



The National Dental
Examining Board of Canada
Le Bureau national d'examen
dentaire du Canada

ANNUAL REPORT 2019



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LETTER FROM THE PRESIDENT AND EXECUTIVE DIRECTOR & REGISTRAR

The National Dental Examining Board of Canada (NDEB) was formed in 1952 by an Act of Parliament. Its mandate: establish qualifying conditions for a national standard of competence for general dentists. Sixty-eight years later, the NDEB continues to develop and administer innovative, internationally-recognized examinations.

Fulfilling this mandate does not come without a fair number of challenges and opportunities. In late 2018, we began a transition to the electronic delivery of our paper and pencil examinations. With two successful administrations of the Dental Specialty Core Knowledge Examination (DSCKE) under our belt, we prepared to run the first Assessment of Clinical Judgement (ACJ) electronically for approximately 500 examinees. Unfortunately, a series of unexpected technical errors resulted in problems accessing the ACJ at test centres. In the face of these issues, staff from across the organization joined together to implement a plan for those impacted by the technical issues and worked diligently with our third-party providers to identify the issues and put in place strategies to prevent similar incidents from occurring in the future. In November 2019, the second electronic ACJ was delivered across Canada and in select international locations. Once again, technical issues were experienced. Despite these issues, we still believe that transitioning to electronic delivery is the right solution to maintain security of the examinations, provide high quality images for diagnostic purposes, and improve access to the examinations.

The delivery of high-stakes examinations comes with the potential for disputes. While the NDEB has a significant appeals process in place, challenges to our examination processes continue to impact our financial and human resources. These legal challenges represent a significant risk to the NDEB. As a result, we have begun the process of identifying the root causes of the legal issues and are implementing the necessary changes to improve our processes. To date, the NDEB, with the support of our legal counsel, has successfully defended our processes and received favourable decisions from both the Ontario and British Columbia courts.

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**We have made
some significant
decisions in the
past year...**

We have made some significant decisions in the past year, specifically relating to eligibility for the Equivalency Process. After significant investigation, the NDEB determined that Magadh University would be removed from its list of eligible dental programs and refused to add Khalijie University in Libya to its approved list of programs. Decisions of this magnitude are not made lightly. The responsibility of the NDEB to the public and the profession requires the utmost confidence in the decisions it makes regarding eligibility for certification as a dentist in Canada.

2019 was a year of growth for the NDEB. New initiatives were undertaken, applications to the NDEB processes continued to rise, and our team continued to expand. Over the year, we welcomed many new faces and saw others move on to new opportunities. These changes have resulted in significant training time, and the impacts are being felt in many areas. Moving into the new year, human resources and the management team will be investigating new operational structures that will help in the areas most needed such as credential verification.

While busy with regular operations and strategic initiatives, the Board directed the NDEB to offer its assistance with the administration of the National Dental Specialty Examination (NDSE), the certification examination for specialists in Canada. This undertaking was not entered into lightly, but it was felt that this was the best alternative to maintaining a single national standard for licensure. After several months of planning and collaboration with the Royal College of Dentists, the NDEB is preparing to administer the first NDEB NDSE in June 2020.

It has been a big year for the organization, and we would like to thank the Board members, Committee members and examiners for their continued encouragement and support. Special thanks go to the staff who continue to go above and beyond to maintain the daily operations. It is a privilege to work with a team that is supportive and driven to succeed.



Dr. Dennis Fuchs
President



Dr. Marie Dagenais
Executive Director
and Registrar

YEAR IN REVIEW



WHAT WE DO

Contributing to the oral health of Canadians by providing fair, valid and reliable evaluation of competence for the certification of dentists.

The NDEB is the organization responsible for establishing and maintaining a national standard of competence for general dentists in Canada.

It does this through the development and administration of innovative, internationally-recognized examinations that are valid and reliable.

Obtaining NDEB certification demonstrates that an individual has met the national standard for dentists Canada.

PURPOSE AND POWERS

As defined in the Act, the purpose and power of the NDEB are to:

- establish qualifying conditions for a single national standard certificate of qualification for general practitioner dentists.
- establish qualifying conditions for national standard certificates of qualification for dental specialists subject to the approval of the Royal College of Dentists of Canada.
- ensure the rules and regulations governing examinations will be acceptable to all participating licensing bodies and provide for the conducting of examinations in a manner fair and equitable for all concerned.
- promote enactment, with the consent and at the instance of the provincial licensing bodies, of provincial legislation necessary or desirable to supplement the provisions of this Act.
- establish qualifications for general practitioner dentists to ensure that the qualifications may be recognized by the appropriate licensing bodies in all provinces in Canada.
- establish subject to the approval of the Royal College of Dentists of Canada, qualifications for dental specialists, to ensure that, in each case the qualifications may be recognized by the appropriate licensing bodies in all provinces of Canada.
- establish the conditions under which a general practitioner dentist may obtain and hold a certificate of qualification.
- establish subject to the approval of the Royal College of Dentists of Canada, the conditions under which a dental specialist may obtain and hold a certificate of qualification.
- prescribe compulsory examinations as evidence of qualification for registration subject to the rights of the Royal College of Dentists of Canada as hereinafter set forth.
- establish and maintain a body of examiners to hold examinations and to recommend the granting of certificates of qualification to general practitioner dentists.
- establish and maintain a body of examiners appointed by the Royal College of Dentists of Canada to hold examinations and make recommendations concerning the granting of certificates of qualification of properly trained dental specialists.
- issue certificates of qualification to general practitioner dentists and dental specialists in accordance with the recommendation of the examiners.
- establish a register for Canada of general practitioner dentists and dental specialists who have been granted certificates of qualification by the Board.
- delete from the register the name of any person whose provincial registration has been cancelled or suspended and to restore such name to the register if and when such cancellation or suspension is reversed, or the period of suspension is terminated.
- publish and revise the register from time to time.



VALUES

Be
Accessible

Have
Integrity

Embrace
Diversity

Work
Collaboratively

WHO WE ARE



DENNIS FUCHS
President
Saskatchewan



JIM RICHARDSON
Vice-President/Treasurer
British Columbia



DOUG MACKEY
Past President
Nova Scotia



MINTOO BASAHTI
Alberta



AMARJIT SINGH RIHAL
Manitoba



RON YARASCAVITCH
Ontario



STEFAN HAAS-JEAN
Quebec



ANDREW ROWE
New Brunswick



ALAN ROBINSON
Prince Edward Island



SNEHA ABHYANKAR
Newfoundland



JAN SHEPPARD KUTCHER
Public Representative



NANCY AUYEUNG
CDAC



MARTIN GILLIS
CDAC

BOARD OF DIRECTORS

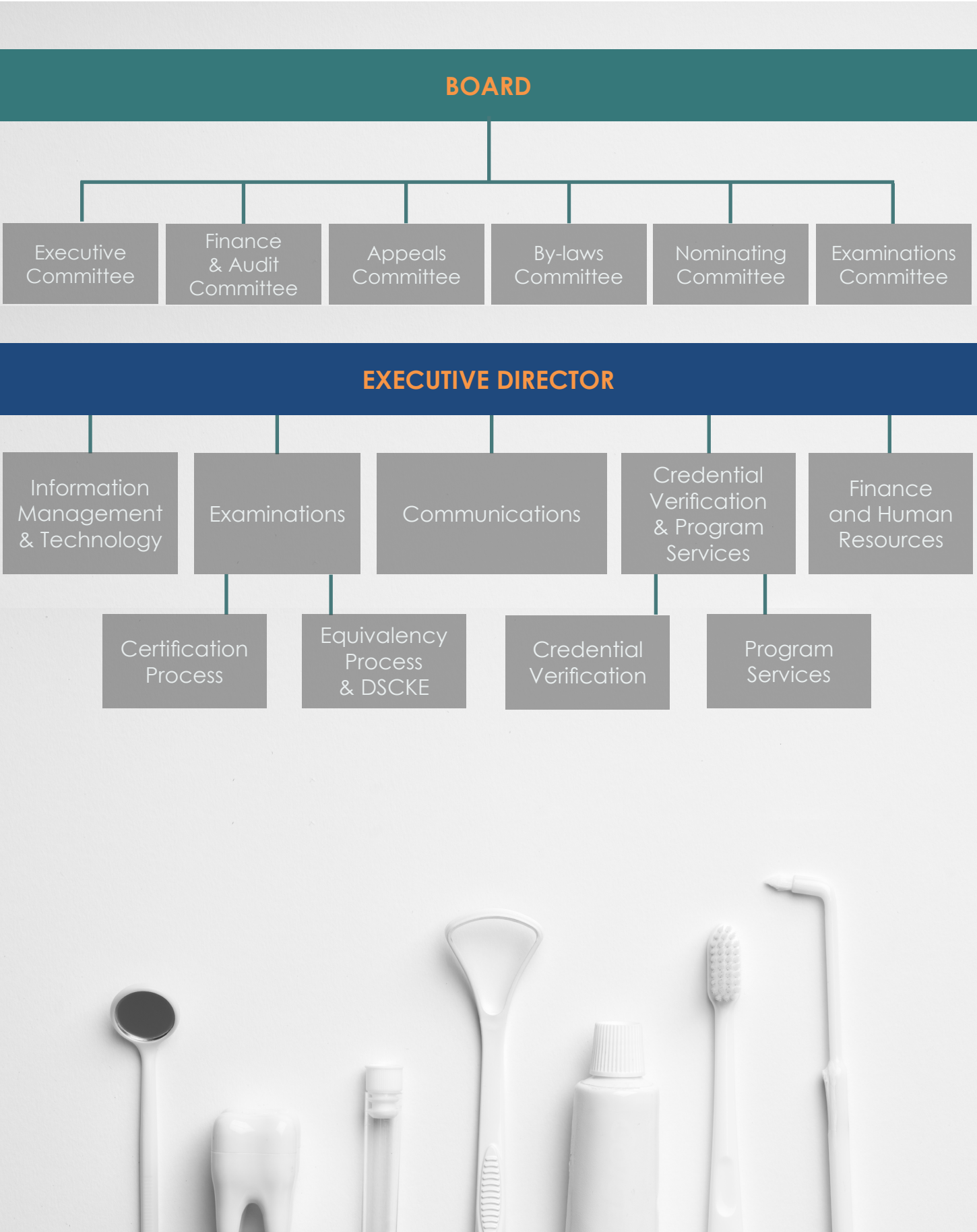
The NDEB Board comprises 12 members and 1 Public Representative

The Board is responsible for:

- overseeing the development of and approving a long-term strategic plan.
- approving the organizational mission and values.
- governing the organization through policies which are developed by the Executive Director & Registrar and staff, approved by the Board, and reviewed periodically.
- overseeing compliance with the By-laws of the organization.
- approving the annual budget.
- overseeing the management of the organization’s resources.
- accounting to stakeholders for the operation of the organization.



GOVERNANCE



STANDING COMMITTEES 2019

Each of the NDEB's standing committees has a defined purpose and must conduct itself in accordance with the Terms of Reference for the Committee.

EXECUTIVE COMMITTEE

The Executive Committee conducts the business and administrative affairs of the NDEB in between meetings of the Board. In addition, the Executive Committee is responsible for hearing compassionate appeals.

- Dennis Fuchs, *President*
- Jim Richardson, *Vice-President/Treasurer*
- Doug Mackey, *Past President*
- Amarjit Singh Rihal
- Stefan Haas-Jean

FINANCE AND AUDIT COMMITTEE

The Finance and Audit Committee oversees the external audit, the financial planning process, and the development and compliance with financial policies and processes.

- Jim Richardson, *Treasurer*
- Dennis Fuchs
- Amarjit Singh Rihal
- Stefan Haas-Jean
- Jimmy Mui, *Independant member*

EXAMINATIONS COMMITTEE

The Examinations Committee is responsible for making recommendations that will provide for the conducting of examinations in a fair and equitable manner.

- Jim Richardson, *Chair*
- Jim Lai, *Vice-Chair*
- Dennis Fuchs
- Doug Mackey
- Nathalie Morin
- Lise Payant
- Stefan Haas-Jean
- Polly Pachu
- Robert Love

STANDING COMMITTEES 2019

APPEALS COMMITTEE

The role of the Appeals Committee is to verify that the evaluation of a participant's ACS is reasonable and performed in accordance with the established grading criteria, and to hear appeals of the Examinations Committee's decisions regarding misconduct.

- Craig Meyers, *Chair*
- Sneha Abhyankar
- Cynthia Andrews
- Nancy Auyeung
- Chris Baker
- Chantal Bellevance
- Tony Bloom
- Janice Brennan
- Jacques Brouillet
- Jean Gauthier
- Erik Hutton
- Cristina Ionescu
- William Judson
- Chris Kiazzyk
- Claude Lamarche
- Luce Marchand
- Cathy McGregor
- Bruce Neuman
- Trena Reeve
- Kiranpal Sroay
- Cliff Swanlund
- Murray White
- Doug Woo

BY-LAWS COMMITTEE

The By-laws Committee is responsible for reviewing the By-laws and recommending to the Board changes for implementation.

- Amarjit Singh Rihal, *Chair*
- Sneha Abhyankar, *Vice Chair*
- Ron Yarascavitch

RESEARCH COMMITTEE

The Research Committee identifies research with respect to learning and teaching that advances assessment in dentistry and provides advice to the Board on potential areas of research.

- Jim Richardson, *Chair*
- Laura Neumann
- Isabelle Gonthier
- Ernie Lam
- Robert Loney

NOMINATING COMMITTEE

The Nominating Committee assists the Board by identifying and nominating persons to serve on the standing committees and any ad-hoc committees consistent with the Board's By-laws.

- Doug Mackey
- Dennis Fuchs

CHIEF EXAMINERS

Each NDEB examination has a Chief and Assistant Chief Examiner. The role of the Chief and Assistant Chief Examiner is to advise the Board on issues relating to examinations, oversee the development of the examinations according to assigned blueprints, facilitate exam development workshops, review examination statistics and report to the Board.



Left to right - Drs. Peter Chauvin, Ernie Lam, Noriko Boorberg, Blaine Cleghorn, Bob Loney, Gord Janke

Assessment of Clinical Judgement (ACJ)

Dr. Dan Haas, Chief Examiner
Dr. Jim Richardson, Assistant Chief Examiner

Assessment of Fundamental Knowledge (AFK)

Dr. Noriko Boorberg, Chief Examiner
Dr. Michelle Tang, Assistant Chief Examiner

Assessment of Clinical Skills (ACS)

Dr. Gord Janke, Chief Examiner
Dr. Dennis Fuchs, Assistant Chief Examiner
Dr. Danielle Joly, Assistant Chief Examiner

Dental Specialty Core Knowledge Examinations (DSCKE)

Dr. Ernie Lam, Chief Examiner

National Dental Specialty Examination (NDSE)

Dr. Robert Loney, Chief Examiner
Dr. Daniel Turgeon, Assistant Chief Examiner

Written Examination

Dr. Blaine Cleghorn, Chief Examiner
Dr. Sylvie Lousie Avon, Assistant Chief Examiner

Objective Structured Clinical Examination (OSCE)

Dr. Bob Loney, Chief Examiner
Dr. Daniel Turgeon, Assistant Chief Examiner

Virtual OSCE

Dr. Peter Chauvin, Chief Examiner
Dr. Ernie Lam, Assistant Chief Examiner

OUR STAFF



- Amanda Brooks
Assistant, Assessments

Anick Michel
Communications Officer

Bernard Murdock
Assistant, Credential Verification

Blake Zaumseil
Administrator, Examinations

Brent Gravelle
Reports & Database Developer

Cécile Chrétien-Flemig
Meetings Coordinator

Chelsea Murdock
Coordinator, Program Services

Christine Desbiens
Human Resources

Jennifer Della Valle
Coordinator, Assessments

Jennifer Sponchia
Team Lead, Credential Verification

Jenny Paterson
Chief Financial Officer

Judy Banke
Manager, Examinations
- Julia Brown
Team Lead, Program Services

Kaitlin Vincent
Administrator, Examinations

Karen Frost
Manager, IT & Business Projects

Katrina Kozij
Assistant, Assessments

Kim Phillips
Manager, Communications

Lara Sabraoui
Coordinator, Legal Administration

Leah Gunnell
Coordinator, Credential Verification

Lisette Dean
Assistant, Examinations

Lori Johnston
Receptionist

Marie Dagenais
Executive Director & Registrar

Melissa Gosselin
Assistant, Credential Verification

Natalie Marcotte
Administrator, Program Services

- Nikki Devine
Administrative Assistant/ Receptionist
- Rachel Pyka
Manager, Credential Verification & Program Services
- Rania Ikkawi
Assistant, Credential Verification
- Roxanne Barre
Coordinator, Examinations
- Sarah Rennick
Coordinator, Assessments
- Su Jin Chong
Assistant, Credential Verification
- Tony Wang
Information Systems Analyst
- Travis MacCuish
Accountant

“
It is a privilege to work with a team that is supportive and driven to succeed.”

STRATEGIC INITIATIVES 2019 - 2024

KEY RESULT AREAS



Transition to electronic exam delivery

Transition all paper-based tests to electronic delivery with a view of enhancing relevancy, reliability, security, efficiency, consistency, and accessibility



Review the Equivalency Process blueprint

Evaluate and review the existing Equivalency Process and establish recommendations for improvement



Strengthen communication with stakeholders

Relationships with stakeholders are characterized by open communication and collaboration



Manage Risk

Implement a risk management program to strengthen the governance and management of the organization

EXAMINATIONS

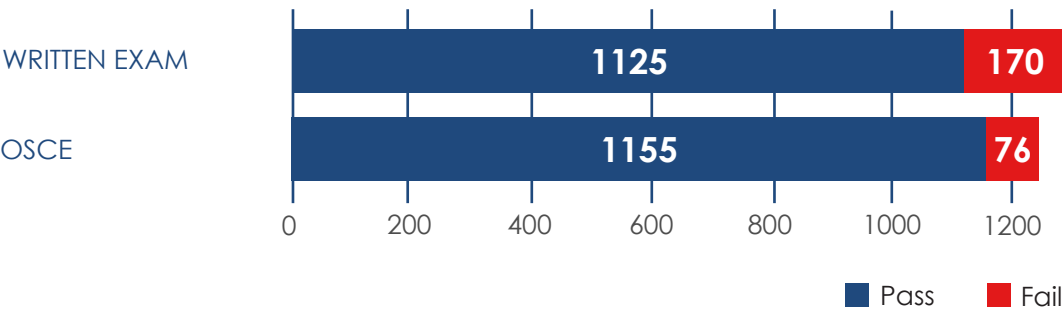
CERTIFICATION PROCESS

To become a licensed dentist in Canada, individuals must have received a BDS/DDS/DMD from a recognized university and successfully complete the NDEB's Certification Process. This process comprises two examinations: The Written Examination and the Objective Structure Clinical Examination (OSCE). The certification examinations are offered three times a year across Canada and in select US and international locations. To be eligible to take the Written Examination and OSCE individuals must be graduates of an accredited dental program or have successfully completed the NDEB Equivalency Process for graduates of non-accredited dental programs.

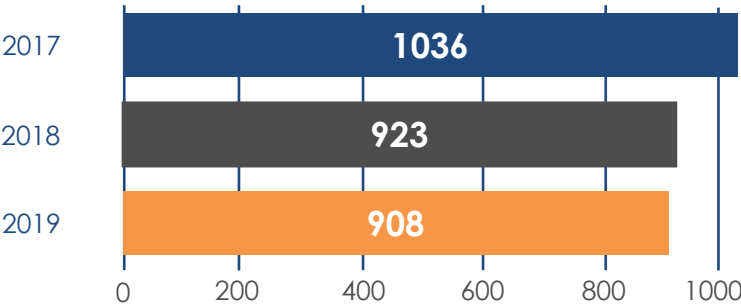
In 2021, the existing Certification Process will undergo significant change as the Written Examination and OSCE are replaced with the Virtual OSCE. The Virtual OSCE will combine question types from both the previous examinations and will include other new technologies such as 3D models.

Participation in the Certification Process continues to increase with 1295 candidates taking the Written Examination in 2019 and 1231 taking the OSCE.

2019 CERTIFICATION PROCESS STATISTICS



NEW APPLICATIONS



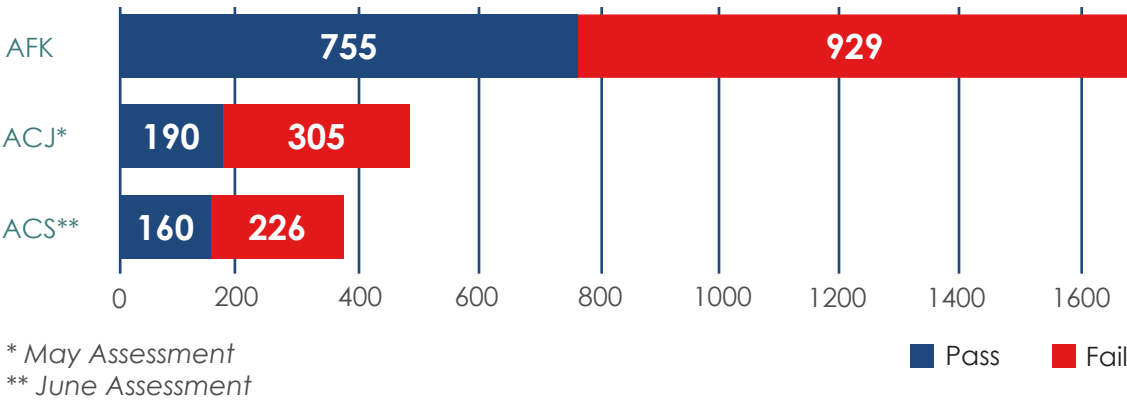
January 1 - December 31, 2019

EQUIVALENCY PROCESS

Graduates of non-accredited dental programs who want to be certified as general dentists in Canada must successfully complete the NDEB Equivalency Process or an accredited Qualifying/Degree Completion Program prior to being eligible for participation in the Certification Process. The Equivalency Process includes three examinations: The Assessment of Fundamental Knowledge (AFK), the Assessment of Clinical Judgement (ACJ) and the Assessment of Clinical Skills (ACS). An individual must successfully complete the AFK before participating in the other examinations. The AFK is also part of the admission requirements for the Qualifying/Degree Completion Programs offered by Canadian Faculties of Dentistry.

The AFK, ACJ, and ACS are offered twice a year at locations across Canada and in select international locations.

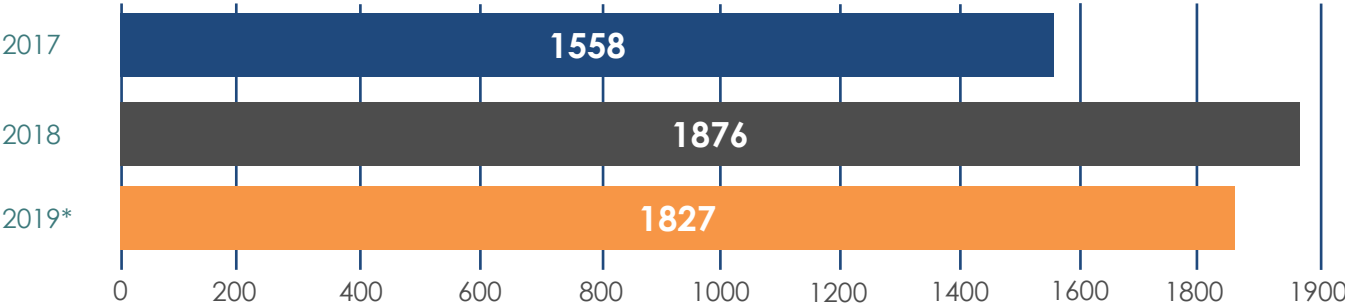
2019 EQUIVALENCY PROCESS STATISTICS



Applications to the Equivalency Process continue to rise from year to year. As of November 2019, 1827 new applications were received.

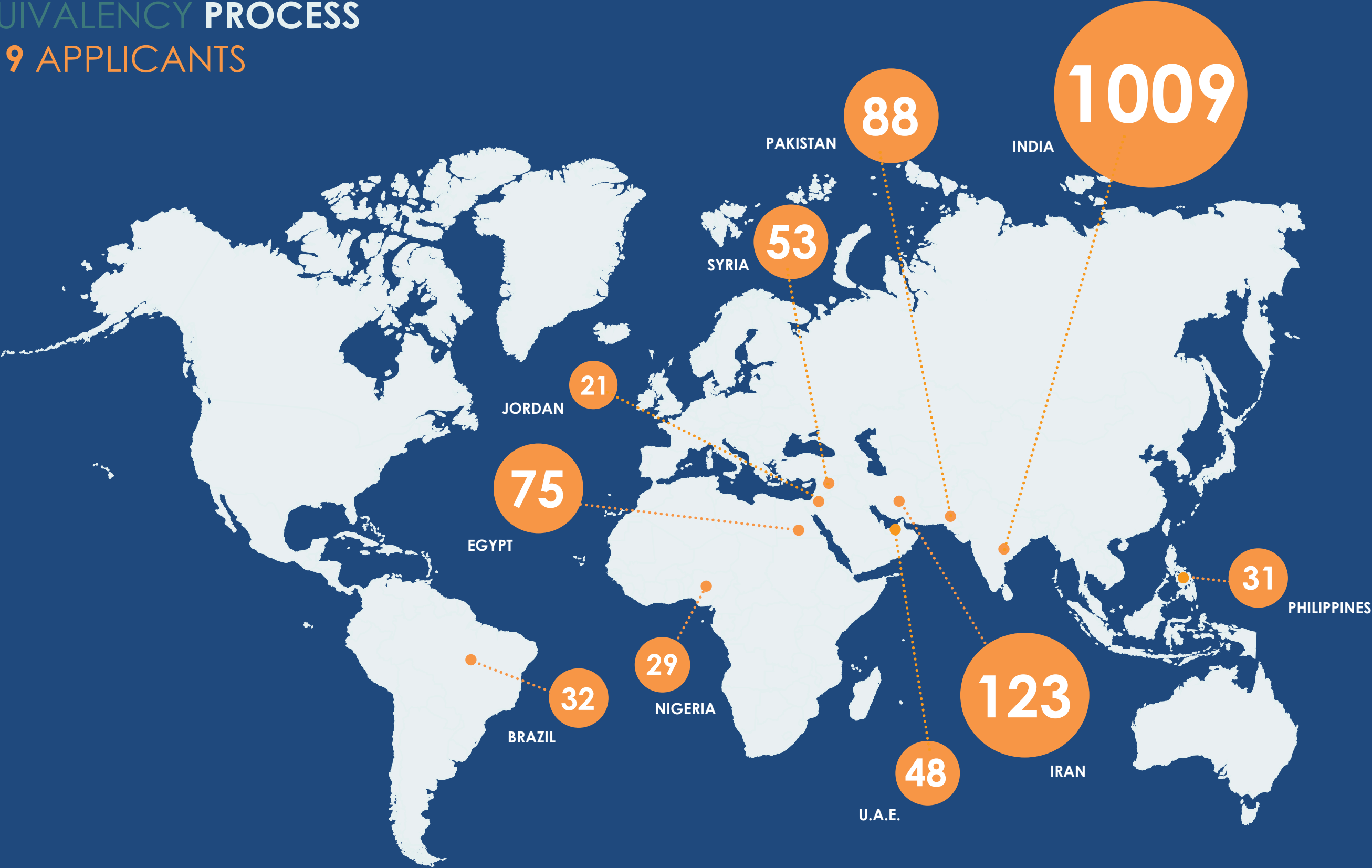
In 2019, the NDEB closed applications to the Equivalency Process in November for a two-month window. During this period, the process for credential verification was refined and credential verification staff provided additional support to future applicants. The additional support was intended to assist applicants in obtaining the correct documentation to expedite the review process.

NEW APPLICATIONS



* January 1 - November 17, 2019

EQUIVALENCY PROCESS
2019 APPLICANTS



313 OTHER COUNTRIES

NATIONAL DENTAL SPECIALTY EXAMINATION

In order to be licensed as a dental specialist in Canada, individuals must successfully complete the National Dental Specialty Examination (NDSE). The NDSE tests the examinee's knowledge and clinical competence in the chosen specialty at the specialty level in Canada.

Beginning in 2020, NDEB will offer examinations in dental public health, endodontics, prosthodontics, oral and maxillofacial surgery, oral medicine, oral pathology, oral medicine and oral pathology, orthodontics, pediatric dentistry, periodontics, and oral and maxillofacial radiology.

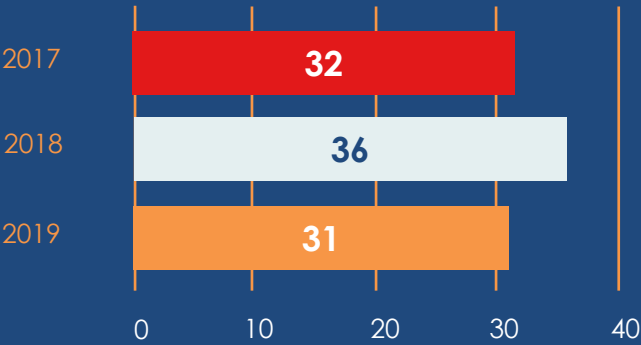


DENTAL SPECIALTY CORE KNOWLEDGE EXAMINATION

Graduates of non-accredited dental specialty programs who are interested in becoming licensed specialists in Canada may apply to take the Dental Specialty Core Knowledge Examination (DSCKE). The DSCKE is a tool used by accredited specialty programs to evaluate individuals for admission to the Dental Specialty Assessment and Training Programs.

In order to participate in the DSCKE, applicants must show that they have graduated from a dental specialty program in a university that is sanctioned by the government of the country in which it is located to award such degrees. The dental specialty must be one of the nine dental specialty programs recognized in Canada.

NEW APPLICATIONS



DSCKE STATISTICS

	Examinees	Mean Score
FEB 2019	6	76
SEPT 2019	10	78

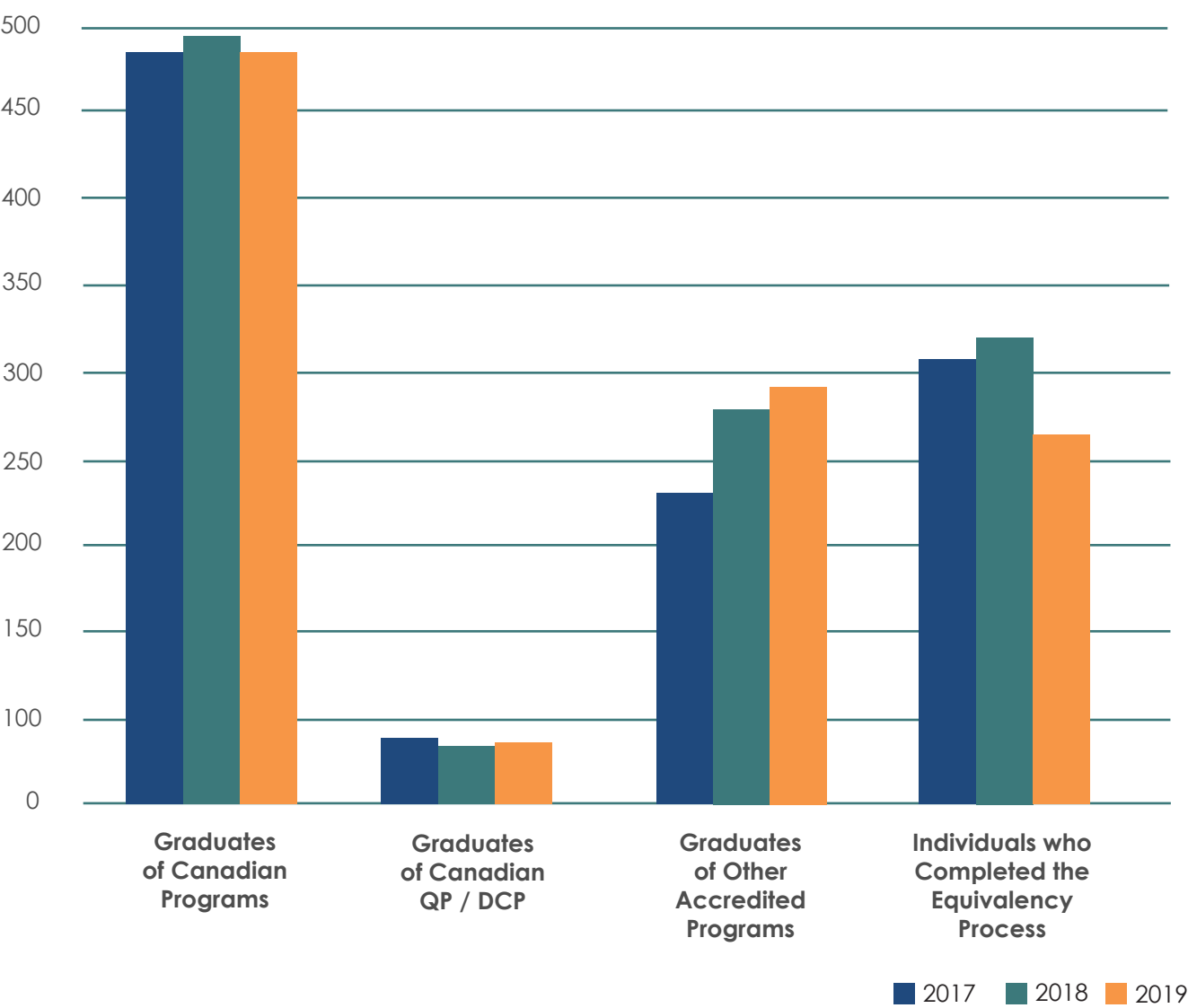
CERTIFICATION

NDEB certification is evidence that an individual has met the national standard of competence for a beginning general dentist in Canada.

In 2019, the NDEB issued 1094 certificates to individuals who successfully completed the Certification Process.



CERTIFICATION 2017 - 2019



APPEALS AND DISCIPLINE

APPEALS

The NDEB has appeal processes in place for each of its examinations. For written type examinations, examinees can request a manual rescore or verification of their score. This process involves the verification of the score produced by the electronic scoring process.

For the Assessment of Clinical Skills (ACS), examinees who have been unsuccessful, can submit a written appeal of the requirements they would like to appeal. The role of the Appeals Committee is to review the requirements under appeal and determine if the grading criteria was applied correctly.

In 2019, 314 requests for rescoring/verification were received, and 193 ACS appeals were heard by the Appeals Committee.



COMPASSIONATE APPEALS

In situations when an unanticipated health issue or other circumstance occurs during an examination that prevents the examinee from performing to their best of their abilities, there is a mechanism in place to request the result of the examination be voided.

In 2019, the Executive Committee heard 58 Compassionate Appeals.

DISCIPLINE

The NDEB considers the integrity of its application and examination processes crucial and has a number of initiatives in place to maintain the security of examination content and restrict the use of NDEB wordmarks and logos to organizations with explicit consent from the NDEB. Cease and desist orders are issued regularly to organizations attempting to mislead test takers and capitalize on the NDEB's brand, or to profit from the sale and use of NDEB exam questions.

The NDEB also has in place strict regulations for examinees during the application process and administration of the examination to combat cheating.

Despite the regulations, the NDEB continues to see incidents of misconduct that occur during examinations. In 2019, the Examinations Committee heard 13 allegations of misconduct during an examination.

Of the 13 decisions rendered by the Examinations Committee, 5 decisions were appealed by the examinee. In each case the Appeals Committee upheld the decision of the Examinations Committee.



FINANCIALS

SUMMARY OF FINANCIAL OPERATIONS

The NDEB operates as a non-profit organization. Revenues are derived from the following key sources: participants in accredited examinations (19%), participants in non-accredited assessments (60%), and new applicants (17%). The remaining 4% of revenues come from the DSCKE, DRA exams, investment income and other small items. Expenditures include staffing and other costs required to support the development and delivery of examinations. To the extent possible costs are allocated directly to examinations, with general administrative costs being allocated on the basis of estimated effort to administer each examination.

Looking forward, the NDEB has developed a budget for fiscal 2019-2020 and a 5-year financial plan. The 2019-2020 operating budget is approximately \$11.8 million. In light of the fact that the number of registrants and exam participants have increased significantly over the past few years, many of the fees will be decreased in 2020. The budget continues to account for the 2019-2024 strategic plan and the ongoing transition from paper exams to an electronic format.

Subsequent to the development of the 2019-2020 budget the NDEB agreed to take on the administration of the eleven examinations, nine specialty National Dental Specialty Exams (NDSE), beginning with the 2020 exams. The development and administration of the NDSE will be transferred from RCDC to NDEB over a period of 5 years. The initial budget estimate for the first year of the transition is approximately \$1.4 million.

The NDEB is also striving to build its Internally Restricted Net Assets (Reserve Fund) to \$10.3 million. The fund is intended to provide funding for general and legal contingencies, and examination security and development.



NATIONAL DENTAL EXAMINING BOARD OF CANADA

SUMMARY FINANCIAL STATEMENTS

The following summary financial statements include the summary statement of financial position as at June 30, 2019, and the summary statement of operations for the year then ended.

These summarized statements are derived from the financial statements of the National Dental Examining Board of Canada.

Summary Statement of Financial Position as at June 30, 2019	2019 \$	2018 \$	2017 \$
Assets			
Cash	2,000,809	2,497,768	1,705,022
Accounts Receivable	-	-	131,459
Prepaid Expenses	62,439	93,019	66,151
Accrued Interest	58,652	12,019	14,277
Investments	11,099,188	6,757,493	4,577,793
Capital Assets	540,215	578,552	1,047,260
Liabilities			
Trade and other Operating Liabilities	719,959	634,133	494,371
Deferred Revenue	1,672,544	2,673,500	2,284,300
	2,392,503	3,307,633	2,778,671
Net Assets			
Unrestricted	6,652,922	3,307,880	2,580,280
Internally Restricted	4,715,878	3,323,338	2,183,011
	11,368,800	6,631,218	4,763,291
	13,761,303	9,938,851	7,541,962

Summary Statement of Operations Year ended June 30, 2019	2019 \$	2018 \$	2017 \$
Revenue			
Application fees (accredited, non-accredited, DSCKE)	2,868,750	2,576,500	1,750,450
Examination fees (accredited)	3,108,180	2,975,400	2,505,704
Assessment fees (non-accredited)	9,787,792	8,292,075	7,273,205
DSCKE Examination fees	50,000	29,250	41,000
Other income	643,862	135,333	142,784
Payment processing fees	(789,492)	(858,715)	(633,785)
	15,669,092	13,149,843	11,079,358
Operating Expenses			
Direct expenses			
Certification (accredited, non-accredited)	112,049	143,168	148,505
Examinations (accredited)	696,214	666,013	694,473
Assessments (non-accredited)	5,468,407	5,061,997	3,782,852
DSCKE	12,952	15,445	11,124
Other	-	-	32,239
Administrative expenses	4,234,428	4,935,620	4,722,244
	10,524,050	10,822,243	9,391,437
Internally Restricted	407,460	459,673	581,422
	10,931,510	11,281,916	9,972,859
Excess of Revenue over Expense	4,737,582	1,867,927	1,106,499



Notes for the Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations.

