



**Natural Resources
Canada**

**Ressources naturelles
Canada**

**National Non-Destructive
Testing Certification Body**

**Organisme national de certification
en essais non destructif**

Natural Resources Canada National Non-Destructive Testing Certification Body

Policy Manual

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1. Registering for an exam

1.1. Standard registration process

Step 1 – Account Creation

The Natural Resources Canada National Non-Destructive Testing Certification Body's (NRCAN NDTCB) exams are hosted by Meazure Learning at the website <https://canada-ndt-end.ysasecure.com/home>.

To create an account, open the exam site and click 'Signup' tab. Use your NRCAN NDTCB Registration Number as your Username. Once you create your account, you can log in at any time with your username and password.

Step 2 – Examination Purchase

1. Select the 'products' option at the top to review the examination available for purchase.
2. Simply follow the purchase steps provided on the platform. You need to pay for the exam before you can select your preferred location and time.

NOTE – only major credit cards are approved. No other form of payment is accepted.

Step 3 – Booking Request Submission

1. Once the purchase is complete, click on the My Exams tab.
2. Click the 'Book' button beside your exam title.
3. You will then be directed to select a Location (city) you wish to write, and you will be provided with options within that region.
4. Select your location and three date/time combinations for your examination request and submit.
 - a) NOTE 1– you will not be able to choose any date sooner than five business days from the day you are entering this request as the testing site needs time to coordinate this request.
 - b) NOTE 2 – Before booking, click on the Exam Centres tab to check your selected Exam Centre's available exam days and hours. The request is now submitted.
5. NRCAN NDTCB will review your exam request. You will get notified through email if there are any outstanding issues that need to be resolved prior to approving your exam request.
6. Once your Exam Request is approved by NRCAN NDTCB, the selected exam centre will be notified about your exam booking request.
7. After the date/time combination has been confirmed by the selected exam centre, you will receive a confirmation email containing your exam appointment details.

1.2. Eligibility Requirements

To be eligible to write an exam, candidates must:

1. Apply for the NDT method/level written exam to the NRCAN NDTCB. Once approved, an **Electronic Written Examination Authorization** letter will be sent to the candidate via email.
2. Complete the online registration and pay the exam fee.

In case of a failed exam, candidates must re-apply to NRCAN NDTCB for a re-test. Please see section "**5. Rewriting An Exam**" below.

Candidates who falsify any documentation will not be permitted to write the exam. If falsification is discovered after the exam has been written, the exam results will be null and void. No reimbursement of exam fees will be provided. Code of Conduct enforcement may also be undertaken by the NDTCB.

1.3. Testing Accommodations

Formal Request

The NRCan NDT Certification Body can provide reasonable testing accommodations to individuals who have documented medical needs within the definition provided by the Human Rights Code.

Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for individuals to fully demonstrate their qualifications without altering the nature or level of the qualification being assessed. We consider each case after carefully reviewing the submitted documentation; however, submitting a request does not guarantee receiving accommodation. Accommodation is provided to ensure that all individuals are treated fairly on all evaluations.

To request accommodation, candidates must submit a written request in writing / via email, detailing the testing accommodation request with supporting documentation(s) to NRCan NDT Certification Body for consideration before registering for an exam. It may take upwards of 30 days to review accommodation requests as each request is completed on an individual basis.

Once NRCan NDT Certification Body makes a decision, the candidate will be informed, and the decision is also forwarded to Meazure Learning, the candidate can then proceed with registering for an exam with the applicable conditions.

Note that accommodation requests must be submitted for any medication, nutrition, or medical devices required to be brought into the examination room.

Requests for accommodation submitted fewer than 30 days before a booked exam will not be considered, except in unusual circumstances, such as a recent injury.

The requests are to be sent to: ndt-end@nrcan-rncan.gc.ca and must include the following:

- The specific exam for which accommodation is requested;
- The request for accommodation rationale;
- Supporting documentation (such as educational assessment or doctor's letter) that identifies the disability and explains the effect of the disability on the candidate's ability to perform under normal testing conditions;
- The educational assessment or doctor's letter must include the licensed/qualified professional's contact information and credentials;
- Preferred exam site; and
- Candidate's contact information.

Additional Charges

Any additional charges for special accommodation are to be paid for by the candidate and are in addition to the regular exam fee. Not all accommodation requests have fees associated with them (ex – nutrition and medication). Additional charges are set at the discretion of the exam administrator and are payable to Meazure Learning prior to the day of the exam, by credit card only.

1.4. Exam Fees

For an up-to-date fee structure, please refer to the NRCan NDT Products screen here: <https://canada-ndt-end.ysasecure.com/products>.

Testing accommodation request fees vary based on the needs of the accommodation, testing location, and availability.

1.5. Payment Methods

All payments must be made using the [candidate portal](#) using all major credit cards.

1.6. Testing Locations

The exam testing centers are located across Canada. The full listing, by province and territory, can be found on the [Exam Centres](#) tab

Please check back regularly, as the location list changes as test centre availability varies.

1.7. Official Languages

When registering for an examination, applicants can choose their language preference on the [Signup page](#). The language chosen here will become the 'Primary' language for your profile going forward. Your language preference can be modified at any time in [your profile](#).

Each exam is available in both official languages; however, you can choose to toggle back and forth between French and English when viewing questions during the exam at any point. In addition, this page has the option to select which of the official languages you wish to be proctored in.

Please note – requests for a French speaking proctor may take a bit longer to accommodate the reservation. Please allow additional time for your appointment to be confirmed.

1.8. Disclosure of Personal Information

Only NRCan NDT Certification Body and Meazure Learning will have access to the candidate's information and exam results and will not disclose it to any individual or organization.

Natural Resources Canada is committed to protecting the privacy rights of individuals and safeguarding the personal information under its control. The NRCan NDTCB is committed to protecting your privacy whether you are an existing client or a new applicant. All personal information created, held, or collected by Meazure Learning and the Government of Canada is protected under the Federal Privacy Act. Our office will ensure that collected personal information such as name, address, email address, registration number, credit card/payment information and any communications between NDTCB and their clients or applicants are considered confidential, protected, and are for the exclusive use of the intended recipient to fulfill certification program requirements. Personal information is collected as stated in NRCan's Info Source (PAA 3.1.2 – Materials and Certification for Safety and Security - Bank Number: NRCan PPU 015), and the certified personnel's name, city and province of residence and certification status are made publicly available in support of section 9.3 of the CAN/CGSB-48.9712-2014 national standard as a mechanism of effective certification status verification.

2. After Registration

2.1. Email acknowledgement

Once a candidate has submitted a booking request (with their preferred location/date/time combinations), an email confirming the appointment details will be emailed to the candidate. The email will also contain instructions on what to bring on exam day to the test centre.

The confirmation e-mail can be expected within 5 business days of the candidate’s booking request. In the event that Meazure Learning is unable to confirm one of the three options, the candidate will receive instructions to submit a new booking request.

Candidates may contact Meazure Learning using the following methods:

- [Real-Time Chat](#)
- [Ticket support \(for non-urgent matters\)](#)
- Phone: 1-855-772-8678, Option 1

2.2. Updates to personal information

The candidate’s name in your profile must match that which is listed on your government-issued photo ID. In the event that changes are required to your personal information you may edit [your profile](#).

Your username must match your NRCan Registration Number. If a mistake is made during account creation, your Exam Request will be declined, and you will be required to create a new account using your correct NRCan Registration Number.

2.3. Exam site change

In the event of an unexpected exam site change, affected candidates will be contacted by email and telephone in order to confirm the new location. Please provide an emergency contact number when registering in case Meazure Learning needs to inform you of a last-minute change.

2.4. Exam Cancellation by Candidate

The following table explains if the exam registration fee is refunded or not, depending on the time frame of the cancellation request:

Time Frame	Resulting Action
Up to 15 business days prior to the scheduled examination date	Exam fee fully refundable (100%)
2 to 15 business days prior to the scheduled examination date	Exam fee is partially refunded (50%)
2 business days prior to the scheduled examination date	No refund is given. Full fee is forfeited

2.5. Exam rescheduling request by candidate

To request a change to your exam appointment, please submit a request to testingsupport@meazurelearning.com. The new requested exam date must be at least five (5) business days in the future. A rescheduling fee may apply, depending on when and how often the request is made. See table below for details.

Time Frame	Resulting Action
Up to 15 business days prior to the scheduled examination date	The candidate can reschedule at no additional charge, up to 3 times. After 3 requests, they are charged an additional 50% of the exam fee per rescheduling request
2 to 15 business days prior to the scheduled examination date	Candidate is charged an additional 50% of the examination fee
2 business days prior to the scheduled examination date	The candidate forfeits the exam registration fee, re-purchases a new exam at full cost, and reschedules

2.6. Failure to write the exam

Refunds will not be issued to candidates who do not write the exam at their confirmed appointment time, unless the failure to take the exam is due to:

- Death in the family
- Sudden illness or injury
- Other circumstances deemed to be commensurate with the above

In these situations, candidates must submit a refund request within 10 business days of the exam appointment date. The request is to be sent to testingsupport@meazurelearning.com and must contain the following information:

- Candidate name
- Original appointment date
- Reason for missing exam appointment
- Any supporting documentation

If the refund request is approved, 50% of the purchase price will be refunded.

2.7. Platform Tutorial

Once you have created your account, you will have the opportunity to take a Platform Tutorial, which is designed to help familiarize yourself with the exam interface. The Platform Tutorial is not a prerequisite to the exam. Your result on the Platform Tutorial does not reflect that of the certification exam. In addition, time spent on the Platform Tutorial does not count towards the allotted exam time.

3. Candidate Statement of Understanding

3.1. Conduct and Tolerance

Conduct occurring before, during or after testing that violates principles detailed in the Candidate Statement of Understanding and/or the NDTCB Code of Conduct may result in invalidation of exam results and/or other penalties and will be reported to NRCan NDT Certification Body.

Prior to starting the exam, each candidate will be required to agree to the Candidate Statement of Understanding. Candidates will not be able to begin the exam without reading and agreeing to the statement. A reference version is attached to this document in Appendix B: Candidate Statement of Understanding.

4. On exam day

4.1. Admission to the exam

To allow the proctor to validate the candidate's identity, candidates are required to bring a copy of the exam scheduling confirmation email and government issued photo identification (e.g., passport, driver's license) to the test centre.

Candidates without proper identification will not be permitted to take the exam. The name on the photo ID must be identical to the candidate's name in [your profile](#). If candidate's name does not match that of your photo ID, please update it prior to your exam date (see section 2.2).

The proctor will provide information to all candidates regarding the test centre and exam protocol including the storage of cell phones and mobile devices, paper material, books, bags, etc.

4.2. Before the start of the exam

It is recommended that the candidate arrive at least 30 minutes prior to the scheduled exam start time for registration and orientation, as the exam will start at the scheduled time.

Candidates who arrive between the scheduled start time and 30 minutes after the scheduled start time will be allowed to take the exam. However, the exam clock will start at the scheduled exam time, and the candidates will have lost the amount of time that they were late.

Under certain specific conditions, or for other unforeseen/emergency situation, the exam centres and/or the NDTCB may opt to allow the candidate to write the exam outside the scheduled exam time on a case-to-case basis.

Candidates who arrive more than 30 minutes after the scheduled start time may not be permitted to write the exam.

4.3. Material permitted to be used during exam

Permissible items, which may or may not be provided by the exam centre, include:

- Non-programmable, no internet connectivity scientific calculator
- ballpen/pen
- scratch paper

An electronic calculator and notepad are also available as part of the exam interface for all exams. Please note that anything entered in the electronic notepad can be viewed by NRCan NDT after the exam is submitted.

Note: if you require additional items due to a medical need, a testing accommodation request must be submitted (see Section 1.3).

4.4. Washroom breaks

Candidates are permitted to use the washroom during the exam. The exam timer will not be paused during washroom breaks and no additional time will be provided to complete the exam.

To take a washroom break, candidates must raise their hand to notify the proctor. The candidate will be asked to sign out and sign back in upon their return.

Online feedback survey

Candidates will be asked to complete a short online feedback survey at the end of the examination. Responses to the survey contribute to the ongoing improvement of NRCan NDT Certification Body examination delivery system. All candidates are encouraged to complete the survey.

4.5. At the end of the exam

Once the survey has been completed, exam candidates will receive a confirmation that they have successfully submitted their exam and the unofficial exam results will be available for all exams, except for the Level 3 Basic Exam. Your official examination results will be sent by email from NRCan NDTCB.

5. Rewriting an Exam

5.1. Applying to rewrite an exam

Candidates that do not pass an exam will need to:

1. Re-apply for a written exam to NRCan NDTCB and receive another Written Exam Approval through email prior to attempting to book a subsequent examination.
2. Pay for a new exam and create a new booking request through the Measure Learning candidate portal.

Candidates will have two re-write attempts (total of 3 attempts) to rewrite an exam to achieve the passing mark for their certification application cycle.

5.2. Waiting period before rewriting an exam

Candidates who did not pass an exam must wait a minimum of 30 calendar days before they can rewrite the exam.