

# Fair Registration Practices Report

## Dental Technologists (2010)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

### Provision of Information About Registration Practices (1 / 13)

**Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:**

#### a) steps to initiate the registration process

The College of Dental Technologists of Ontario ("College") provides information about its registration practices to persons applying or intending to apply for registration through the following communication methods:

Mail, electronic-mail, telephone, fax and; in person during the hours of operations Monday to Friday, 9:00am to 5:00pm. The College also provides information to George Brown College, currently the only education institution in Ontario that offers a post-secondary education program in dental technology.

#### b) requirements for registration

To register to practise as a Dental Technologist in Ontario, a person must provide:

- Successful completion of Grade 12 or equivalent general education;
- Successful completion of a dental technology program in an accredited post-secondary educational institution that the Registration Committee considers to be equivalent to at least 80% of the Required Competency Standards for CDTO Registration Examination;
- Completion of 1,950 hours of practical work experience in Ontario under the supervision of a member of the College or the Royal College of Dental Surgeons of Ontario.
- successful completion of the Registration Examination which includes a 2-hour written Dental Technology Theory examination, a 1½-hour written examination on Jurisprudence and Ethics and a 4 ½-day Practical examination. All examinations are held in Ontario and offered at least once annually.

#### c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length

and type of work experience, credit hours or program content

\*\*\* SAME AS LAST YEAR \*\*\*

Education is generally 3 years in length at the post-secondary level although individual exceptions can be made if the course content is equivalent to a three-year program in Ontario. The College uses the expertise of the International Credential Assessment Service of Canada (ICAS) to make a recommendation to the Registration Committee on education equivalency. The College provides ICAS with a competency profile to help them.

Practical experience totaling 1950 hours is obtained in a dental technology laboratory.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

\*\*\* SAME AS LAST YEAR \*\*\*

As per the College's Registration regulation (O.Reg.874/93) individuals applying or intending to apply for registration, must be employed as a dental technologist in an apprenticeship program, for a period of not less than 1,950 hours, under the supervision of a member of the College or its predecessor, or of a member of the Royal College of Dental Surgeons, or in such other supervised employment outside of the Province of Ontario as the Registration Committee may approve.

e) requirements that may be satisfied through acceptable alternatives

\*\*\* SAME AS LAST YEAR \*\*\*

The Colleges' Dental Technology Act, 1991, as well as the Ontario Registration Regulation 874/93, provides acceptable alternatives to registration requirements.

For example, an acceptable alternative to a requirement would be an "equivalent" as cited in O.Reg 874/93 as follows:

5. (1) 1. i. B. an applicant must have successfully completed an approved program in dental technology at a College of Applied Arts and Technology in Ontario, or at an educational institution outside of Ontario that the Registration Committee considers to be the equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario

Alternatives are considered for applicants who do not meet the registration requirements on an individual basis. In addition, where an applicant cannot obtain the necessary documentation they may apply to take the "Eligibility Examination" as a means of showing competency. If successful the candidate may apply for the Registration Examination.

f) the steps in the assessment process

Assessment steps are as follows:

Candidates must have their education assessed by International Credential Assessment Services of Canada (ICAS).

ICAS sends a report to CDTO and we communicate with applicant enclosing a Registration Examination application form.

Candidate submits the completed Registration Exam application form with the documentation required and returns it to us by the specified deadline.

Applications are reviewed by staff. If all requirements are met, candidate goes to the Registration Examination.

If requirements are missing candidates are informed of the deficiencies and are asked to meet them.

When requirements are met candidates may sit the Registration examination.

Upon successful completion of the Registration examination the candidate may apply to be registered.

If the candidates exam is not successful s/he may re-sit the component they failed within 2 years.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

All candidates, international and domestic must submit the same documentation.  
The following documentation of qualifications must accompany each application:

- 2 identical passport size photos
- Proof of Citizenship or Permanent Resident status
- High school and post-secondary dental technology education
- Two Professional References ( not a family member)
- Proof of supervised practical experience
- Attach a certified cheque or money order in Canadian funds made payable to the "College of Dental Technologists of Ontario"

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

\*\*\* SAME AS LAST YEAR \*\*\*

The College gives applicants information on acceptable alternatives to documentation if they cannot obtain the standard documentation for reasons beyond their control. Applicants may contact the College to discuss documentation alternatives on a case-by-case basis.

i) how applicants can contact your organization

\*\*\* SAME AS LAST YEAR \*\*\*

Applicants may contact the College by mail, electronic-mail, telephone, fax, website and in person during the hours of operations Monday to Friday, 9:00am to 5:00pm.

Website: [www.cdto.ca](http://www.cdto.ca)

Email: [info@college.ca](mailto:info@college.ca)

2100 Ellesmere Road, Suite 300  
Scarborough, Ontario Canada M1H 3B7

Telephone: (416) 438-5003  
Toll Free: 1 (877) 391-CDTO  
Fax: (416) 438-5004

Hours of operations are Monday to Friday, 9:00am to 5:00pm.

j) how, why and how often your organization initiates communication with applicants about their applications

The College communicates with applicants about their applications at each stage of the application process. The college communicates by way of letter and telephone, fax, electronic mail, and mail; i.e., acknowledging an application, requesting additional information. If they take no action to complete the registration process they are contacted annually to remind them of their status for a period of three years. After this their application is destroyed and candidates would need to re-apply.

k) the process for dealing with documents provided in languages other than English or French

\*\*\* SAME AS LAST YEAR \*\*\*

Documents not in English or French are required to have certified translations sent to the College.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

International Credential Assessment Service (ICAS) is the only third party organization that the College uses. Candidates provide ICAS with copies of their transcripts for evaluation. Candidates are provided with reports of that evaluation.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

The College provides information about the timelines at different stages of the registration process. Individuals applying or intending to apply for registration must adhere to the following timelines:

- Timeline to apply for Registration Examination
- Timeline to apply for Registration after successful completion of the Registration examination
- Timeline to appeal to decision of the Registration examination
- Timeline to appeal to decisions of the Registration Committee
- Application for Registration Exam are only held open for 3 years

n) the amount of time that the registration process usually takes

\*\*\* SAME AS LAST YEAR \*\*\*

The process begins when the applicant submits a complete portfolio of information in application for the Registration Examination which would occur a minimum of 5 months before the Registration Exam takes place. An applicant has a maximum of 3 years to submit information and successfully complete the exam. Following successful completion, an applicant may apply for registration which is reviewed by the Registration Committee and a decision is rendered within 2 weeks. Appeal to Registration decisions may extend the process by the time allowed for appeals. Those who fail the Registration Exam have 3 years to successfully complete the failed components.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

The College fee schedule (schedule 2 to By-Laws No. 5), was updated as of June 18, 2010 as follows:

Registration

(1) Application fee for a certificate of registration of any class .....	
\$220.00	
(2) Issuance fee for a general certificate of registration .....	
\$1259.34**	
(3) Renewal fees for registration with a	
(a) General Certificate .....	\$1259.34**
(b) Inactive Certificate .....	\$325.00
(4) Transfer fee (from Inactive to General or vice versa) .....	
\$220.00	
(5) Late payment penalty	
(a) If registration is renewed after September 1, but before November 1 .....	\$200.00
(b) For every thirty days delay in registration renewal after November 1 .....	\$200.00
(in addition to the amount set out in paragraph (5)(a) of this section 1)	
(6) Reinstatement fee .....	\$200.00
1.1 Certificate of Authorization	
(1) Application fee for a certificate of authorization, including for any reinstatement .....	

\$1100.00	of a certificate of authorization	
(2) Renewal fee for a certificate of authorization .....		
\$1100.00		
(3) Administrative fee .....		\$100.00
A health profession corporation or a Member listed in the College's records as a shareholder of a health profession corporation shall pay an administrative fee for each notice sent by the Registrar to the corporation of Member for failure of the corporation to renew its certificate of authorization on time. The fee is due within 30 days of the notice being sent.		
(4) Document Replacement Fee .....		\$100.00
The fee for the issuing of a document or certificate respecting a health profession corporation, other than the first certificate of authorization or the annual renewal of a certificate of authorization.		
2. Entry-to-Practice Examinations		
(1) Eligibility examination fees .....		
\$150.00		
(2) Registration examination fees		
(a) Application fee (non-refundable) .....		\$220.00
(b) Written (Theory) .....		\$165.00
(c) Written (Jurisprudence and Ethics) .....		\$165.00
(d) Practical .....		\$975.00
(e) Repeating an individual practical project .....		\$250.00
(3) Appeal of examination results		
(a) Application fee (non-refundable) .....		\$350.00
3. Contested Election to Council		
(1) Recount of ballots .....		\$500.00
(The fee shall be refundable to the candidate if the outcome of the election is changed in his/her favour as a result.)		
4. Quality Assurance		
(1) Assessment ordered by the Quality Assurance Committee under either clause 8(3)(d) or subsection 8.1(11) of Ontario Regulation 604/98 as amended .....		
\$535.53		
(2) Laboratory Supervision Status Application (Stamp) .....		
\$80.00		
5. Services		
(1) File or information search .....		
\$50.00		
(2) Letter of good standing .....		\$200.00
(3) Reference letter .....		\$50.00
(4) Reference letter for immigration purposes .....		
\$100.00		
(5) NSF Cheque .....		\$35.00
(6) Duplicate receipt .....		\$20.00
(7) Replacement of annual registration certificate .....		
\$20.00		
(8) Replacement of display certificate .....		
\$65.00		

Notes:

- The fees for (a) the first issuance of a general certificate, (b) its annual renewal thereafter, and (c) Quality Assurance Committee ordered Peer Assessments will be increased on September 1st of each year by the percentage-change increase over 12 months in the April Consumer Price Index for Ontario, as published by Statistics Canada.
- Depending on the location of the person who has requested a service, a shipping/handling charge will be added to all services fees.
- In addition to the fees and penalties referred to above, a person or Member shall pay the amount of any applicable taxes.

p) accommodation of applicants with special needs, such as visual impairment

The College makes special accommodation for applicants on a case by case basis. Accommodation is also outlined in the College's Registration Examination Regulation.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

[BACK TO INDEX](#)

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**Amount of Fees (2 / 13)**

Are any of the fees different for internationally trained applicants? If yes, please explain.

\*\*\* SAME AS LAST YEAR \*\*\*

There are no different fees for internationally trained applicants.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Fees did not fully cover the costs of preparing, administering, and following-up with registration and examination applicants. There was an amendment to the Fee Schedule to begin the process of supporting a cost recovery model.

[BACK TO INDEX](#)

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**Provision of Timely Decisions, Responses and Reasons (3 / 13)**

a) What are your timelines for making registration decisions?

The College's timelines for making registration decision are as follows:

A complete registration application and successful exam is immediate notification for registration.

An incomplete registration application and successful exam requires 2 weeks for a Registration Committee decision

An unsuccessful examination does not allow for an applicant to register.

b) What are your timelines for responding to applicants in writing?

The timeline for responding to applicants in writing generally occurs within 1 week.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

The timeline for responding to applicant in writing generally occurs within 1-2 weeks.

d) Explain how your organization ensures that it adheres to these timelines.

\*\*\* SAME AS LAST YEAR \*\*\*

The college ensures adherence to timelines with coordination of staff duties under the directions of the Deputy-Registrar with the timelines specified. Timelines are also maintained with scheduled dates of registration activities including logistics of tasks and priorities.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

[BACK TO INDEX](#)

## Access to Records (4 / 13)

a) Describe how you give applicants access to their own records related to their applications for registration.

The College does not limit access to an applicant records. Access to records are granted upon written request through the following process:

a) Accessing an applicant' record requires an appointment by the applicant to visit with the Registrar or appropriate College staff. Alternatively, the applicant may request to have photocopies sent to them.

b)The applicant's file is prepared in advance to remove sensitive information (such as marker comments/ registration committee comments that have not been communicated nor intended to be communicated to the applicant. Information or comments that would jeopardize and or violate the privacy, safety and or security of the applicant or other persons involved are also removed.

c) If a photocopy file is requested the registration staff prepares the file, removing information of privacy as well as information that may be considered privileged. The information is then approved by either the Registrar or the Deputy Registrar to ensure accuracy.

b) Explain why access to applicants' own records would be limited or refused.

\*\*\* SAME AS LAST YEAR \*\*\*

Access to applicant's records may be limited when considering issues of confidentiality and other sensitive information that may not have been communicated nor intended to be communicated to the applicant. i.e., information that might breach the confidential, privacy and security of another applicants and or staff involved with the applicant's file.

c) State how and when you give applicants estimates of the fees for making records available.

\*\*\* SAME AS LAST YEAR \*\*\*

Fees are charged according to the approved fee schedule.

d) List the fees for making records available.

\*\*\* SAME AS LAST YEAR \*\*\*

\$50.00

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

none.

[BACK TO INDEX](#)

### Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The College also provides the following resources to applicants:

- A) Application Guide that accompanies the Registration Application
- B) Examination Handbook regarding the specifics of the examination
- C) Annual orientation session
- D) Career Map
- E) Website

b) Describe how your organization provides information to applicants about these resources.

The College provides information about resources by mail, email, telephone, Website, as well as in person service during the College's operating hours.

Information is further provided by the email at [info@cdto.ca](mailto:info@cdto.ca)

Please identify and explain the changes in your registration practices relevant to this section that

occurred during the reporting year.

none.

[BACK TO INDEX](#)

### Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

Within 20 days of the Registrar receiving a request for review, a letter is sent to the applicant indicating the procedure to be followed. The panel will make a decision with 30 days.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

\*\*\* SAME AS LAST YEAR \*\*\*

none that exceed the timelines.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

Applicants receive the guidelines and policies in advance of the Registration Application. The College's expectation is that the applicant will be aware and take advantage of the opportunity to request an appeal at s/her discretion.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

The College sends the applicant a letter and a copy of the Registration Examination Appeal Policy.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

The College reviews the names of the decision makers involved and we restrict the reviewers accordingly.

e) Describe your internal review or appeal process.

#### Section 1. Appeal Procedure

1.1 A candidate who has received a failing result on one or more projects of the Practical and/or the Written components of the Registration Examination may request, in writing (the "Request for an Appeal"), that the College appoint an Appeal Panel to review the specified circumstances that, in the candidate's opinion, have affected the candidate's performance on the project(s) and/or written component(s) to determine whether the candidate should be provided with one of the remedies outlined in section 6. This appeal procedure will only be available where the candidate has adhered to the procedures and requirements outlined in Sections 2-7 of this Policy. The only circumstances that will be considered by the Appeal Panel are the circumstances outlined in section 2 of this Policy and any written amendments which were in effect at the time the Practical and/or Written Examination(s) was taken.

1.2. The appeal procedure contemplated by this policy is NOT intended to be a substantive review of the criteria, standards, competencies or requirements set for the Practical and/or Written component(s) of the Examination or of the result assigned by the markers. To be clear, a candidate will NOT be permitted to substantively contest such criteria, standards, competencies, requirements or results assigned by the marker (s).

#### Section 2. Appeal Criteria

2.1 Where a candidate receives a failing result on one or more projects on the Practical and/or Written Examination, and the candidate believes that the failure(s) was/were due to one or more of the circumstances outlined below, if the candidate files a Request for an Appeal in accordance with this section and Section 3, an Appeal Panel of the College will be appointed to undertake a review of the candidate's circumstances to determine which of the remedies outlined in Section 6 will be provided. A Request for an Appeal will be considered by the Appeal Panel only if the request is based on one or more of the following circumstances and only if the following procedures and requirements are adhered to:

##### Circumstance 1: Medical Condition

1) The candidate had, at the time the project(s) and/or written component(s) were completed, a medical condition and:

a. The candidate submits in writing, to the Registrar, along with his/her Request for an Appeal and payment of the appropriate fee, as outlined in Section 3:

i. facts demonstrating that the medical condition had a material adverse impact on the candidate's performance on the Project and/or Written Examination. It is incumbent on the candidate to show, to the satisfaction of the Appeal Panel, that, had the medical condition not existed, it is more likely than not that the candidate would have received a passing result on the Project; and/or Written component.

ii. an original, signed medical report of a duly qualified physician, physiotherapist, psychologist or dentist, licensed to practice in Ontario and regulated under the Regulated Health Professions Act, 1991 (a "Health Care Practitioner"), who examined the candidate no more than 48 hours after the Project(s) and/or Written

Examination(s) was completed. This report must outline the nature of the relevant medical condition and the extent to which this condition would have impaired the candidate's performance on the Project as well as the full name, telephone number, facsimile number (if any) and mailing address of the Health Care Practitioner; and

iii. a written consent, signed by the candidate, permitting the College to obtain such additional records and/or other information from the Health Care Practitioner as it deems necessary to assist the Appeal Panel in its review; and

b. The candidate, before leaving the project/examination room:

i. completed and signed an Incident Report in the form provided at the project/examination room (the "Incident Report"), indicating that the candidate suffered from an illness during the project/written component and outlining the details of that illness;

ii. handed the Incident Report to the College Representative; and

iii. Witnessed the College Representative sign the Incident Report and enter the incident in the Incident Log Book located in the project/examination room;

Note that this procedure must be followed for each examination component. An Incident Report completed for one Project will not apply for the purposes of appealing results for any other Projects and/or Written components.

c. If the candidate's medical condition was a pre-existing condition about which the candidate knew prior to the commencement of the Practical and/or Written Examination, the candidate must submit, in addition to the above material, facts demonstrating that:

i. the candidate asked the College for special accommodation in accordance with the College's accommodation procedures and

a. was granted accommodation; or

b. was not granted accommodation and what reasons were given;

ii. the granted accommodation was not actually provided or was inadequately provided on the date of the project(s) and/or written component(s); and

iii. Specify what, if any, accommodation was granted

iv. the candidate, before leaving the project/examination room

a. completed and signed an Incident Report indicating that the granted accommodation was not actually provided or was inadequately provided;

b. handed the Incident Report to the College Representative; and

c. Witnessed the College Representative sign the Incident Report and enter the incident in the Incident Log Book located in the examination room;

Note that this procedure must be followed for each Project and/or Written component. An Incident Report completed for one Project will not apply for the purposes of appealing results for any other Project(s) and/or Written component(s).

Circumstance 2: Emergency

1) A candidate experienced, just prior to, or during the completion of, the Project, the death or serious, sudden illness or injury of a family member or close personal friend and;

2) The candidate has submitted, along with the Request for an Appeal and payment of the appropriate fee, as outlined in Section 3:

i. appropriate supporting documents including proof of death (eg. a death certificate, obituary notice or other similar document) or the details of the illness or injury, as the case may be;

ii. facts indicating the relationship between the deceased, ill or injured person and the candidate; and

iii. facts demonstrating that the death, illness or emergency had a material adverse impact on the candidate's performance on the Project and/or the Written Examination(s). It is incumbent upon the candidate to establish, to the satisfaction of the Appeal Panel, that, had the death, illness or emergency not occurred, it is more likely than not that the candidate would have received a passing result on the Project and/or the Written Examination.

Circumstance 3: Procedural Irregularities

1) There were major procedural irregularities in the administration of the Practical and/or the Written Examination; major irregularities in the environment in which the Project and/or the written examination was completed, while the Project and/or Written Examination were in progress (e.g. equipment malfunction) and;

a. The candidate, before leaving the project/examination room:

i. completed and signed an Incident Report outlining the specific procedural and/or environmental irregularity complained of;

ii. handed the Incident Report to the College Representative; and

iii. witnessed the College representative sign the Incident Report and enter the incident in the Incident Log Book located in the examination room;

Note that this procedure must be followed for each Project and/or Written component. An Incident Report completed for one Project will not apply for the purposes of appealing results for any other Project(s) and/or Written component(s).

b. The candidate outlines in his/her Request for an Appeal submitted in accordance with Section 3:

- i. The procedural and/or environmental irregularities complained of;
  - ii. the fact that an Incident Report was completed and signed and the incident was entered in the Incident Log Book; and
  - iii. facts that demonstrate that the procedural and/or environmental irregularities complained of had a material adverse impact on the candidate's performance on the examination. It is incumbent upon the candidate to establish, to the satisfaction of the Appeal Panel that, had the procedural and/or environmental irregularities not occurred, it is more likely than not that the candidate would have passed the examination; and
- c. Where the environmental irregularity triggered a medical condition, the candidate must also follow the procedures and requirements outlined in Section 2, Circumstance 1.

### Section 3. Pre-requisites to an Appeal

3.1 In addition to the specific procedures and requirements outlined for each circumstance listed in section 2, the following procedures must be adhered to in order for any Request for an Appeal to be considered. If procedures and requirements in sections 2 and 3 are not followed, the Request for an Appeal will not be considered by the Appeal Panel. There is no appeal of this decision.

3.2 The candidate must deliver, to the Registrar, a Request for an Appeal within 30 calendar days of the release of the relevant examination results. Please note that the 30-day period runs from the date the College released the candidate's results regardless of when the results came to the attention of the candidate. It is the candidate's responsibility to ensure that he/she receives his/her results in time to take advantage of this appeal process.

3.3 The Request for an Appeal must be accompanied by a non-refundable administration fee (the "Administration Fee") as listed in Schedule of Fees found in the CDTO By-Law No. 5. In addition, the candidate will pay an Appeal Fee plus applicable taxes for each examination result the candidate seeks to appeal.

3.4 In his/her Request for an Appeal, the candidate must outline the grounds or circumstances on which his/her request is based. If the Request for Appeal is not based on one of the three circumstances listed in section 2, the Request for Appeal will not be considered by the Appeal Panel and no appeal lies from the decision not to send the Request for Appeal to the Appeal Panel.

3.5 The Request for an Appeal must also contain all of the information, facts, and supporting documents upon which the candidate intends to rely, including, without limiting the foregoing: the name(s), address(es) and telephone number(s) of person(s) having relevant information and facts; and a complete outline of the information and facts that the candidate or other persons have. When the Appeal Panel reviews the candidate's results, the Panel will not consider information, facts or documents that were not contained in the candidate's Request for Appeal unless the Appeal Panel determines, in its sole and absolute discretion, that there are exceptional circumstances warranting the consideration of the additional information, facts and/or documents.

f ) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

The committee has five members. Three of whom are professional members and two public appointees.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The Registration Appeal Policy. We have also changed the number of members on the Registration

Committee from four to five.

[BACK TO INDEX](#)

### Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

\*\*\* SAME AS LAST YEAR \*\*\*

We write a letter of the details of the review process, including the ability to appeal to HPARB. We also include a copy of the appeal policy.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

[BACK TO INDEX](#)

### Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

\*\*\* SAME AS LAST YEAR \*\*\*

COPY COMPETENCY PROFILE.

Individuals applying or intending to apply for registration must satisfy the following entry-to-practice qualifications requirements:

- Successful completion of Grade 12 or equivalent general education;
- successfully completed an approved program in dental technology at a College of Applied Arts and Technology in Ontario, or at an educational institution outside of Ontario that the Registration Committee

considers to be the equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario, and

- Successfully completion of 1,950 hours of practical work experience in Ontario under the supervision of a member of the College or the Royal College of Dental Surgeons of Ontario.
- Successfully completed the Registration examinations set or approved by the College, and complied with all requirements associated with those examinations, including payment of the examination fees.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

We request that the candidate send their academic transcripts to ICAS who reviews the document for equivalency to a community college program offered in Ontario and provides a report to the both the Candidate and the College. ICAS also provides an evaluation of the program based on the competency profile provided to them by the College.

c) Explain how work experience in the profession is assessed.

Work experience is obtain under approved supervision. The supervisor provides a letter to the College certifying that the candidate has completed the required work experience. A form is also available from the College for completion.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

\*\*\* SAME AS LAST YEAR \*\*\*

The College annually reviews the agreement with ICAS.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

The use of ICAS as a third-party agency using the competency profile as a benchmark ensures consistency in assessing credentials of all applicants.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

The College is concerned with the Program content not status and/or the reputation of the institution.

g) Describe how your organization accommodates applicants with special needs, such as visual

impairment.

The college makes special accommodation for applicants on a case by case basis. Accommodation is also outlined in the following section of the College's Registration Examination:

Section 2.3 Special Testing Accommodations for Examination Candidates with Disabilities:

A candidate with a disability, who needs modification to the usual testing conditions, may request special testing accommodations to take the registration examination on the regularly scheduled test dates. Such disability may be physical or mental impairment that substantially limits one or more major life activities e.g. a visual, orthopaedic, speech or hearing impairment, other health/physical impairment, or a specific learning disability. Documented evidence with specific diagnosis of such impairment provided by registered or licensed specialists/experts in the field must arrive at the College office 60 days before the regularly scheduled examination date.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

The process begins when the applicant submits a complete portfolio of information in application for the Registration Examination which would occur a minimum of 5 months before the Registration Exam takes place. An applicant has a maximum of 3 years to submit information and successfully complete the exam. Following successful completion an applicant may apply for registration which is reviewed by the Registration Committee and a decision rendered within 2 weeks. Appeal to Registration decisions may extend the process by the time allowed for appeals. Those who fail the Registration Exam have 3 years to successfully complete the failed components.

The College provides information about the timelines at different stages of the registration process. Individuals applying or intending to apply for registration must adhere to the following timelines:

- Timeline to apply for Registration Examination
- Timeline to apply for Registration after successful completion of the Registration examination
- Timeline to appeal to decision of the Registration Examination
- Timeline to appeal to decisions of the Registration Committee
- Application for Registration Examination are only held open for 3 years

i. State whether the average time differs for internationally trained individuals.

There is no difference.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

ii. Describe the criteria that are applied to determine equivalency.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

iii. Explain how work experience is taken into account.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

\*\*\* SAME AS LAST YEAR \*\*\*

We provide an "Eligibility" exam designed to test for basic competencies outlined in the competency profile.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

\*\*\* SAME AS LAST YEAR \*\*\*

The College reviews the exam annually.

iii. Explain how work experience is used in the assessment of competency.

\*\*\* SAME AS LAST YEAR \*\*\*

1950 hours of practical experience is required before an application to write the Registration examination is accepted.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

iii. Explain how work experience is used in the assessment of prior learning.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

\*\*\* SAME AS LAST YEAR \*\*\*

Written exam. –multiple choice (one day)

Practical exam. – construction of dental appliances (four and a half days).

Marking template used to evaluate results.

Candidate may rewrite only component failed and may rewrite twice after the initial attempt.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The examinations maybe reviewed annually.

iii. State how often exam questions are updated and the process for doing so.

All examinations are reviewed annually. Written examinations use a bank of questions which are rotated at random. Practical examinations use cases rotated on a 3 year cycle.

New questions and cases are added each year.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The College has initiated changes to the Registration Regulation to remove the non-exemptible requirement of 1950 hours of practical training experience. The amendment provides a standard examination process and enhances the uniformity, transparency and consistency in the College's registration practices for provincial as well as international applicants.

[BACK TO INDEX](#)

### Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

\*\*\* SAME AS LAST YEAR \*\*\*

International Credential Assessment Service (ICAS).  
Language assessment may be completed by any recognized language testing facility such as LINC, TOELE, TOEIC

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

\*\*\* SAME AS LAST YEAR \*\*\*

International Credential Assessment Service provides the college with an evaluation of the applicant's transcripts in relationship to the College's competency profile and which the College uses to assess the candidate's qualifications.

ii. utilizes current and accurate information about qualifications from outside Canada

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

iii. provides timely decisions, responses and reasons to applicants

The College responds to applicants upon receipt of the applicant's application. The College intervenes if an applicant believes that ICAS is not providing timely decisions or reasons.

iv. provides training to individuals assessing qualifications

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

v. provides access to records related to the assessment to applicants

We receive copies of all assessments and would be the one providing access, not the third party.

vi. accommodates applicants with special needs, such as visual impairment

\*\*\* SAME AS LAST YEAR \*\*\*

unknown.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

\*\*\* SAME AS LAST YEAR \*\*\*

unknown.

ii. Describe the criteria that are applied to determine equivalency.

\*\*\* SAME AS LAST YEAR \*\*\*

Comparison of the program to a community college program in Ontario. In addition they use the College's competency profile.

iii. Explain how work experience is taken into account.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

The College uses a competency profile.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

\*\*\* SAME AS LAST YEAR \*\*\*

The Canadian Alliance of Dental Technology Regulators was formed in January 2009 and agreed on a competency profile to be used by all dental technology regulators across Canada.

iii. Explain how work experience is used in the assessment of competency.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

iii. Explain how work experience is used in the assessment of prior learning.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

f ) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

\*\*\* SAME AS LAST YEAR \*\*\*

n/a

iii. State how often exam questions are updated and the process for doing so.

\*\*\* SAME AS LAST YEAR \*\*\*

na/

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

[BACK TO INDEX](#)

## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Training is provided through the Federation of Health Regulatory Colleges (FHRCO)

The Ontario Regulators for Access Consortium (ORAC)  
Private training through firms such as Richard Steinecke.  
Internal review with the Registrar.

ii. individuals who make registration decisions

Training is provided through the Federation of Health Regulatory Colleges (FHRCO)

The Ontario Regulators for Access Consortium (ORAC)  
Private training through firms such as Richard Steinecke.  
Internal review with the Registrar.

iii. individuals who make internal review or appeal decisions

Training is provided through the Federation of Health Regulatory Colleges (FHRCO)

The Ontario Regulators for Access Consortium (ORAC)  
Private training through firms such as Richard Steinecke.  
Internal review with the Registrar.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

[BACK TO INDEX](#)

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**Agreements on the Recognition of Qualifications (11 / 13)**

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between

regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

\*\*\* SAME AS LAST YEAR \*\*\*

The Canadian Alliance of Dental Technology Regulators was formed in January 2009 and agreed on a competency profile to be used by all dental technology regulators across Canada.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

\*\*\* SAME AS LAST YEAR \*\*\*

All dental technology regulatory colleges across Canada use the same competency profile.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

[BACK TO INDEX](#)

## Data Collection (12 / 13)

### Languages in which application information materials are available

a) Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

### Paid staff employed by your organization

b) In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, 1 full-time employee and 1 part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
<b>Total staff employed by the regulatory body</b>	6
<b>Staff involved in appeals process</b>	2
<b>Staff involved in registration process</b>	2

### Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants<sup>1</sup> were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
Israel	2
Syrian Arab Republic	2
Poland	2
Russia	1
Kazakhstan	1
Armenia	1
Lebanon	1
Romania	1
Iran	1
Uruguay	1

<sup>1</sup>Persons who have applied to start the process for entry to the profession.  
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

**Jurisdiction where members were initially trained**

d) Indicate where your members<sup>2</sup> were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31<sup>st</sup> of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31<sup>st</sup> of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>Members on December 31<sup>st</sup> of the reporting year</b>	206	14	11	128	160	<b>519</b>

<sup>2</sup> Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Please accommodate this note due to space limitation in section 12 9(c )

Iraq =1 and Ecuador =1 respectively.

**Applications your organization processed in the past year**

e) State the number of applications your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	18	4	0	5	0	<b>27</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	31	0	0	11	0	<b>42</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	11	0	<b>11</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	1	1	0	0	0	<b>2</b>
<b>Applicants who became FULLY registered members</b>	9	4	0	1	0	<b>14</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	n/a	n/a	n/a	n/a	n/a	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	n/a	n/a	n/a	n/a	n/a	<b>0</b>

<sup>3</sup> An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

Additional comments:

	Class of licence	Description
a)		<input type="text"/>
b)		<input type="text"/>
c)		<input type="text"/>
d)		<input type="text"/>
e)		<input type="text"/>
f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>
j)		<input type="text"/>

Reviews and appeals your organization processed in the past year

f) State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	5	0	0	6	0	11
Applicants who initiated an appeal of a registration decision	1	0	0	0	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

An appeal was initiated prematurely in order to avoid missing the deadline set for appeals. The appeal was withdrawn once the candidate had an opportunity to review her project.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

## Certification (13 / 13)

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
  - all information required to be provided in the Report is included; and
  - the information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization: J.David McDonald

Title: Registrar

Date: March 1, 2011

[BACK TO INDEX](#)

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