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Contacts

CEBS Program
International Foundation of Employee Benefit Plans
P.O. Box 1270, Brookfield, WI 53008-1270
(800) 449-2327, option 3, or
(262) 786-6710, option 3
Fax: (262) 786-8780
Email: cancebs@ifebp.org
8:00 a.m. to 5:00 p.m. CT

Prometric Candidate Services
Call Centre (CSCC)
(866) 793-2267
Hours: Monday-Friday 8:00 a.m.-8:00 p.m. ET
This toll-free number is an interactive voice response system. Listen carefully to all of the options and follow the prompts.

Prometric Website
www.prometric.com
24 hours a day, seven days a week

Please note: The information found on Prometric’s website is for all testing programs using Prometric’s testing services. Once you choose “Schedule My Test” and follow the prompts, you will be provided with information specific to CEBS.

Should you encounter difficulty scheduling a testing appointment, please do not hesitate to contact the CEBS program for assistance.
The Certified Employee Benefit Specialist® (CEBS®) program administers its examinations through computer-based testing. This format offers flexibility, convenience and immediate scoring to those taking an examination. This handbook provides information on locating a testing site, scheduling and changing testing appointments, procedures to be followed on exam day, test security and other important issues related to your CEBS examination.

The CEBS program cosponsor, Dalhousie University, is responsible for examination content and standards. Under the direction of Dalhousie University, CEBS exams are administered at Prometric Testing Centres, a division of Thomson Learning. Only selected Prometric Testing Centres with computer labs participate in administering computer-based CEBS exams.

Prometric Testing Centres

To locate a testing centre near you, log on to the Prometric website at www.prometric.com.

Click on “Locate a Test Center.”

Select Your Testing Program:

Choose “CEBS Canada—Certified Employee Benefit Specialist”

Follow the remaining prompts to find a list of all available test centres that administer the CEBS examination near you. Addresses and phone numbers are provided for all testing locations and, in most instances, a link to a map and driving directions are also provided.
Appointments

General Information
All testing appointments must be made at least 48 hours before the desired test day.

- Appointments are made on a first-come, first-served basis and are subject to availability of seating at the testing centre.
- Each Prometric Testing Centre is independently run, and the days of the week and hours of the day reserved for test administration can vary from centre to centre.
- For example, to ensure efficient staffing, some centres require that all morning appointments be filled before scheduling for the afternoon.
- Some periods of the year are more heavily booked than others. Call or go online to schedule your appointment as soon as you receive your confirmation letter.
- Do not wait until you are ready to take your exam before making your appointment. If you delay and are unable to secure a testing appointment in the window you selected, it will be your responsibility to take the exam at another centre or purchase an extension for your exam eligibility in accordance with the procedures outlined in this handbook, or you will incur an expired eligibility and must reapply for the examination. (See page 14 for more information.)
- Have your exam confirmation letter from CEBS available when making your testing appointment (whether by phone or online). You will be required to provide your CEBS registration number as it appears in the upper right-hand corner of the confirmation letter as well as the CEBS course number.
- Also be sure to check your name as it appears on this letter, as it must match the ID you present at the testing centre. See pages 10 and 11 of this handbook for more information.
- After you’ve made your appointment, make a note of when and where you are scheduled to test, along with the appointment confirmation number.
- The confirmation number assigned by Prometric is necessary if you later need to reschedule, cancel or verify your appointment.
- If you fail to keep or cancel an appointment within the prescribed guidelines (see Cancel Policy section on page 8 of this handbook for more information), you will need to contact CEBS to reestablish your exam eligibility.
Making Your Appointment
Two options are available for scheduling your CEBS testing appointment with Prometric.

1. By Phone
Monday–Friday 8:00 a.m.–8:00 p.m. ET
Call Prometric’s Candidate Services Call Centre (CSCC) at (866) 793-2267.

2. Online
24 hours a day, seven days a week
Log on to Prometric’s website at www.prometric.com.

Click on “Schedule My Test.”

When asked to select your testing program, choose “CEBS Canada—Certified Employee Benefit Specialist” from the menu.

Follow the prompts to:

• **Schedule an Exam**
  Schedule your CEBS exam appointment in real time and receive immediate on-screen and email confirmation.

• **Reschedule or Cancel an Exam**
  Select a new exam date and time within your window of eligibility—or cancel your examination—and see immediate confirmation of your change.

• **Appointment Confirmation**
  View and print an appointment confirmation with all of the details of your exam appointment.

• **Locate a Test Site**
  Quickly and easily find the test site that is nearest to you.

Remember! To successfully use Prometric’s online services:

• You must have your CEBS registration number and the CEBS course number to schedule an appointment.

• Once your appointment is made, you must use the confirmation number assigned by Prometric to view, print, reschedule and/or cancel the appointment.

• You must provide an email address. You will receive immediate on-screen appointment confirmation, plus an email confirming your appointment will be sent.
Appointment Changes

- You may reschedule or cancel an exam appointment by calling Prometric at (866) 793-2267 or online at www.prometric.com using the Reschedule/Cancel option.
- First cancel your current appointment within the testing window you had selected.
- If you transfer your exam to a future window, you must submit an order and payment to CEBS for processing before the window expires. After you receive the confirmation of your new eligibility period, you may schedule your new appointment following the procedures above.
- If you do not change or cancel your appointment on time, you will need to contact CEBS to reestablish your exam eligibility. (See page 14 for more information.)
- You may not leave voice mail messages at the test centre when making, changing or rescheduling appointments.

After you receive a letter from the CEBS program confirming your latest eligibility period, make your new appointment by calling the Candidate Services Call Centre or online at Prometric’s website. (Refer to the online instructions on page 6.)

Reschedule Policy

- There will be no charge to reschedule an exam appointment 13 or more business days before your scheduled test date within the same testing window.
- Rescheduling appointments between three (3) and 12 business days before your scheduled test date will result in a $50 rescheduling fee assessed by Prometric.
- If you need to reschedule an exam appointment fewer than three (3) business days before your scheduled test date or appear more than 15 minutes late for an exam, you will need to contact CEBS to reestablish your exam eligibility. (See page 14 for more information.)
- If you wish to reschedule an appointment to a future window, first cancel your current appointment within the time frame mentioned above, and then submit an exam extension application to move your exam eligibility to a future window before the exam window expires.
Cancel Policy

- There will be no charge to cancel an exam appointment three (3) or more business days before your scheduled test date.
- You need to contact CEBS if you cancel an exam appointment fewer than three (3) business days before your scheduled test date, fail to appear for a scheduled test, or appear more than 15 minutes late for an exam.
- If you wish to transfer into a future window, first cancel your current appointment within the time frame mentioned above, and then submit an exam extension application along with the C$115 transfer fee to move your exam eligibility to a future window before the exam window expires. After you receive the confirmation of your new eligibility period, you may schedule your new appointment following the procedures above.
- If you do not change or cancel your appointment on time, you will need to contact CEBS to reestablish your exam eligibility and pay the C$115 transfer fee. (See page 14 for more information.)

You may not leave voice mail messages at the test centre when making, changing or rescheduling appointments.

Special Accommodations

Special testing accommodations are available for persons with documented disabilities. Candidates may request a special accommodation by attaching the documentation and specific requirements to their examination application. Once the accommodation has been approved, you may contact Prometric to make an appointment. If you have any questions regarding special accommodations, please contact CEBS.

Appointment Tips

If you are having difficulty scheduling your appointment, please review these appointment tips.

1. **Wait until you have received and carefully verified the information on your exam confirmation letter from CEBS before making your appointment with Prometric.** This will allow sufficient time for your record to be electronically transmitted to Prometric so that it is in their system when you are ready to make an appointment. Be certain that you make your appointment soon after you receive your exam confirmation letter from CEBS.
Appointments late in the testing window fill up quickly, especially Saturdays. In addition, historical data from Prometric indicates that their peak testing months are May, June, November and December. If you delay and are unable to secure a testing appointment in the window you selected, it will be your responsibility to either take the exam at another test centre or purchase an extension for your exam eligibility to a future window. Otherwise you will incur an expired eligibility and must reapply for the examination. (See page 14 for more information.)

2. **You must have your CEBS registration number and the CEBS course title** that appear on your exam confirmation letter to make an appointment. In addition, make note of the examination confirmation number assigned to you by Prometric at the time you make your appointment. You will need this number if it becomes necessary for you to change and/or cancel your appointment.

3. **If you prefer to make your appointment by phone, it is highly recommended you call the national CSCC at (866) 793-2267, rather than your local testing centre.** This number is an interactive voice response system. Listen carefully to all options and follow the prompts. If you have already made an appointment and are calling this number to confirm, cancel or change your appointment time, you will be asked to enter your appointment confirmation number that was assigned by Prometric. We do not recommend that you leave a voice mail message for local test centre staff to return your call. If you encounter a problem and are unable to get through at CSCC or your local centre, report it to the CEBS program.

4. **If you encounter technical difficulties when making your appointment online at www.prometric.com, please contact the CSCC at (866) 793-2267, as this website is maintained by Prometric.**

5. **If you are attempting to make an appointment and the scheduler is unable to locate your record or you receive an error message of “Eligibility does not exist” online, first check to see that you have provided the proper CEBS registration number and selected the correct course title according to the information on your CEBS examination confirmation letter.** Also, be sure you have allowed enough time for your exam record to be transmitted from CEBS to Prometric before attempting to make your appointment. If you still cannot complete the appointment process, contact the CEBS program for assistance.
On the Day of the Exam

**Reporting to the Test Centre**
You should arrive at the Prometric Testing Centre at least 30 minutes before the scheduled appointment to allow time for check-in procedures. When you arrive at the test centre, report to the test centre administrator. The administrator will verify your identifying information such as full name, address, etc. Candidates who are late in arriving will not be allowed to test. Also, please note, the test centres cannot accommodate anyone other than candidates who are testing. Guests are not allowed to wait inside the centre.

**Inclement Weather or Other Emergencies**
Should a centre be unable to test because of a technical problem or some other emergency (including weather), your appointment will be rescheduled to the first available appointment of your choice (within the selected window), with no additional charge. In situations where the test centre is open but you cannot make it to the appointment due to inclement weather or other emergency, you will need to contact CEBS to reestablish your exam eligibility. (See page 14 for more information.)

**Identification**
Before you take the exam, you must show two valid forms of ID bearing your name and signature; one of these must include a recent photo.

You must present one of the following—with a current expiration date—as the primary form of identification:

- Passport
- Photo-bearing driver’s license with signature
- Military ID card
- National identity card.

The secondary form of identification may include:

- Photo-bearing employee ID card
- Valid credit card with signature
- ATM card.

For testing at international Prometric sites, please contact the local centre in your area to determine what identification is required.
IMPORTANT

Your name as it appears on your identification must match the name the test centre has on file. Therefore, carefully check the exam confirmation letter you receive from CEBS for accuracy. If your name, as it appears on the confirmation letter, does not exactly match your name as it appears on your primary identification, contact the CEBS Department BEFORE scheduling your appointment.

If you do not have the proper identification and are not allowed to test, you will need to contact CEBS to reestablish your exam eligibility.

Personal Items

Most testing centres provide lockers for storage of personal possessions. Candidates may not bring books or papers of any kind into the exam room. This includes but is not limited to mobile devices and tablets. Scratch paper and pencils are provided by the test centre. Candidates may not eat, drink or use tobacco during an exam.

Test Session

Test Format

The two-hour examination contains 100 multiple-choice questions, evenly distributed from each of the assignments. Refer to your CEBS Study Guide for sample examination questions and examples of the three types of questions used in a CEBS exam.

Testing Environment

Computer monitors at the centres may be adjusted for brightness and contrast and also may be tilted to reduce glare. Ask the centre administrator for assistance if needed. If noise is a problem while taking your exam, ask the centre administrator for earplugs.

Tutorial

Prior to each test, a self-paced tutorial will provide you with the opportunity to familiarize yourself with the computer. You will have a maximum of 30 minutes to practice before taking your exam. This time is not part of the two hours you have to complete the actual examination. Tutorials are easy to operate. They demonstrate how to move through the test and help assure fairness to all test takers regardless of
computer experience. Once your examination has begun, you will be allowed to review the tutorial file; however, the time spent reviewing it will count against your total exam time.

Calculators/Interest Rate Tables
You will be allowed to use a simple, handheld calculator for all of the CEBS examinations. All Prometric Testing Centres are equipped with a supply of nonprogrammable, simple, handheld calculators that will be distributed by the test centre administrator at the start of the exam and collected at the end of testing. You will not be permitted to take your own personal calculator into the Prometric Testing Centre.

Interest rate tables are available online to those taking examinations for GBA 1—Managing Benefit Plans Part 1 and RPA 2—Managing Retirement Plans Part 2. Candidates are strongly encouraged to use the tutorial referred to above before their exam to learn how to access the online interest rate tables. The tables are not handed out in printed format.

The calculator and interest rate tables will permit you to perform all computations and calculations required for completion of CEBS exams. The handheld calculator is a simple, mathematical calculator with basic arithmetic functions. It does not perform financial calculations. Therefore it is important for you to know how to compute future and present value calculations using the interest rate tables.

Breaks
No breaks are scheduled during any CEBS exams. If you must leave the room during an exam, you must notify the test centre administrator before doing so. Timing will not stop during a break.

Misconduct
You will be monitored by means of a viewing window, a video monitor and a sound-monitoring device within the room. The test centre administrator is authorized to dismiss you from a test session for creating a disturbance; giving or receiving help; using notes, books, personal calculators, wristwatch calculators, digital assistants or other aids; attempting to remove scratch paper from the testing room; attempting to tamper with the computer; attempting to remove test questions (in any format) from the testing room; or failing to follow the test centre administrator’s directions. If you engage in any of the above forms of misconduct,
your exam will not be scored, and fees will not be refunded. Furthermore, acts of misconduct will be investigated by Dalhousie University and the International Foundation. Such conduct may result in your being barred from taking further examinations or from receiving the CEBS designation.

Candidate Profile and Exit Survey
At the conclusion of the exam, you will be asked to complete a Candidate Profile and Exit Survey. Your responses are kept confidential. This information will assist us in evaluating and planning for the future of the CEBS program and improvement of the testing experience.

Score Reports
When you complete the exam, the computer will tabulate the score. Because of the professional nature of the program, grades are reported to you on a pass/nonpassed basis. No numerical score or letter grade will be provided. A pass grade is based on scoring 70% on the examination. The passed/nonpassed test result will appear on the computer, and a copy will be printed on site. If you score below the acceptable level, diagnostic information about your areas of weakness will be provided. Previously passed examinations will not be included on the score report. In the remote possibility that a test centre is unable to print a score report, please contact CEBS to obtain a copy.

Examination Application Options
The following special examination application options are available to candidates. Order forms for these transactions are available from our website at www.cebs.org or from the latest CEBS Course Catalog.

Extension (Transfer)
C$115 per examination. You may purchase an extension to transfer your examination to a future window with payment of a C$115 fee. For example, if you elected to take your examination in the first testing window (January 15-March 15), you may, at any time before March 15, purchase an extension to transfer your examination to a future window. If past March 15, you will incur an expired eligibility and must reapply for the examination. (See page 14 for more information.)
If you transfer your exam to a future window and have made a testing appointment, be sure to cancel your appointment with Prometric in accordance with the published deadlines (see page 8).

After you receive a letter from the CEBS program confirming your new eligibility period, you can make a new appointment.

You may NOT leave a voice mail message at the local test centre when making, rescheduling or canceling appointments.

**Note:** The examination extension may be utilized if a business or personal emergency arises at the end of the testing window that precludes you from taking your exam in the window you selected. You may also wish to transfer your exam if you find you are not prepared to take it. This policy was designed so that candidates who incurred some type of business or personal emergency would not have to forfeit the full examination fee. It allows candidates additional time to take their exam, no matter what the reason, without having to pay a full application fee. All candidates who request an examination extension to a different window are subject to the C$115 fee, regardless of the reason. In order to administer the program in an equitable manner for the hundreds of candidates who need to transfer an exam each testing window, no exceptions are made.

**Expired Eligibility**
If you do not purchase an extension to transfer your examination and fail to take it before the eligibility period has expired, contact CEBS to reestablish your exam eligibility and pay the C$115 fee. If it is after one year, you will be charged the full exam fee.

**Retake**
C$115 per examination. If you receive a nonpassing grade for a CEBS exam, you may reapply for the exam at the reduced fee of C$115. You may retake the exam during the same testing window or a future window. You can reapply at any time; however, you must wait until you receive a new confirmation letter from CEBS before you schedule an appointment to retake your examination.

**No Show/Late Cancel**
If you do not cancel your appointment in accordance with the published deadlines (see page 8) or if you arrive late for your appointment, contact CEBS to reestablish your exam eligibility and pay the C$115 fee.
On-Site Test Centres

On-site test centres are not affiliated with Prometric, and appointments must be made directly with the on-site test centre. Information on who to contact at the on-site test centre will be included on your exam confirmation letter. If this information is not provided on your letter, please contact CEBS.

If you are not located within 130 km (80 miles) of a Prometric Testing Centre, CEBS will work with you to set up testing in your area. There are certain technology and administration requirements that need to be met. Please contact CEBS for more information.

Scheduling Exam Appointments

Contact the test administrator at the on-site test centre as indicated on your exam confirmation letter from CEBS to schedule your appointment(s). You will be required to provide your CEBS registration number as it appears in the upper right-hand corner of the confirmation letter as well as the CEBS course number. The test administrator will review the required testing guidelines. Please note that on-site locations may not have the same accessibility as Prometric Testing Centres.

Also be sure to check your name as it appears on this letter, as it must match the ID you present at the testing centre. See pages 10 and 11 of this handbook for more information.

If you need to change your exam appointment within the same testing window, contact the test administrator at the on-site test centre.

If you need to reschedule or transfer your exam to another testing window, contact the test administrator at the on-site test centre to cancel the appointment and then submit a new exam application to CEBS to process a new exam eligibility (C$115 fee).

Calculator Policy for On-Site Test Centres

Examinees may choose to bring a calculator to CEBS examinations administered at on-site test centres for solving quantitative problems. Only nonprogrammable, simple, hand-held, silent, battery-operated or solar-powered calculators are permitted. The calculator cannot have an alphabetic keyboard or a paper tape. Financial and scientific calculators are not permitted. Calculator instructions cannot be brought into the examination room. Use of a calculator that exceeds these guidelines may result in disqualification of the examination written.
A demonstration of the CEBS exam delivery is available online, included with each Study Guide. To access the practice exam, follow these steps:

1. Log into your International Foundation account under “Log In/My Account” at www.ifebp.org.
2. Click on “My CEBS” under “My Account.”
3. On the next screen, click on “CEBS Study Guide and Practice Exam.”
4. Click on the name of your course to open it and access the Practice Exam.

The practice exam is designed to let you see what it will be like to take a CEBS exam on a computer. The purpose of this practice exam is to allow you to become familiar with the CEBS testing procedures without time pressures or other concerns. Our goal is to help you to perform as well as you possibly can on upcoming exams, and knowing what to expect can help make that possible.

- Familiarize yourself with how test questions and possible references can be accessed and displayed.
- Practice how to record your answers, change your answers or mark your answers for later review.
- Learn how to monitor both your time remaining in the testing period and your progress through the exam.
- Acquaint yourself with the various question formats encountered on the examination.

IMPORTANT: The practice exam is not intended to be used as a study aid. A successful score on the practice exam should not be construed as a guarantee of a successful score on the national exam.

All CEBS forms are available on our website at www.cebs.org.