

# Announcement

## CIABC Strengthens Certification Procedures

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CIABC has acted forcefully and rapidly to strengthen its certification quality control following detection of a number of fabricated examination results and improperly issued certifications.

The Board of Directors has taken this question very seriously. Our industry and the public rely on CIABC certification as the best guarantee of quality training in this industry in British Columbia and we will not allow it to be undermined under any circumstances.

As soon as the Association learned of the fabricated exams and improper certifications, the Association instructed its solicitors to commission a forensic audit to determine the details and causes. Their report is guiding the Association in designing and implementing a range of new protocols to protect the integrity of the certification process.

As a result of the certification and examination irregularities identified in the forensic audit, the Association has terminated the employment contract of the CEO Norma Eaton effective February 29, 2008 and will commence a professional search for a replacement. The Board of Directors has also instructed its solicitors to seek restitution from the former CEO with respect to the cost of the audit. In the interim, Acting Chair Herman Schut will also assume the role of Acting CEO. CIABC Director Martin Constable has been elected interim Vice-Chair and will assume responsibility for implementing the new examination procedures. Kevin Spence has been appointed Acting General Manager of the Association and will be responsible for day-to-day operations.

Effective immediately, the following measures will be introduced and reinforced as endorsed by the Association's solicitors:

1. Permit and Exam applications will stipulate the minimum number of hours required to qualify for examination
2. All exams to be held at the CIABC premises for candidates from schools in the Lower Mainland
3. Students to produce government issued picture ID on registration which will be photocopied and kept on file with exam results
4. Workshops will be introduced for examiners in order to promote continuity of marking
5. A consistent system will be established for marking the practical exam
6. a database will be established to record each examiner's marks against each school in order to detect patterns of inordinately high or low marks being awarded to particular schools by particular examiners
7. Each school submitting students for examination must be registered with PCTIA and listed on their website as required by Provincial Law.
8. Hours stipulated on the PCTIA website by each school must be sufficient to support the minimum hours required to qualify for examination
9. New theory exams will be created with randomized versions.
10. All interpreters for examination purposes to be supplied by CIABC

Past examination results of individuals and schools associated with the recently detected fabricated examinations have been reviewed and where appropriate re-examinations are being scheduled to ensure that all certifications are legitimate.

CIABC represents hairdressers, aestheticians, and nail technicians in British Columbia and provides certification to students who undertake an approved training program and complete the standard examination. CIABC continues to advocate for province-wide licensing of cosmetologists under the BC consumer protection regulations.

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Herman Schut  
Acting Chair  
5 March 2008