Monthly Report
on the Citizenship Knowledge Test:
May 2015 Results

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Report updated on: June 26, 2015
Data sources: GCMS (downloaded on June 26, 2015) and reports on citizenship test versions received from local offices

Data more recent than December 31, 2014 have not been publicly released.

Notes:
1. *This report and the data presented are intended for internal CIC use only, and not for distribution outside the Department. Permission must be received prior to releasing any data into the public domain.*
2. *Global Case Management System (GCMS) data may change over time as they are entered into the system and back-dated to the original date of citizenship test.*

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Report Summary – May 2015 Results

- To ensure integrity of the citizenship knowledge test,

- The overall average pass rate for the first-time written test takers in May 2015 was 87.8%.

- Applicants that fail the first written knowledge test are given a second opportunity to write the test.

- Applicants that fail the written test twice or waive their right to the written knowledge test can go to a hearing to take an oral knowledge test that mirrors the written test.

- The Department is continuing to monitor the pass rate fluctuations and the integrity of the citizenship test

About Citizenship Knowledge Test

- In order to be granted Canadian citizenship, applicants must demonstrate they have an adequate knowledge of Canada and the responsibilities and privileges of citizenship.
- The applicant's knowledge of Canada is assessed by taking a citizenship knowledge test, based on information contained in *Discover Canada: The Rights and Responsibilities of Citizenship*, the official citizenship study guide.
- Applicants must correctly answer 75% of the questions in order to pass.
- Applicants typically take a written test. If applicants fail the first written test, they may re-write the test. If they fail the re-test, they can go to a hearing to take an oral knowledge test where a citizenship officer reads the test questions to the applicant. The oral test version mirrors the written test. The oral test is the applicant's last recourse in order to meet the knowledge requirement for citizenship acquisition.
- All citizenship knowledge test questions are developed by the *Citizenship and Multiculturalism Branch*, and approved by the Minister.

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Integrity Monitoring & Citizenship Test Building Activities

- The citizenship knowledge test is comprised of 20 multiple-choice questions.

- The pass rate is monitored regularly

  In addition, the pass rate by test version is reported on regularly in the *"Monthly Report on the Citizenship Test"*.
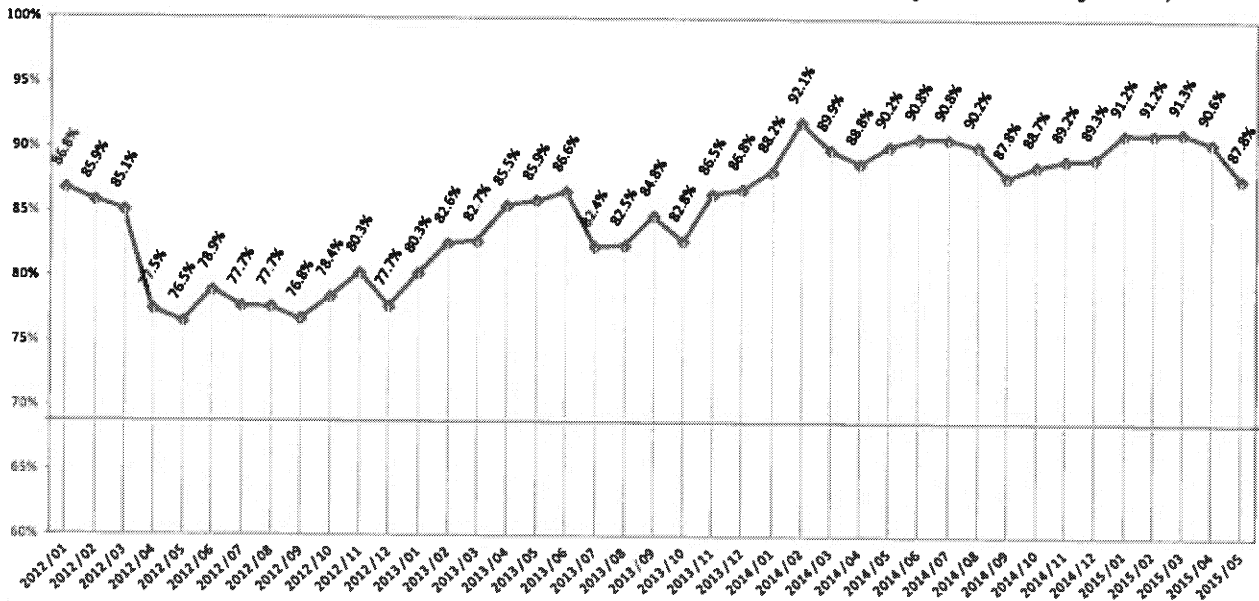
s.21(1)(a)

s.21(1)(b)

s.22

Historical Monthly Pass Rates

- Prior to the introduction of a new citizenship test in 2010, the pass rate was approximately 96%.
- Since November 2010, the overall pass rate has been approximately 87%.
- The following chart details the monthly pass rate between January 2012 and May 2015.

Chart 1 – Pass Rate for First Time Written Test Takers (January 2012 – May 2015)*

The chart is based on the data taken from Global Case Management System (GCMS). Data may change over time as they are entered into GCMS and back-dated to the original date of test.

Written Knowledge Test:

Pass Rates for First Time Written Test Takers

Table 1 – Pass Rates by Written Test Version*

Written Knowledge Test	tests* in English and in French)			tests* in English	tests* (in English and in French)			tests* in English and in French)		
	En	Fr	Av	En**	En	Fr	Av	En	Fr	Av

Pass Rates for Re-testers

- Applicants who fail the first knowledge test are given a second opportunity to re-write the test.

Table 2 – Re-Test Pass Rates*

Re-test Results	Pass Rate	
	Number of Re-tests	

s.21(1)(a)

s.21(1)(b)

s.22

Oral Knowledge Test

Pass Rates for Oral Tests

Table 3 – Pass Rates for Oral Knowledge Test at Hearings*

Oral Knowledge Test	(Total Applicants that Showed up at Knowledge Hearing:	(Total Applicants that Showed up at Knowledge Hearing:	(Total Applicants that Showed up at Knowledge Hearing:	(Total Applicants that Showed up at Knowledge Hearing:
Applicants that Showed up at Knowledge Hearing				

s.21(1)(a)
s.21(1)(b)
s.22

Average Pass Marks by Oral Test Version

Table 4 – Pass Marks by Oral Knowledge Test Version*

Oral Knowledge Test	oral tests* in English and n French)			oral tests in English**	oral tests* in English and n rrench)			oral tests* in English and in French)		
	En	Fr	Av	En	En	Fr	Av	En	Fr	Av

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MEMORANDUM TO THE MINISTER

APPROACHES TO ENHANCE THE ADMINISTRATION OF THE CITIZENSHIP TEST

FOR APPROVAL

SUMMARY

- In a meeting on April 11, 2013, your office requested that Citizenship and Immigration Canada (CIC) investigate the feasibility of more :
  of the citizenship knowledge test.

- While the integrity of the test is paramount, it is important to note that measures to address test integrity, such as

  CIC is preparing to introduce a number of initiatives aimed at addressing processing inefficiencies and reducing backlogs in the citizenship program.

- Typically, as   the pass rate (again.
        versions of the citizenship test   been introduced. These new versions are   CIC will monitor the performance of the questions; however, based on past experience introducing

-
        ensures reliable monitoring and reporting on test performance. This monitoring and reporting is key to addressing test performance and integrity issues. Additionally, maintaining this   with the coming initiatives aimed at addressing processing and inventory backlogs.

-                    interval is possible on an
        In addition to having less   the Citizenship Program is not
        to be able to implement and sustain this interval on an ongoing basis. If this interval is to be employed, it could only be utilized
        when there are   CIC will advise you of any :   in the pass rate or other evidence (integrity issue and recommend any   hat may be necessary.

BACKGROUND:

- Currently, test questions are ː   ' versions of the test; often this has consisted
in use. To further address issues related to
the Department may also   and add in
in the test.

- This   timeframe allows for building

test questions   by
National Headquarters (NHQ), working in collaboration with local offices.

- allows for a reliable sample of English tests to
be collected and analyzed, and increases CIC's confidence in the reported data.

- Presently, data can ᴇ   local offices ĺ   which are
sent to   As data is   it takes about

- In a separate process, undertaken during ᵗ   , selected offices provide more

- in the pass rate occurs when the   in the
pass rate is
For example, when a new set of questions was introduced in March 2012, the pass rate
dropped more than 10%. from 83.2% to 72.9%.   we are able to
quickly respond when   questions are identified,
the number of applicants who are referred for a hearing with a
judge. In the current context, as a result of the
the pass rate has been steadily trending upward to 83% in
April 2013.

CONSIDERATIONS:

New Processing Initiatives

- A number of initiatives aimed at addressing processing inefficiencies and reducing backlogs in the citizenship program are being developed. The objective of implementing these initiatives is to reduce the hearings inventory (and to limit its growth), increase the number of decisions and improve processing times. Specifically, three initiatives currently under development are: re-testing; advising applicants of the results of the written test; and, splitting files. These initiatives are summarized in Annex A.

- Key to these will be the introduction of a re-testing policy. As part of the policy, applicants will be informed of the results of their test, including their score, after the testing event. This will ensure applicants understand the next steps in the process and the importance of passing the written test to avoid lengthy processing delays. Applicants who fail the written knowledge test will be scheduled to write the test again – if they pass the re-test, they will proceed to ceremony; if fail the re-test, they will proceed to hearing with a citizenship judge. Applicants currently in the hearing inventory for having failed the written test will also be invited to take the test again. The Department will implement the re-testing policy on June 3, 2013, and an Operational Bulletin (OB) will be released in the near future.

- Initiatives such re-testing and splitting files of family members who need to see a judge, will help reduce the number of files being referred to a citizenship judge. This will allow many applicants to proceed to a ceremony rather than wait for the final outcome of a family member who is in the hearing inventory. These procedures will also come into effect on June 3.

Test

- test   has proven to be ₴
  of a paper-based test.

                                                                    with respect to the test.

- The Department works to balance   with ongoing   management
                                     In doing this however, we have seen that
  measures   often results in an

                                                        . Increasing

                      is likely   and may
                      associated with the introduction

- Additionally, an increased   would create
                              data sets for
                Increasing the :   would have the
        available for collection and analysis, and would
                                              Therefore, CIC
                with regard to citizenship knowledge test questions.

- Increasing the   will also
  when there is a   With the current process and timeline, CIC
  can   and make any

- CIC is currently researching
                              While this may create
                CIC will continue to
                . Even if an electronic solution is found to
                              would still need to be

- CIC has considered these   and has determined that should an
                              be required
                                              However, as outlined above,
                with this approach include

  Furthermore, this limited

- In addition   as it is :
                        While the Department has been able to
                              this has entailed a   in a
  short period of time which is   Therefore, the
  Department

- The majority of the above-noted issues
                              CIC is currently in the early phases of the

  Taking into consideration   along with necessary
                we envision that the

RESOURCE IMPLICATION:

- Any additional funding that may be required in implementing the recommended approach
  would be funded from within existing reference levels.

s.21(1)(a)

s.21(1)(b)

s.22

RECOMMENDATIONS:

Neil Yeates

☐ I concur

☐ I do not concur

_____

The Hon. Jason Kenney, PC, MP

Attachments:
Annex A: New Processing Initiatives in the Citizenship Program

New Processing Initiatives in the Citizenship Program

Re-testing:

- Clients who fail the written knowledge test, as well as clients who are in the inventory for a knowledge hearing will be scheduled to take the written test again:
    - Only applies to clients who failed knowledge and are not flagged for a hearing for other reasons (i.e. language, residence).
    - Will prevent the current inventory from growing as quickly and will help to reduce the current hearing inventory.
    - Will allow judges to focus on more complex hearings.
    - Clients pulled from the inventory who fail the re-test will return to their spot in the queue.

Advising Clients of the Outcome of the Written Test:

- Clients will be informed of the outcome of their test (actual test score) immediately following the testing session and have the next steps in the process explained:
    - Will improve client service and manage client expectations by informing of the next steps in the process.
    - Will reduce calls to the call centre and referrals to local offices.

Splitting Files:

- Clients will be informed of the option to have their family members' applications (if applicable) split from their file, to limit further delay in the processing of family members who meet the requirements for the grant of citizenship:
    - Will allow for more straightforward (routine) applications to proceed to ceremony, which will help reduce overall processing times.
    - Will apply to files currently in the hearing inventory for knowledge and/or language as well as clients taking the test for the first time.