



# College of Pharmacists of Manitoba

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## CPhM Language Proficiency Requirements Policy - FAQ

(March 24, 2025)

### 1. Why is language proficiency required for pharmacists and pharmacy technicians in Manitoba?

Pharmacists and pharmacy technicians must be able to speak, read, write, and comprehend English or French fluently to ensure safe, effective, and ethical practice in Manitoba. As their roles expand, strong language skills are essential for interpreting medical information, counseling patients in an accessible language, ensuring informed consent, and building trusting and collaborative therapeutic relationships with the patient, their prescribers, and their circle of care.

### 2. What language proficiency requirements does the College of Pharmacists of Manitoba (CPhM) follow?

The CPhM Language Proficiency Requirements Policy aligns with the [National Association of Pharmacy Regulatory Authorities' \(NAPRA\) Language Proficiency Requirement Policy](#) and is compliant with the provincial [Language Proficiency Testing Regulation](#) of *The Fair Registration Practices in Regulated Professions Act*.

### 3. Who does the Language Proficiency Requirements Policy apply to?

This policy applies to:

- All pharmacists applying for registration and licensure in any class.
- All pharmacy technicians applying for listing in any class.

### 4. How can applicants demonstrate language proficiency?

Applicants for registration and licensure or listing must meet language proficiency requirements through one of the following pathways:

#### I. Education

*College of Pharmacists of Manitoba Mission:*

*To protect the health and well-being of the public by ensuring and promoting safe, patient-centred, and progressive pharmacy practice in collaboration with other health-care providers.*

Member of the National Association of Pharmacy Regulatory Authorities



- Graduation from a CCAPP-accredited pharmacist education program located in Canada.
  - **Evidence required:** Notarized copy of the CCAPP-accredited Canadian Pharmacy Program Graduation Certificate or proof of graduation sent directly from the CCAPP-accredited Canadian Pharmacy Program.
- Graduation from a CCAPP-accredited pharmacy technician education program located in Canada and, if the program was less than three years' duration, the language proficiency admission criteria must match those outlined in the [NAPRA Language Proficiency Requirements Policy](#).
  - **Evidence required:** Notarized copy of the CCAPP-accredited Canadian Pharmacy Technician Program Graduation Certificate or proof of completion sent directly from the CCAPP-accredited Canadian Pharmacy Technician Program.
- Graduation from a Council-approved pharmacy technician bridging program offered by a CCAPP-accredited pharmacy technician College in Canada, that was provided in English or French, whose language proficiency admission criteria match those outlined in the [NAPRA Language Proficiency Requirements Policy](#).
  - **Evidence required:** Notarized copy of the Council-approved Bridging Program Graduation Certificate or proof of completion sent directly from the program.
- Graduation from a high school, CEGEP (general and professional teaching college in Quebec), community college, private career college or university program located in Canada, if the program was of at least three years' duration, with successful completion of three consecutive English or French language courses (Second-language or additional language courses are not acceptable as evidence).
  - **Evidence required:** Notarized copy of high school, CEGEP (general and professional teaching college in Quebec), community college, private career college or university program transcripts.
- Graduation from an ACPE-accredited pharmacist education program located in the United States.
  - **Evidence required:** Notarized copy of the ACPE-accredited American Pharmacy Program Graduation Certificate or proof of graduation sent directly from the ACPE-accredited American Pharmacy Program.
- Graduation from a pharmacy or pharmacy technician education program in which all components - **including clinical placements and practicums** - were instructed, evaluated and occurred in English or French.



- **Evidence Required:** A completed, signed, and dated [Educational Institution Attestation Form for English or French Language Proficiency](#) sent directly to the College of Pharmacists of Manitoba from the educational institution (See the form for more information).
- II. **Current licensure or listing as a pharmacy professional in another Canadian jurisdiction**
  - **Evidence Required:** Letter of Standing sent directly from your current Canadian pharmacy licensing authority(ies), dated within 6 months of your application, and sent directly to CPhM via [registration@cphm.ca](mailto:registration@cphm.ca).
- III. **Language proficiency testing**
  - **Evidence Required:** Submit proof of meeting the language proficiency requirements outlined in [Appendix A of the CPhM Language Proficiency Requirements Policy](#).
- IV. **Employment as a pharmacy professional in a majority English or French country IN ADDITION TO successful completion of an undergraduate or post-graduate university degree in Canada.**
  - **\*IMPORTANT\*:** To meet the requirements for a waiver under CPhM's Language Proficiency Requirements Policy, employment must have taken place in a majority English or French country where it is the primary official and common language. CPhM will confirm this information through various resources, including, but not limited to the [CIA's World Factbook](#).
  - **Evidence Required:** A completed, signed, and dated [Employer Attestation Form for English or French Language Proficiency](#) sent directly to the College of Pharmacists of Manitoba from the employer (See the form for more information) AND a notarized copy of the Canadian undergraduate or post-graduate graduation certificate.

5. Which language proficiency tests are accepted and what are the minimum cut scores?

Accepted tests and minimum scores are listed in [Appendix A of the CPhM Language Proficiency Policy](#). The same scores apply to both pharmacists and pharmacy technicians.



## 6. Can I submit combined language test results?

Yes, a combined test result can be accepted if the testing organization allows it, and the combined test results were achieved according to that testing organization's policy (e.g. IELTS One Skill Retake).

## 7. How long are language proficiency test scores valid for?

Test scores are valid if received by CPhM from an applicant within two years from the test date. For combined test results, the validity period starts from the date of the oldest component score.

Scores remain valid until a final registration or listing decision is received by the applicant from CPhM.

## 8. Can the validity of my language proficiency test scores be extended?

If your test scores have expired, they may be extended for one additional year (for a total of three years from the date of the test or oldest component score) if all of the following criteria are met:

- I. You passed the Pharmacy Examining Board of Canada (PEBC) Qualifying Examination within the past year.
- II. Your original test scores met the minimum cut scores outlined in Appendix A OR in the NAPRA Language Proficiency Policy requirements in effect on the date of the test.
- III. Your test scores expired within the past year.
- IV. The CPhM Registrar has no other reason to question your ability to speak, read, write and comprehend English or French with sufficient fluency to practise the profession.

## 9. What is a language proficiency "trigger" and how is it handled by the College of Pharmacists of Manitoba?

Language proficiency triggers, which may indicate compromised patient care, include (but are not limited to) the following concerns related to the individual's language proficiency:



- A member of the teaching staff at a CCAPP-accredited pharmacy technician or pharmacist program, or a bridging program accepted by the pharmacy regulatory authority, has reported a concern to the pharmacy regulatory authority.
- A regulated pharmacy professional assessing the individual during a practical training or practical assessment program has reported a concern to the pharmacy regulatory authority.
- Patients, customers/clients, family members, caregivers or other health professionals have expressed a concern as part of a complaint made to the pharmacy regulatory authority.
- A pharmacy regulatory authority has become aware of a concern through its interactions with the individual.

The College of Pharmacists of Manitoba (CPhM) will review instances where an applicant or regulated pharmacy professional exhibits certain concerning characteristics or triggers. CPhM will then directly assess the individual to determine whether they possess the necessary language proficiency, and whether further language proficiency assessment is necessary, regardless of the initial evidence the individual provided to confirm proficiency.

#### 10. I took my test before March 23<sup>rd</sup>. Can I still apply under the old NAPRA policy?

To ensure fairness to all applicants, tests taken on or before March 23, 2025, can be assessed under either the previous NAPRA policy (2014) or the new CPhM language proficiency policy (2024), provided the test results are still valid and the cut scores meet the minimum requirements of the policy being used.

Tests taken on or after March 24, 2025, must meet the requirements of CPhM's new language proficiency policy (2024).

#### 11. How can I appeal a decision regarding my language proficiency?

If you wish to appeal a decision related to language proficiency, you may request that the CPhM Board of Examiners review your file, and you will be required to provide additional supporting evidence.

#### 12. Who should I contact if I have any questions or concerns regarding language proficiency?



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Please email your questions to [registration@cphm.ca](mailto:registration@cphm.ca)