

June 4, 2020



Dear colleague,

A brief update on the Medical Council of Canada Qualifying Examination (MCCQE) Part I being offered at test centres and via remote proctoring for the session that continues until September 20.

We continue to hear the candidates' issues, frustrations and stress from the initial days of testing, and we are actively working to address their concerns. The MCC and Prometric will do better.

Today, my team and I spoke with senior executives at Prometric about the need to improve the candidate experience and the communications channels for candidates to flag issues during their remote proctored exam. We insisted that proctor responsiveness be improved and have requested a dedicated contact centre line to their technical support team for MCC candidates. We are waiting for their confirmation that the latter can be implemented.

Candidates received a message through their physiciansapply.ca account this afternoon that reminded them of current channels to use if they are having issues with their exams and of the existing process to address procedural irregularities.

Over the first two days, approximately 90 candidates were scheduled to take the exam. We know that some had multiple disconnects, that 5 had more significant difficulty and had to be rescheduled and 5 that were not able to complete the exam. The MCC has requested and will receive more detailed information from Prometric about all encountered difficulties in exam administration and will be in contact directly with impacted candidates.

Please continue to encourage your candidates to report exam concerns and incidents to the MCC through their physiciansapply.ca accounts. At the end of day yesterday, the MCC assisted candidates with approximately 30 logged issues - there were, however, numerous comments on social media. We continue to receive information from candidates and Prometric regarding today's exam appointments and I will provide further updates as the week advances.

Sincerely,

Maureen Topps, MB ChB, FCFP, MBA, FRCPC (Hon)
Executive Director and CEO