctor is **not** the expected respondent regarding diagnoses that impact comprehension and processing of information and the related testing accommodations. An appropriate respondent in these instances would be a specialist in mental health, such as a psychiatrist, or psychologist supported by a recent (i.e. within the last five (5) years) psychosocial or psychoeducational assessment. As such, for accommodations related to a diagnosis that impacts comprehension and processing of information these are additional **requirements** of the submission.

All accommodation requests are reviewed and granted on a case-by-case basis and confidentiality of the submission is maintained; 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 by the close of registration. Candidates interested in online proctoring should note that ProctorU does 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 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 [Exam Dates](#)):

DEADLINE	WITHDRAWAL REFUND	POSTPONEMENT FEE
Prior to early bird deadline	100% refund	No fee
Prior to registration cut-off	50% refund	\$250
After registration cut-off, until one week after the exam	No refund	\$250

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 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 have until one week after the examination to request a postponement or will otherwise forfeit your examination fee; please refer to [Failure to Appear](#) for more information.

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

Candidates who attempt the exam are not eligible for a withdrawal or postponement of that registration after their exam attempt.

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 or 416.593.7412. Please allow 10 business days for a response to your request.

FEES

The following fees are currently in effect:

FEE DESCRIPTION	COST
Examination Registration – Early Bird discounted rate ends two months prior to the examination	\$900
Examination Registration registration closes one month prior to the examination	\$1,000
Practice Examination if purchased at time of examination registration	\$175
Practice Examination if purchased following examination registration	\$200
Alternate Location Fee within Canada only	\$350
Postponement Fee until one week after the exam	\$250
Switch Fee for changes to writing format approved after registration closes	\$250

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 two-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 CFP 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 Standard Council Competency Profile for CFP® Certification

Review the [FP Canada Standards Council Competency Profile for CFP® Certification](#) ("Competency Profile") and, within the document, the 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 at least 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 overall test specifications, 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 25 multiple-choice questions and a case study with three constructed-response questions, through your FP Canada dashboard. 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.

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. Each question assesses at least one competency in the [FP Canada Standards Council Competency Profile for CFP® Certification](#). 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 the 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 using the ProctorU Test It Out feature. 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.

Please note: Using the Test It Out feature will ensure the basic requirements of your equipment have been met but does not guarantee that technical issues may not arise during the exam administration. The Test It Out feature reviews a candidate's computer's technical specifications

at one moment in time, as these may change, as well as the exam environment, unexpected issues may arise.

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. This [video](#) provides a walk-through of the online exam room expectations and onboarding process.

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

IN-PERSON: 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.

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.

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 may only access their personal items during the break.

Candidates that arrive later than **45 minutes** after the scheduled connection time may not be admitted to the examination.

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.

If these materials are brought to the test centre, they 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 using the ProctorU Test It Out feature. 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.

Online Proctoring Computer Preparation Checklist

- Check your system by logging into [the Measure Learning platform \(Yardstick\)](#) after you have registered for online proctoring. Once logged in, click **Test It Out**. This will run a system check of your computer and network connection. We strongly encourage you to perform this system check with the computer and network connection you will use on exam day. We encourage you to retest your system's capability on the morning of the examination.
- Install the Guardian Browser before your exam. Download the Guardian Secure Proctoring Browser:
 - [Windows Download](#)
 - [Mac \(Intel\) Download](#)
 - [Mac \(M1\) Download](#)

Need help identifying your which Apple download to use? Read [this support article](#) to determine if you are on an Intel or M1 Mac.
- **Confirm that you can install programs on the computer you intend to use** 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.
- Disable your browser's pop-up blocker:
 - Learn how to [Disable pop-ups in your Browsers](#)

- 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:
 - <http://speedtest.googlefiber.net/>
 - <http://beta.speedtest.net/>
 - <https://fast.com>
- Ensure your webcam is connected, working, and can be moved to pan the examination room/environment at the proctor's request.
- 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.
- 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.

Online Proctoring Environment Preparation Checklist

- ☐ A desktop or laptop computer with monitor, webcam and microphone that fulfill the technical requirements, plugged in for the duration of the examination
- ☐ 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
- ☐ 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
- ☐ Cleared areas beneath the desk and chair
- ☐ Cleared walls immediately behind and in front of where you will be seated
- ☐ Adequate lighting
- ☐ Other household members are aware of the examination date and time, will remain quiet during the examination and not enter the examination room

- ☐ 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
- ☐ Landlines, non-required electronics, and any security or recording devices in the room are turned off and/or disconnected as appropriate

NOTE: Your proctor may ask you to reposition your set-up if they determine an exam security risk in your set-up. For example, they may ask you to orient yourself away from a door or window, cover your window, or remove items from your desk if they are not allowed items.

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](#) once you are logged into your account

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 Meazure Learning, 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 Meazure Learning platform (Yardstick) 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.

Note: In some circumstances where a candidate may experience a delayed guided launch (greater than one hour) due to technical issues that do not allow their exam to launch, options may be provided for rescheduling within the exam administration period. To be considered for these options the candidate must reach out to FP Canada as soon as possible once the technical issue is resolved.

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. Your proctor will notify you of any suspected suspicious activity or technical issues. Failure to comply with the proctor's instructions regarding suspected suspicious behaviour may result in the termination of your exam session.

Note: ProctorU has protocols that proctors must follow and issues they are required to enforce; FP Canada supports these protocols and their enforcement. **Proctor interruptions are usually brief and are considered a normal part of the exam administration**, a candidate who may lose a few minutes time for these interruptions will not be granted additional time or be given policy exceptions after the exam administration.

Some examples of what may constitute suspicious activity include:

- speaking aloud,
- frequently looking off-screen (other than at your white board 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:

- firewalls blocking the exam software,
- 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.

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.

Note: It is your responsibility to connect with the proctor when you return from your break at the 15-minute mark. You can connect to the proctor using the chat function. Failure to connect with the proctor may result in a room re-secure that happens once your exam (and timer) has commenced. Additional time will not be granted if a resecuring of your room is required after your break has finished and the exam has been restarted.

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, but your screen and camera connection must be maintained during this time.

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. Additional time will not be granted if a resecuring of your room is required after your break has finished and the exam has been restarted.

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 and online proctored candidates will receive an email from Meazure Learning approximately fourteen to ten days before the examination date. In-person candidates must **print** and bring the Admission Ticket to your examination. The address of your examination location will be printed on the Admission Ticket. **Do not write on your Admission Ticket.** Online proctored candidates will receive an admission ticket 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 Meazure Learning 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, 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. 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

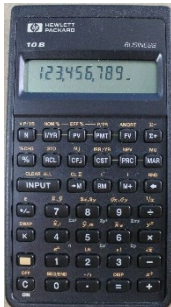
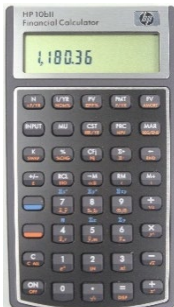
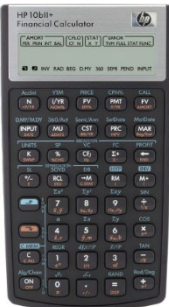
You are permitted to use **only** one of the FP Canada-approved calculators for the examination. You may bring a spare calculator and/or loose batteries (i.e. without packaging) to the examination room; however, you may not keep either at your desk, and we recommend that you replace and test fresh batteries in your primary calculator prior to the examination. All proctors have been provided training to ensure they know candidates are allowed to use the calculators, any issues/debate on the use of a specific calculator can be escalated before the exam begins. You can connect with the Certificant and Student Services team at info@fpcanada.ca, 416.593.8587 or 1.800.305.9886 and seek clarification. Calculators will not be supplied at in-person test centres.

A list of approved calculators:

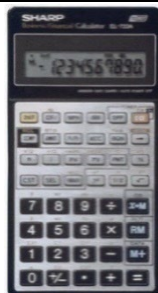
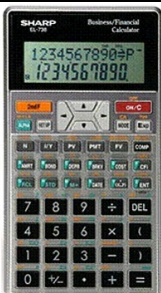
Casio – FC-200V, FO-200V, and FX-300MS

FO-200V	FX-300MS
	

Hewlett Packard – HP10B, HP10BII, HP10BII+, and HP11L (or 11) + financial calculator

HP10B	HP10BII	HP10BII+
		

Sharp – EL-733A, EL-738 (packing notes the model name as EL-738C), EL-738XT, EL-738FC, EL-738S, EL-738F, EL-792C

EL-733A	EL-738C
	

Texas Instruments – TI BAII, TI BAII+, TI BAII Plus Professional, TI BA-35, TA 30XIIS and TA30 XA

TI BAII+	TI BAII 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 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.

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 fine tip dry erase marker and cleaning brush/sponge, 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	Yes	No
Valid photo identification	Yes	Yes
Approved calculator	Yes	Yes
Pencils and eraser	Yes	No
Scrap paper	Yes	No
Whiteboard and fine tip dry erase marker and cleaning brush/sponge	No	Yes
Ear plugs	Yes	No
Desk lamp	No	Yes

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: 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 issues due to technical problems, 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.

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. **You can request a postponement of your exam for up to one week after the exam date.** Exceptions will be considered in the case of medical emergencies or for bereavement.

Please contact FP Canada Certificant and Student Services to obtain the form to request an exception or postponement. 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. 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 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 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 for CFP® Certification](#) 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 dashboard, where your result letter will be available (visit the [FP Canada website](#) to learn when you can expect your examination results – the release date will be updated approximately two weeks prior to the date of release).

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 restart the path to CFP certification to be eligible to eventually earn the certification.

Candidates who wish to reattempt an examination must complete a new examination application, agree to abide by the current *FP Canada Guide to the CFP Examination* 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 within 30 days of the release of your examination results. The charge for manual re-scores of the CFP examination is \$350. 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 Exam

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 pass rate of first-time writers. This release is issued after results have been provided to candidates.

Educator and Industry Results

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 a fundamental technical education program and/or advanced technical education program recognized or offered by FP Canada, the QAFP Professional Education Program or CFP Professional Education Program.

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.
- Materials related to the exam session, such as proctor chat logs or screenshots of online examinations, cannot be retained. Your exam session and chat logs are recorded and maintained in their entirety by ProctorU. If there are issues with your exam session FP Canada will have access to review these items.
- 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 and Enforcement

FP Canada Standards Council fully investigates all incidents of examination misconduct and reserves the right to withhold results pending investigations. Regardless of whether exam results are released, the exam sitting will count as an exam attempt.

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;

- If the candidate is also a CFP professional, a temporary or permanent suspension of the rights to call themselves a CFP 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.

The FP Canada Standards Council will publish the outcome of examination misconduct decisions per its Disciplinary Rules and Procedures for Examination Misconduct. FP Canada also reserves the right to publish 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.
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 OF CALCULATIONS

The following equations may be helpful in answering questions that require calculations.

Typically, these types of calculations are done using a financial calculator.

ABBREV.	VALUE	ABBREV.	VALUE
FV	= future value	e	= effective, annual rate of return
PV	= present value	k	= periodic rate of return
i	= nominal, annual rate of return	r	= real, annual rate of return
n	= number of compounding periods	infl	= annual rate of inflation
m	= number of compounding periods per year	PMT	= payment
It	= amount returned or paid in year t	t	= time in years

PURPOSE	FORMULA
The effect of non-annual compounding	$FV_t = PV (1 + i/m)^{txm}$
Simple interest (return) calculation	$I_t = PV \times i$
Effective, annual rate	$e = (1 + i_m)^m - 1$
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 AND 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.

ACRONYM	FULL TEXT	ACRONYM	FULL TEXT
ABIL	Allowable Business Investment Loss	HBP	Home Buyers' Plan
ACB	Adjusted cost base/basis	HISA	High Interest Savings Account

AD&D	Accidental Death and Dismemberment	IPP	Individual Pension Plan
AMT	Alternative Minimum Tax	JTWROS	Joint Tenants With Right of Survivorship
CCA	Capital Cost Allowance	LCGE	Lifetime Capital Gains Exemption
CCB	Canada Child Benefit	LIF	Life Income Fund
CCPC	Canadian-Controlled Private Corporation	LIRA	Locked-in Retirement Account
CDA	Capital Dividend Account	LOC	Line of Credit
CDIC	Canada Deposit Insurance Corporation	LRIF	Locked-In Retirement Income Fund
CESG	Canada Education Savings Grant	LRSP	Locked-In Retirement Savings Plan
CNIL	Cumulative Net Investment Loss	LTD	Long-term disability
COLA	Cost of Living Adjustment	MTR	Marginal Tax Rate
CPP/QPP	Canada Pension Plan/Quebec Pension Plan	NERDTOH	Non-eligible Refundable Dividend Tax on Hand
CRA	Canada Revenue Agency	OAS	Old Age Security
CSB	Canada Savings Bond	PA	Pension Adjustment
CSV	Cash Surrender Value	PAR	Pension Adjustment Reversal
DPSP	Deferred Profit-Sharing Plan	POA	Power of Attorney
DRIP	Dividend Reinvestment Plan	QSBC	Qualified Small Business Corporation

EAP	Education Assistant Payment	RDSP	Registered Disability Savings Plan
EI	Employment Insurance	RESP	Registered Education Savings Plan
ETF	Exchange-Traded Fund	RCA	Retirement Compensation Arrangement
ERDOTH	Eligible Refundable Dividend Tax on Hand	RPP	Registered Pension Plan
FMV	Fair Market Value	RRIF	Registered Retirement Income Fund
FHSA	First Home Savings Account	RRSP	Registered Retirement Savings Plan
GDSR	Gross Debt Service Ratio	TDSR	Total Debt Service Ratio
GIC	Guaranteed Investment Certificate	TFSA	Tax-Free Savings Account
GIS	Guaranteed Income Supplement	UCC	Unappreciated Capital Cost
GRIP	General Rate Income Pool	YMPE	Years' Maximum Pensionable Earnings
GST	Goods and Services Tax		

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 Meazure Learning and ProctorU. While we strongly 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.

Even after the steps outlined here are taken technical issues could still arise from the use of corporate computers that delay or disable an exam sitting. FP Canada will work with ProctorU technical support to overcome any issues that may arise, but it may not always be possible to resolve them.

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

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

LogMeIn Rescue Domains to be Whitelisted

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

ADDITIONAL WHITELIST REQUIREMENTS

Executables (for Browsers and Firewalls)

OS X

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

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
- Support-LogMeInRescue[11].exe
- lmi_rescue.exe
- LMI_Rescue_srv.exe
- LMIRescue.pkg
- Guardian Browser.exe

Further information can be found here: <https://support.lastpass.com/help/whitelisting-and-firewall-configuration-for-logmein-products>