



Pan-Canadian Examinations Program

Subject Matter Expert Guide

October 2024

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1. INTRODUCTION

Thank you for your interest in becoming a Subject Matter Expert (SME) for the Pan-Canadian Examinations (PCE) Program. As an SME, you play a critical role in maintaining the quality, accuracy, and fairness of our examination process. This guide is designed to provide you with an overview of the responsibilities, expectations, and contributions involved in SME participation, helping you make an informed decision about applying to join our team.

2. CARB-TCMPA AND THE PCE PROGRAM

A. About CARB-TCMPA

The Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) serves as the national forum and collective voice for the regulatory authorities established by provincial legislation. The founding members include the regulatory bodies for Traditional Chinese Medicine Practitioners and Acupuncturists (TCM/A) in British Columbia, Alberta, Ontario, Quebec, and Newfoundland and Labrador.

CARB-TCMPA is dedicated to promoting quality practice and facilitating labour mobility for TCM/A professionals across Canada. Through collaborative efforts, we work to advance public protection, enhance regulatory practices, and support the registration of TCM/A professionals. Our work includes providing resources to members, engaging with governments, and informing the public on key regulatory issues.

By addressing identified challenges and seizing opportunities, CARB-TCMPA plays a vital role in shaping the future of TCM/A regulation and education across the country. Our commitment is to ensure that high standards of practice are upheld for the protection and benefit of the public. CARB-TCMPA's core program is the Pan-Canadian Examinations for TCM Practitioners, TCM Herbalists, and Acupuncturists.

B. About the PCE Program

i. Program Purpose

The Pan-Canadian Examinations ("PCE") assess occupational competencies of entry-level Traditional Chinese Medicine professionals and Acupuncturists ("TCM/A") that are required for safe, competent, and ethical practice.

The purpose of the PCE Program is to assist the regulatory bodies in determining minimum entry-level competency for practice as a TCM Practitioner, Acupuncturist, and/or TCM Herbalist. As noted in the Entry-Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2018), entry-level proficiency is characterized as follows:

“When presented with routine situations, the entry-level practitioner applies each relevant competency in a manner consistent with generally accepted standards in the profession, without supervision or direction, and within a reasonable timeframe. The practitioner selects and applies competencies in an informed manner. The practitioner anticipates what outcomes to expect in a given situation and responds appropriately.

The entry-level practitioner recognizes unusual, difficult to resolve, and complex situations which may be beyond his/her capacity. The practitioner takes appropriate and ethical steps to address these situations, which may include seeking consultation or supervision, reviewing research literature, or referring the patient.”

ii. Program Stakeholders

The PCE Program supports the regulatory bodies’ mandate to protect the public’s right to safe, competent, and ethical services offered by registered TCM Practitioners, Acupuncturists, and/or TCM Herbalists. Currently, British Columbia regulates all three professions; Ontario regulates both TCM Practitioners and Acupuncturists; and Alberta, Quebec, and Newfoundland and Labrador regulate only Acupuncturists.

Successful completion of the PCE is required for registration as an Acupuncturist, TCM Herbalist, or TCM Practitioner along with any other registration requirements imposed by the participating regulatory bodies in Canada. Registration requirements vary from province to province; in general, they include completion of a post-secondary program of study in Acupuncture or as a TCM Herbalist, and/or TCM Practitioner, and relevant clinical experience under the supervision of a qualified professional.

iii. Program Structure

The PCE Program includes three core examinations:

- Pan-Canadian Entry-level Examinations for Acupuncturists (the “Acupuncturists Examination”; Acupuncturists),
- Pan-Canadian Entry-level Examinations for TCM Herbalists (the “TCM Herbalists Examination”; TCM-H), and
- Pan-Canadian Entry-level Examinations for TCM Practitioners (the “TCM Practitioners Examination”; TCM-P).

As outlined in the PCE Blueprint, each examination (Acupuncturists, TCM-H, and TCM-P) consist of two parts: a multiple-choice question (MCQ) component that includes independent multiple-choice questions and a clinical case question (CCQ) component that includes case-based multiple-choice and multiple-select questions. A candidate’s total score is derived from the combined performance on the MCQ and CCQ components, of which each component is worth 50% of their total score.

The PCE are delivered twice annually in April and October. Examination windows are booked in advance and allow two days per exam for the MCQ and CCQ components. The PCE are also offered in Traditional Chinese and Simplified Chinese for those jurisdictions that wish to make the translated exams available to their candidates.

iv. **Program Support**

In addition to the work of SMEs in the examination process, the PCE Program is supported by the PCE Steering Committee, CARB-TCMPA's Examination Director, and an external Psychometric Vendor.

The PCE Steering Committee, which reports to the CARB-TCMPA Board of Directors, oversees all aspects of the examination program. The Committee's responsibilities include program oversight, blueprint approval, form approval, pass mark approval, and examination policies. The Committee also makes recommendations to the Board of Directors with respect to program structure and performance, as well as any revisions proposed to the competency profile.

The Examinations Director is responsible for the management of the PCE Program, including all activities related to the development and administration of the examinations. The Examinations Director works closely with CARB-TCMPA's Psychometric Vendor to ensure all examination activities are aligned with best practices and industry standards.

CARB-TCMPA's Psychometric Vendor is responsible for form development, examination scoring, and forensic data analysis of examination results, as well as supporting the effective training of SMEs who contribute to the examination process.

3. **ROLES AND RESPONSIBILITIES**

As an SME, you will be assigned specific tasks in the examination process. These may include:

- **Item Writing:** Creating new exam questions.
- **Item Review:** Evaluating draft exam questions to ensure quality and accuracy.
- **Enemy Item Review:** Reviewing forms for conflicting or redundant questions.
- **Key Validation:** Analyzing question performance following each examination.
- **Translation Review:** Ensuring the quality and accuracy of translated questions.
- **Standard Setting:** Assessing examination questions to support scoring decisions.
- **Special Examination Projects:** Additional projects such as quality assurance review.

The CARB-TCMPA Examinations Director is responsible for onboarding SMEs, assigning SMEs to various roles in the examination process, and overseeing SME support and performance. The Examinations Director and Psychometric Vendor work together to deliver training to SMEs, ensure all examination activities align with best practices and industry standards, and respond to SME feedback on examination activities.

4. CONFIDENTIALITY AND CODE OF CONDUCT

A. Code of Conduct

SMEs are expected to:

- Sign a [Code of Conduct Agreement \(Appendix A\)](#) before starting any exam-related activities.
- Demonstrate professionalism, respect, and integrity in all exam-related activities.
- Adhere to deadlines and contribute high-quality work.
- Avoid any behaviour that could undermine the security, fairness, or reliability of the exam process.
- Respect the collaborative nature of the examination process and work effectively with other SMEs and staff.

B. Confidentiality

As an SME, you will have access to sensitive and confidential information. All SMEs must:

- Sign a [Confidentiality Agreement \(Appendix B\)](#) before starting any exam-related activities.
- Maintain strict confidentiality regarding all exam content, including items, forms, and any other materials related to the exam process.
- Not share any exam-related information with individuals not directly involved in the process, even after completing your term as an SME.

5. CONFLICTS OF INTEREST

To preserve the integrity of the examination process, SMEs must disclose any conflicts of interest, including:

- Being involved in the preparation of candidates for the exam.
- Being an instructor in a Traditional Chinese Medicine (TCM) or acupuncture education program.
- Being involved in the registration process for candidates with a TCM/A regulatory body.
- Personal relationships with candidates scheduled to take the exam.
- Any professional or financial conflicts that may impact impartiality.

Any potential conflicts should be reported immediately to the Examinations Director. Failing to report a conflict of interest may entail removal of the SME from the PCE Program.

6. SME ROTATION AND SEGREGATION OF DUTIES

To ensure the security and integrity of the Pan-Canadian Examinations, CARB-TCMPA follows a strict policy of SME rotation and segregation of duties. This minimizes the risk of content exposure and maintains the fairness and reliability of the examination process.

A. Rotation of SMEs

SMEs will be rotated through different tasks during each examination cycle. This includes item development, item review, form review, translation, and key validation. Rotation

helps ensure that no SME is repeatedly exposed to the same examination content, reducing the risk of familiarity with specific items over multiple exam cycles.

- **Task Assignments:** SMEs will be assigned to specific tasks based on their expertise. However, they will not perform the same task for consecutive exam administrations to ensure rotation.
- **Regular Rotation:** SMEs will rotate every 1 or 2 exam cycles, depending on the frequency of exam administration and the size of the available SME pool. This allows new perspectives while maintaining the necessary expertise in each role.

B. Segregation of Duties

To further safeguard the examination process, CARB-TCMPA requires segregation of duties among SMEs. This means that SMEs involved in one stage of the examination process (e.g., item development) will not be involved in other stages (e.g., item review or key validation) within the same exam cycle.

- **Segregation Example:** An SME who writes exam items will not participate in reviewing or validating the same exam items to ensure independent evaluation.
- **Form Review:** SMEs involved in form review will only review the assembled exam forms to identify potential enemy items and other structural issues. They will not be involved in item writing or translation for those forms.

C. Process Management

The Examinations Director manages the rotation and segregation process. This includes:

- **Task Assignment and Rotation Schedule:** The Examinations Director will assign SMEs to roles based on their expertise and ensure that they rotate regularly between different exam cycles.
- **Segregation Enforcement:** The Examinations Director will enforce the segregation of duties, ensuring that SMEs do not participate in conflicting roles within the same exam cycle.
- **Record Keeping:** The Examinations Director will maintain records of SME assignments, ensuring compliance with rotation and segregation policies. This tracking system ensures that no SME is repeatedly exposed to the same tasks in consecutive cycles.

By implementing these measures, CARB-TCMPA ensures that exam content remains secure, and that SMEs contribute fairly and effectively without compromising the integrity of the examination process.

7. COMPENSATION

SMEs will receive an honorarium for their contributions, currently set at \$55/hour. This honorarium recognizes the value of your expertise and time in maintaining the integrity of the examination program. SMEs will also be paid for any onboarding and training sessions.

Payments are made via electronic funds transfer. After application approval, SMEs will receive an email from CARB-TCMPA's payment platform, RBC PayEdge, to securely enter their banking information for payments.

8. TRAINING AND ORIENTATION

A. Examination Development Processes and Timelines

You will receive training on the examination development processes specific to your role. When onboarding, you will also receive information about the examination program so that you have an understanding of key deadlines to ensure the examination process runs smoothly and meets all delivery targets.

B. Best Practices for Examination Development

As an SME, adhering to best practices is essential to ensure the fairness, validity, and quality of the exam development process. Each examination activity plays a critical role in maintaining the integrity of the PCE Program. Below are some of the best practices that will be covered in your training:

- **Item Writing:** Ensure each item is aligned with the competency profile, adheres to established item writing guidelines, and is fair, clear, and relevant to the required knowledge and skills tested on the examinations.
- **Item Review:** Use established criteria to assess the clarity, difficulty level, and alignment of items with the competency profile. Ensure that items are free from bias and ambiguity, and accurately measure the intended competencies.
- **Enemy Item Review:** Identify and flag items that overlap or contradict other questions in the exam forms prepared by the Psychometric Vendor. Ensure that each question is distinct and contributes uniquely to assessing the candidate's knowledge and skills.
- **Key Validation:** Review post-exam data provided by the Psychometric Vendor to validate that the designated correct answer performed as expected. Ensure that any issues with question performance are addressed and that future versions of the exam maintain accuracy.
- **Translation Review:** Review translations to confirm that they are accurate, culturally appropriate, and maintain the original meaning of the exam questions. Ensure that no nuances are lost during the translation process, particularly when it comes to technical terms.
- **Standard Setting:** Participate in setting cut scores by assessing the difficulty and importance of exam items. Use information presented by the Psychometric Vendor and professional judgment to ensure that the passing score accurately reflects the minimum competency required for safe and effective practice.
- **Special Examination Projects:** Engage in special projects that may include reviewing the item bank for outdated or underperforming items, updating content to reflect changes in the field, ensuring that the item bank remains a reliable resource for exam development, and performing quality assurance review of examination forms.

D. Quality Standards and Expectations

You will be briefed on the standards used to ensure quality and consistency across all exam items and processes. Expectations include:

- Contributing to the development of fair, reliable, and valid examination content.
- Ensuring that items and translations reflect the competency profile and meet the examination blueprint.
- Collaborating with other SMEs to maintain high standards.

E. Procedures for Safeguarding Examination Content and Intellectual Property

You will receive detailed guidance on safeguarding exam content and intellectual property. This includes:

- Secure storage of all exam-related materials.
- Reporting any security concerns immediately to the Examinations Director.
- Following established protocols for handling exam content to prevent unauthorized disclosure.

9. TERM LIMITS

To maintain a balance between offering opportunities to new contributors and retaining highly qualified, high-performing SMEs, CARB-TCMPA has established the following term limits for SME participation:

A. Initial Term

SMEs are appointed for an initial term of 1 to 2 years, depending on the needs of the examination program and the availability of the SME. This term allows the SME to develop a deep understanding of the examination process and make significant contributions to the program.

B. Renewal of Term

Upon completion of the initial term, SMEs may be eligible for renewal based on the following:

- **Performance:** SMEs who have consistently demonstrated high performance, professionalism, and adherence to program standards may be invited to renew their term.
- **Program Needs:** Renewal is also contingent on the evolving needs of the examination program and the availability of new SMEs.

Renewals will be for a period of 1 to 2 years, with the option for further renewal at the discretion of the Examinations Director.

C. Maximum Term

To ensure the program remains open to fresh perspectives and new contributors, an SME may serve for a maximum of 6 consecutive years. After reaching the maximum term, the SME will be required to step down for at least one exam cycle before being eligible to reapply.

This term limit structure ensures that the program continues to benefit from both experienced and new contributors, maintaining a high standard of quality and integrity in the examination process.

10. HOW TO APPLY

We welcome experienced and knowledgeable professionals to contribute to the PCE Program as SMEs. If you are interested in volunteering for this important role, please follow the steps below to apply:

A. Application Process

- i. **Complete the Application Form**
 - Download the [SME Application Form](#) from our website or request it via email from the Examinations Director.
 - Provide your personal information, contact details, and relevant professional background.
 - Indicate your activity preferences and availability. Previous experience is not required but if you have experience, this information is useful when the Examinations Director is identifying SMEs for various roles.
 - Declare any potential conflicts of interest and indicate your willingness to abide by the policies and procedures of the PCE Program.
 - Provide any additional information, such as accessibility needs, that may be relevant to your application.
- ii. **Submit Supporting Documents**
 - Attach a **resume** when submitting your application form highlighting your qualifications and experience in Traditional Chinese Medicine and/or Acupuncture.
- iii. **Sign the Code of Conduct and Confidentiality Agreements**
 - All applicants must sign a [Code of Conduct Agreement \(Appendix A\)](#) to demonstrate commitment to the PCE Program's behavioural and ethical requirements.
 - All applicants must sign a [Confidentiality Agreement \(Appendix B\)](#) to ensure the security of examination materials.
 - Agreements are sent separately via email to approved SMEs for review and digital signature.
- iv. **Submit Your Application**
 - Email your completed application form and resume to the Examinations Director at admin@carb-tcmpa.org.
 - Applications are accepted on a rolling basis, and you will receive confirmation of receipt within five business days. If we do not currently have any available roles, your application will remain on file and we will contact you when a position becomes available.

B. Selection Process

- Applications will be reviewed by the Examinations Director on the basis of program needs and available positions. We strive for broad representation from all regions of

the country to ensure that the examination reflects the diversity and scope of Traditional Chinese Medicine and Acupuncture practice across Canada.

- Applicants must be approved by their respective regulatory colleges to serve in the role of SME.
- Selected applicants will be contacted for a brief interview to assess fit, availability, and areas of contribution.
- Once accepted, SMEs will be added to the pool of subject matter experts and assigned to exam activities based on their expertise and the needs of the examination process.

We look forward to reviewing your application and appreciate your interest in contributing to the quality and integrity of the PCE Program.

11. COMMUNICATION AND SUPPORT

Throughout your term, the Examinations Director will provide regular check-ins and feedback to ensure that you are supported. You will have access to staff for any questions or concerns.

12. PERFORMANCE AND QUALITY ASSURANCE

Your contributions will be evaluated regularly as part of our [quality assurance process](#) (**Appendix C**). This ensures consistency, accuracy, and alignment with the standards of the PCE Program.

13. CONCLUSION AND THANK YOU

Thank you for your dedication to ensuring the quality and security of the Pan-Canadian Examinations. Your expertise is vital, and we look forward to working with you to support a fair and effective examination process.

APPENDIX A – SAMPLE CODE OF CONDUCT AGREEMENT

Pan-Canadian Examinations Program – Subject Matter Experts

This Code of Conduct Agreement (the "Agreement") is made between:

The Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists

(Hereinafter referred to as "CARB-TCMPA")

And

[Name of Subject Matter Expert]

(Hereinafter referred to as the "SME")

Effective as of the date signed below.

1. Purpose

The purpose of this Code of Conduct is to establish the expected standards of behavior, professionalism, and ethical conduct for all SMEs participating in the Pan-Canadian Examinations Program. All SMEs must agree to adhere to these principles to maintain the integrity and quality of the examination process.

2. Professionalism

The SME agrees to:

- Conduct themselves with the highest level of professionalism and integrity.
- Demonstrate respect and courtesy in all interactions with fellow SMEs, staff, and stakeholders.
- Approach all examination activities with diligence, providing thoughtful, accurate, and thorough input.
- Maintain the impartiality necessary to safeguard the integrity of the examination program.

3. Collaboration and Communication

The SME agrees to:

- Participate actively and constructively in meetings, discussions, and review sessions.
- Engage in open and respectful communication with colleagues and staff.
- Provide feedback in a professional and constructive manner.
- Respond to requests from the Examinations Director or other stakeholders in a timely manner.

4. Adherence to Deadlines and Responsibilities

The SME agrees to:

- Complete assigned tasks and responsibilities within established timelines.
- Notify the Examinations Director promptly if they encounter any issues that may delay their contributions.

- Fulfill their duties to the best of their abilities, ensuring the quality and accuracy of the exam content they develop or review.

5. Ethical Standards

The SME agrees to:

- Refrain from engaging in any behavior that could undermine the fairness, integrity, or security of the examination process.
- Disclose any potential conflicts of interest as outlined in the Conflict of Interest section of the SME Guide.
- Abstain from participating in any activities that would present a conflict of interest or bias in exam-related duties.

6. Accountability

The SME agrees to:

- Take responsibility for the quality of their work and contributions.
- Remain open to feedback and committed to continuous improvement.
- Participate in regular performance evaluations as outlined in the SME Guide (Appendix C).
- Notify the Examinations Director if they are unable to fulfill their obligations in a timely or effective manner.

7. Consequences of Non-Compliance

Any breach of this Code of Conduct may result in:

- A formal review of the SME's role within the examination program.
- Removal from their position as an SME, as determined by CARB-TCMPA.
- Other actions deemed appropriate by CARB-TCMPA to address the situation.

8. Acknowledgment and Signature

By signing below, the SME acknowledges that they have read, understood, and agree to abide by the terms and conditions of this Code of Conduct Agreement.

Subject Matter Expert Name:

Signature: _____

Date: _____

For CARB-TCMPA

Signature: _____

Date: _____

APPENDIX B – SAMPLE CONFIDENTIALITY AGREEMENT

Pan-Canadian Examinations Program – Subject Matter Experts

This Confidentiality Agreement (the "Agreement") is made between:

The Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists

(Hereinafter referred to as "CARB-TCMPA")

And

[Name of Subject Matter Expert]

(Hereinafter referred to as the "SME")

Effective as of the date signed below.

1. Purpose

The SME acknowledges that during their involvement in CARB-TCMPA's Pan-Canadian Examinations Program, they will have access to confidential and sensitive information related to the development, review, and administration of exam content. This Agreement is intended to protect the confidentiality of this information.

2. Definition of Confidential Information

For the purposes of this Agreement, "Confidential Information" means all exam-related materials, data, documents, and any other information (in written, verbal, or electronic form) that is not public and pertains to the following:

- Examination items, including translations,
- Examination forms,
- Examination processes,
- Internal reports and deliberations regarding examination performance,
- Candidate data, and
- Any other proprietary information provided to the SME in the course of their duties.

3. Obligations of the SME

The SME agrees to:

- Maintain the confidentiality of all information received in connection with their role in the examination process.
- Not disclose, share, or reproduce any Confidential Information, except as required to perform their designated duties within the examination process and with prior approval from CARB-TCMPA.
- Refrain from discussing any exam-related content with individuals not directly involved in the examination process, including colleagues, candidates, and the public.
- Take reasonable precautions to safeguard Confidential Information from unauthorized access, use, or disclosure.

- Immediately notify CARB-TCMPA if any unauthorized disclosure or access to Confidential Information occurs.

4. Exclusions

Confidential Information does not include:

- Information that is or becomes public knowledge through no breach of this Agreement by the SME.
- Information disclosed to the SME by a third party who has the legal right to make such disclosures. This exclusion does not apply to examination content, which must not be disclosed under any circumstances, even if it is claimed that a third party has the right to disclose such content
- Information independently developed by the SME without reliance on Confidential Information received through their role. This exclusion does not apply to examination-related content or materials. Any examination content developed, reviewed, or accessed during the SME's involvement with CARB-TCMPA remains strictly confidential

5. Term of Agreement

This Agreement shall remain in effect throughout the SME's involvement with the Pan-Canadian Examinations Program and will continue after their participation ends, for as long as the Confidential Information remains confidential.

6. Return or Destruction of Confidential Information

Upon the conclusion of their term or upon request from CARB-TCMPA, the SME agrees to return all materials containing Confidential Information or, if requested, permanently destroy such materials and provide written confirmation of destruction.

7. Breach of Agreement

In the event of a breach or threatened breach of this Agreement, CARB-TCMPA reserves the right to take appropriate legal action, including seeking injunctive relief and compensation for damages. Additionally, any breach of this Agreement will result in the immediate removal of the SME from their role in the Pan-Canadian Examinations Program, with no further participation permitted.

8. No Right to Intellectual Property

The SME acknowledges that this Agreement does not grant them any rights, title, or interest in any of the intellectual property belonging to CARB-TCMPA, including examination content and materials.

9. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the province of the SME's primary residence or work, and the laws of Canada applicable therein.

10. Acknowledgment and Signature

By signing below, the SME acknowledges that they have read, understood, and agree to abide by the terms and conditions of this Confidentiality Agreement.

Subject Matter Expert Name:

Signature: _____

Date: _____

For CARB-TCMPA

Signature: _____

Date: _____

APPENDIX C – PERFORMANCE EVALUATION FRAMEWORK

To maintain the high standards of the Pan-Canadian Examinations (PCE) Program, the performance of Subject Matter Experts (SMEs) will be regularly evaluated. This framework ensures that all SMEs contribute effectively, adhere to the program's guidelines, and maintain the integrity of the examination process.

Objectives of the Performance Evaluation

The performance evaluation process aims to:

- Ensure the quality, accuracy, and consistency of examination content developed or reviewed by SMEs.
- Provide constructive feedback to SMEs on their contributions and adherence to program expectations.
- Identify opportunities for professional development and training to enhance SME performance.
- Ensure SMEs meet the confidentiality, timeliness, and collaboration standards of the program.

Evaluation Criteria

SMEs will be evaluated based on the following criteria:

1. Content Quality

- The accuracy and relevance of exam items and translations created by the SME.
- Alignment of content with the competency profile and examination blueprint.
- Clarity of exam items, ensuring that questions are clear, unambiguous, and appropriate for the level of the exam.

2. Adherence to Confidentiality

- Compliance with the terms of the confidentiality agreement, including safeguarding exam content.
- Timely reporting of any potential security issues or breaches.

3. Timeliness and Meeting Deadlines

- Ability to meet assigned deadlines for examination activities.
- Timely communication with the Examinations Director in the event of delays or issues.

4. Collaboration and Professionalism

- Ability to work effectively with other SMEs, staff, and stakeholders.
- Demonstration of professionalism, respect, and open communication during discussions and feedback sessions.

5. Responsiveness to Feedback

- Willingness to incorporate feedback from peers, the Examinations Director, CARB-TCMPA's Psychometric Vendor, or other stakeholders to improve content quality.
- Adaptability in refining exam content to meet program standards.

6. Engagement and Participation

- Active participation in review sessions, meetings, and discussions.
- Providing meaningful contributions to ensure high-quality examination content.

7. Compliance with Program Guidelines

- Adherence to program policies, processes, standards, and best practices
- Respect for the SME segregation of duties and rotation schedule.

Evaluation Process

1. Regular Review by the Examinations Director

The Examinations Director will regularly review the performance of SMEs by:

- Reviewing exam items, translations, and other materials developed by the SME.
- Collecting feedback from other SMEs and stakeholders involved in the exam process.

2. Feedback Sessions

- SMEs will receive periodic feedback from the Examinations Director, including both strengths and areas for improvement, if applicable.
- If necessary, a formal feedback session will be scheduled to address any performance issues or to provide additional support.

3. Peer and Self-Assessment

- SMEs may be asked to participate in peer review sessions, where they provide feedback on the work of other SMEs.
- SMEs will be encouraged to reflect on their own performance and identify areas where they may need additional training or support.

4. Annual Performance Review

- A formal annual performance review will be conducted for each SME. The review will summarize the SME's performance over the year, identify achievements, and outline any areas for improvement, if applicable.
- Recommendations for further involvement or training will be discussed based on this review.

Recognition and Continuous Improvement

• Recognition:

- High-performing SMEs may be recognized for their contributions through letters of appreciation, invitations to additional roles, or other forms of recognition.
- All participating SMEs will receive confirmation of their participation to support the continuing competency requirements of their regulatory bodies and will be recognized in CARB-TCMPA's communications.
- All SMEs will receive a certificate of appreciation and formal recognition upon concluding their term.

- Training and Development:** If performance issues are identified, SMEs will be offered additional training or support to help them improve and succeed in their role.

Consequences of Unsatisfactory Performance

- If an SME consistently fails to meet the performance criteria or violates program policies (e.g., confidentiality breaches), CARB-TCMPA reserves the right to remove the SME from their role in the examination process.
- The Examinations Director will work closely with any SME facing performance challenges to provide support and identify potential resolutions before taking formal action.