

GUIDELINES FOR FAIR REGISTRATION PRACTICES REPORTS



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The Office of the Fairness Commissioner is an arm's-length agency of the Ontario government, established under the Fair Access to Regulated Professions Act, 2006. Its mandate is to ensure that certain regulated professions have registration practices that are transparent, objective, impartial and fair.

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MESSAGE FROM THE FAIRNESS COMMISSIONER



The Office of the Fairness Commissioner (OFC) works with regulated professions and health colleges, collectively referred to here as regulated professions, to make sure their registration practices are transparent, objective, impartial and fair.

The OFC requires the regulated professions to submit reports about their registration practices and their compliance with the Fair Access to Regulated Professions Act, 2006 (FARPA) or the Health Professions Procedural Code (the Code) set out in Schedule 2 of the Regulated Health Professions Act, 1991.¹

These guidelines apply to each regulated profession named in Schedule 1 of FARPA and to each college named in the Regulated Health Professions Act.

The Fairness Commissioner is required to specify the form, content and timing of Fair Registration Practices Reports.² In carrying out this function, the OFC has developed these guidelines to assist regulated professions in meeting their reporting obligation. The OFC expects each regulated profession to follow these guidelines in providing a complete report on its registration practices.

The reporting guidelines are based on the Fair Registration Practices Code of FARPA and the registration provisions of the Code. Relevant definitions of terms used in this document can be found in the legislation.

The OFC will use the information provided in the reports to assess the registration practices of each regulatory body on the basis of its obligations under FARPA or the Code.³

The OFC will seek additional information from a regulated profession if information contained in its Fair Registration Practices Report is unclear or incomplete.

Sincerely,

A handwritten signature in black ink, consisting of a stylized 'J' and 'A' followed by a horizontal line.

Hon. Jean Augustine, PC
Fairness Commissioner

FORM OF FAIR REGISTRATION PRACTICES REPORTS

Reporting Standards

Apply these standards in preparing a Fair Registration Practices Report for your regulated profession.

1. The report does not contain personal information, information subject to legal privilege or information that must be kept confidential by law or court order.
2. The information in the report clearly indicates the time period to which it relates.
3. The report avoids unexplained acronyms and jargon.
4. Your organization has provided responses for every category and subcategory.
5. An explanation accompanies each “not applicable” response.
6. Your organization makes the report available to the public.⁴
7. Where you have used calculations, the report provides the formulas or methodology.
8. The report indicates which data have been estimated, and any underlying assumptions.

Submission Guidelines

You must submit Fair Registration Practices Reports electronically, using the online reporting template provided by the OFC.

Information About Your Organization

1. Identifying Information
 - a) name of the regulated profession
 - b) mailing address, website, main phone number
2. Certification
 - a) statement certifying that all required information has been provided and that the information is accurate⁵
 - b) signature of person with authority to sign on behalf of your organization⁶

CONTENT OF FAIR REGISTRATION PRACTICES REPORTS

These guidelines specify the information that must appear in every regulated profession’s Fair Registration Practices Reports.⁷ Your report must include each of the categories and subcategories listed below, in the order presented. Ensure that your responses include complete information about your registration practices.

If your organization regulates more than one profession, you will have the opportunity to report on registration practices and data for each profession.

1. Provision of Information About Registration Practices⁸

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
- b) requirements for registration
- 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
- 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
- e) requirements that may be satisfied through acceptable alternatives
- f) the steps in the assessment process
- g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants
- h) alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control
- i) how applicants can contact your organization
- j) how, why and how often your organization initiates communication with applicants about their applications
- k) the process for dealing with documents provided in languages other than English or French
- 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
- m) any timelines, deadlines or time limits that applicants will be subject to during the registration process
- n) the amount of time that the registration process usually takes
- o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence
- p) accommodation of applicants with special needs, such as visual impairment

2. Amount of Fees⁹

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

3. Provision of Timely Decisions, Responses and Reasons¹⁰

- a) What are your timelines for:
 - i. making registration decisions
 - ii. responding to applicants in writing
 - iii. providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions
- b) Explain how your organization ensures that it adheres to these timelines.

4. Access to Records¹¹

- a) Describe how you give applicants access to their own records related to their applications for registration.
- b) Explain why access to applicants' own records would be limited or refused.
- c) State how and when you give applicants estimates of the fees for making records available.
- d) List the fees for making records available.
- e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

5. Resources for Applicants¹²

- a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.
- b) Describe how your organization provides information to applicants about these resources.

6. Internal Review or Appeal Processes¹³

This section refers to initial internal reviews or appeals.

- a) List your timelines for completing internal reviews or appeals of registration decisions.
 - i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.
 - ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.
- b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.
- 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.
- 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.
- e) Describe your internal review or appeal process.

- 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.

7. Information on Appeal Rights¹⁴

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.

8. Assessment of Qualifications¹⁵

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.
- b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.
- c) Explain how work experience in the profession is assessed.
- 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.
- e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.
- f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.
- g) Describe how your organization accommodates applicants with special needs, such as visual impairment.
- 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.
 - i. State whether the average time differs for internationally trained individuals.
 - 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.
- 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.
 - ii. Describe the criteria that are applied to determine equivalency.
 - iii. Explain how work experience is taken into account.
- j) If your organization conducts competency assessments:
 - i. Describe the methodology used to evaluate competency.
 - ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.
 - iii. Explain how work experience is used in the assessment of competency.

- k) If your organization conducts prior learning assessments:
 - i. Describe the methodology used to evaluate prior learning.
 - ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.
 - iii. Explain how work experience is used in the assessment of prior learning.
- l) If your organization administers examinations:
 - i. Describe the exam format, scoring method and number of rewrites permitted.
 - ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.
 - iii. State how often exam questions are updated and the process for doing so.

9. Third-Party Organizations¹⁶

- a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.
- 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
 - ii. utilizes current and accurate information about qualifications from outside Canada
 - iii. provides timely decisions, responses and reasons to applicants
 - iv. provides training to individuals assessing qualifications
 - v. provides access to records related to the assessment to applicants
 - vi. accommodates applicants with special needs, such as visual impairment
- 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.
 - ii. Describe the criteria that are applied to determine equivalency.
 - iii. Explain how work experience is taken into account.
- d) If your organization relies on a third party to conduct competency assessments:
 - i. Describe the methodology used to evaluate competency.
 - ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.
 - iii. Explain how work experience is used in the assessment of competency.
- e) If your organization relies on a third party to conduct prior learning assessments:
 - i. Describe the methodology used to evaluate prior learning.
 - ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.
 - iii. Explain how work experience is used in the assessment of prior learning.
- f) If your organization relies on a third party to administer examinations:
 - i. Describe the exam format, scoring method and number of rewrites permitted.
 - ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.
 - iii. State how often exam questions are updated and the process for doing so.

10. Training¹⁷

- a) Describe the training that your organization provides to:
- i. individuals who assess qualifications
 - ii. individuals who make registration decisions
 - iii. individuals who make internal review or appeal decisions

11. Agreements on the Recognition of Qualifications¹⁸

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

12. Data Collection¹⁹

- a) Indicate the languages in which application information materials are available.

Language	Yes/No
English	
French	
Other (please specify)	

- b) State the number of paid staff employed by your organization in the following categories.

Category	Staff
Total staff employed by the regulatory body	
Staff involved in appeals process	
Staff involved in registration process	

- c) List the countries where your internationally educated applicants* were initially trained in the profession, and the number of applicants trained in each country.

Applicants	Country of training (Canada excluded)	Number of applicants
Largest number		
Second-largest number		
Third-largest number		
Fourth-largest number		
Fifth-largest number		

* Persons who have applied to start the process for entry to the profession.

d) Indicate where your members* were initially trained in the profession.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)				
Members	Ontario	Other Canadian Provinces	USA	Other International	TOTAL
Total members					
Non-practising members					

* Persons who are currently able to use the protected title or professional designation of your profession.

e) State the number of applications your organization processed in the past year.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)				
Jan. 1 to Dec. 31	Ontario	Other Canadian Provinces	USA	Other International	TOTAL
New applications received					
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)					
Inactive applicants (applicants who had no contact with your organization in the reporting year)					
Applicants who met all requirements and were authorized to become members but did not become members					
Applicants who became members					
Applicants who were authorized to receive an alternative class of licence* but were not issued a licence					
Applicants who were issued an alternative class of licence*					

* 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 licensed. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

Class of Certificate	Description
a) _____	_____
b) _____	_____
c) _____	_____

f) State the number of reviews and appeals your organization processed in the past year.

Jan. 1 to Dec. 31	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	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					
Applicants who initiated an appeal of a registration decision					
Appeals heard					
Registration decisions changed following an appeal					

TIMING OF FAIR REGISTRATION PRACTICES REPORTS

Frequency of Reporting

The OFC requires that each regulated profession prepare and submit a Fair Registration Practices Report annually.

Reporting Period

Each report is to reflect registration practices that were in effect from January 1 to December 31 of the preceding year.

Deadlines

The deadline for submission is March 1 of each year. The first Fair Registration Practices Reports must be submitted by March 1, 2009, reflecting registration practices in 2008.

Your organization must make each Fair Registration Practices Report publicly available, with the same content that was submitted to the OFC, within 30 days after you submit it to the OFC.

LEGISLATIVE REFERENCES

- ¹ FARPA s. 23(1), Code s. 22.9(1)
- ² FARPA s. 13(3)(b), Code s. 22.5(1)(b)
- ³ FARPA s. 13(3)(a), Code s. 22.5(1)(a)
- ⁴ FARPA s. 23(2), Code s. 22.9(2)
- ⁵ FARPA s. 25(1), Code s. 22.11(1)
- ⁶ FARPA s. 25(2), Code s. 22.11(2)
- ⁷ FARPA s. 13(3)(b), Code s. 25.5(1)(b)
- ⁸ FARPA s. 7, Code s. 22.3
- ⁹ FARPA s. 7(d), Code s. 22.2, s. 22.5(1)(b)
- ¹⁰ FARPA s. 8, Code s. 22.2, s. 22.5(1)(b)
- ¹¹ FARPA s. 12, Code s. 16
- ¹² FARPA s. 7, Code s. 22.3
- ¹³ FARPA s. 9, Code s. 22.2, s. 22.5(1)(b), s. 15, s. 18, s. 19
- ¹⁴ FARPA s. 9(4)(5), Code s. 22.2, s. 22.5(1)(b), s. 20, s. 21, s. 22
- ¹⁵ FARPA s. 10(2), Code s. 22.4(2)
- ¹⁶ FARPA s. 10(2), Code s. 22.4(2)
- ¹⁷ FARPA s. 11, Code s. 22.4(3)
- ¹⁸ FARPA s. 10(2), Code s. 22.4(2)
- ¹⁹ FARPA s. 24(1), Code s. 22.10(1)