

NDEB Service Standards

Modified February 2025



www.ndeb-bned.ca

Contents

Correspondence	3
Telephone enquiries.....	3
Email enquiries	3
Applications.....	3
Documents Submitted.....	3
Credential Verification Decisions	3
Examinations.....	4
Results	4
Review	4

The National Dental Examining Board of Canada's (NDEB) mission is to contribute to the oral health of Canadians by providing a fair, valid and reliable evaluation of competence for the certification of dentists.

The NDEB is committed to using best efforts to meet the service standards outlined in this document. Please note that events and circumstances beyond our control such as office closures and unexpected increases in applications or communication can affect the timelines.

Correspondence

Telephone enquiries

When you contact the NDEB phone, your call will be answered Monday to Friday between 9-12:30 and 1:00-4:00 Eastern Time, excluding holidays.

Email enquiries

When you contact the NDEB by email, you will normally receive acknowledgement of receipt within one business day of receipt.

The length of time for a follow-up reply can vary; however, you will normally receive a reply within 14 business days.

Applications

When you submit and make payment for an online application to the NDEB, you will receive an automated email confirmation.

Documents Submitted

Documents received in the NDEB office will normally be entered into your online profile within five business days of receipt.

Credential Verification Decisions

Equivalency Process

You will normally receive a decision within 16 weeks after receipt of all required documentation.

Where additional source verification is required, or an application is deemed incomplete, the applicant will be notified, and verification times may exceed 16 weeks.

Proof of Canadian citizenship or permanent residency

You will normally receive a decision within 10 weeks after receipt of the required documentation.

Documents submitted after an application is approved and 12 weeks prior to the registration deadline date posted on the NDEB website, will be reviewed before to the deadline date.

The National Dental Examining Board of Canada™ (NDEB®), and all other trademarks, examination names, and associated designs or logos, wherever they appear by or about the NDEB, whether or not appearing with the ® or ™ symbol, are protected as trademarks, service marks or trade names of the NDEB and any unauthorized use is expressly prohibited.

Certification Process (Virtual OSCE)

Upon receipt of your documents, you will normally receive a decision by email within 10 business days.

Verification times will vary when applying for Special Consideration.

Examinations

The NDEB will administer the Assessment of Fundamental Knowledge (AFK) and Assessment of Clinical Judgement (ACJ) at least two times per calendar year.

The NDEB will administer the Virtual OSCE three times per calendar year.

The NDEB will normally offer a minimum of 1800 seats for the AFK and 800 seats for the ACJ dispersed across Canada each calendar year.

The NDEB will normally offer a minimum of 1100 seats for the NDECC each calendar year.

The NDEB will normally offer a minimum of 1000 seats for the Virtual OSCE each calendar year.

The NDEB establishes examination centres across Canada and in other international locations as appropriate. Examinees will be able to choose any available location.

Results

Results of AFK, ACJ, and Virtual OSCE will be released within eight weeks following the examination. In cases where there will be a delay, notification will be provided to candidates a minimum of one week before the expected release date.

Results of the NDECC will be released no more than eight weeks following the completion of the Evaluation Session during which the grading occurred. In cases where there will be a delay, notification will be provided to candidates a minimum of one week before the expected release.

Results of score verifications will be provided by email no more than four weeks from the receipt of the request and payment.

Review

The NDEB will continue to review these service standards and make adjustments as required consistent with the mission of the NDEB.

P:\SERVICE STANDARD\2024_Service Standards_Revised June 2024.docx