

Fair Registration Practices Report

Denturists (2017)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- 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.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

d) Fees

i. Describe any improvements / changes implemented in the last year.

Previously, candidates were not required to pay to register for the Qualifying Examination. Applicants were subject to a \$175 + HST application for registration fee.

Candidates are now required to pay a \$75 + HST initial application fee. Once a candidate has successfully completed the Qualifying Examination, a \$100 + HST application for registration fee is charged.

ii. Describe the impact of the improvements / changes on applicants.

This change was insituted to recover the costs associated with processing initial applications, including academic assessments.

iii. Describe the impact of the improvements / changes on your organization.

The fees are processed separately by different staff members.

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

The Academic Equivalency Review policy was implemented in March 2017. It describes the assessment process employed by the Registration Committee when it seeks to determine whether or not a potential candidate's diploma or degree is equivalent to a diploma in denture therapy or denturism from George Brown College, per Ontario

Regulation 833/93 (Registration Regulation).

The College Council's Strategic Plan 2017-2020, Priority #2 Excellence in Governance includes improving internal policy coordination and priority-setting through establishing an oversight process.

As part of this initiative, a policy revision schedule was drafted and approved by the Registration Committee. This schedule outlines the current registration policies and provides a recommended order of review based on their approval and revision dates.

ii. Describe the impact of the improvements / changes on applicants.

The Academic Equivalency Review policy provides clear, consistent responses to potential candidate inquiries related to the academic assessment process and serves as a defined framework for the processing of academic assessments.

The policy coordination initiative will ensure that the registration policies applied to potential candidates and applicants are current and reflective of environmental changes.

iii. Describe the impact of the improvements / changes on your organization.

The Academic Equivalency Review policy provides clear, consistent responses to potential candidate inquiries related to the academic assessment process and serves as a defined framework for the processing of academic assessments.

The policy coordination initiative will ensure that the College staff and Registration Committee regularly consider changes to external environments (regulatory, social, political, economic etc.) when drafting and revising registration policies.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

The College launched a new public website in May 2017. The Applicant tab was updated to provide detailed information on the Qualifying Examination (how to register, exam structure, protocols, dates/deadlines, fees, appeals, policies and FAQs); the Registration process (how to apply, labour mobility, fees, policies, FAQs, timelines); maintaining Registration; and Fair Registration Practices (OFC reports).

The College developed 2 sample OSCE videos - candidate orientation and a sample OSCE station. Both videos are accessible from the Applicant section of the public website.

Sample multiple choice questions were made available on the College website.

ii. Describe the impact of the improvements / changes on applicants.

The website content has been designed to improve potential candidates and applicants understanding of the registration process. "Registering for the Qualifying Examination" is broken down into Graduates of Ontario Colleges, Graduates of Canadian Colleges Outside of Ontario, and Internationally Educated Individuals. This format clarifies the documentation requirements for students with different academic backgrounds.

The candidate orientation OSCE video provides a detailed overview of the examination process from beginning to end. The sample OSCE station video was developed to be reflective of practice and demonstrate what is expected of a candidate inside an interactive station.

The sample multiple choice questions provide exam candidates with exposure to the exam question format.

iii. Describe the impact of the improvements / changes on your organization.

The updated website content has assisted College staff in providing consistent information to potential candidates and applicants regarding preparation and registration for the Qualifying Examination, and applying for a Certificate of Registration.

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

Members of the Registration Committee have attended (and will continue to attend) ORAC's Managing Cultural Differences workshops.

Members of the Registration Committee participate in an annual orientation session and receive updated reference materials on an ongoing basis (legislation, policies, guides etc.).

College staff attend ORAC and SNAP (Special Needs Accommodation Professionals) member meetings to discuss registration and examination issues, best practices and trends with other regulators.

ii. Describe the impact of the improvements / changes on applicants.

Committee member attendance at the ORAC Managing Cultural Differences workshops improves awareness of cultural differences that inform interactions with potential candidates and applicants.

Committee member orientation promotes excellence in governance and ensures that registration matters are considered carefully within the context of all relevant legislation, policies and by-laws.

College staff attendance at ORAC and SNAP improves understanding of regulatory issues, best practices and trends. This ensures that the policies and procedures pertaining to potential candidates and applicants are current, in addition to being objective, impartial, transparent and fair.

iii. Describe the impact of the improvements / changes on your organization.

Cultural differences training for Committee members has improved the College's understanding the challenges that internationally educated individuals may face when applying for registration in Ontario.

Annual Committee member orientation and training has improved the proficiency of meetings and developed a stronger regulatory foundation for decision-making.

College staff attendance at ORAC and SNAP improves understanding of regulatory issues, best practices and trends.

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

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

Language	Yes/No
English	Yes
French	No

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	22
Female	22
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	487
Female	217
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
38	4	0	Egypt 1 Philippines 1 Total 2	0	44

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
38	4	0	Egypt 1 Philippines 1 Total 2	0	44

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
631	13	0	China 1 Ukraine 1 Philippines 5	52	704

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Egypt 1 Total 8		

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in 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)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	38	4	0	2	0	44
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	38	4	0	2	0	44
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	38	4	0	2	0	44
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General Class	Description (a)

This class is not specifically named in the Registration Regulation. It has been labelled as the General Class for reporting purposes. It is the only class available to applicants.

Additional comments:

i) Reviews and appeals processed

State the number of reviews and appeals 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 st to December 31 st of the reporting year	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	2	1	0	1	0	4
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

The College's registration appeal policy is published on the College website. This appeal policy establishes a defined process for applicants who have not been successful in their application for registration. Applicants referred to the Registration Committee are informed of the appeal process when the Panel's decision and reasons are provided.

The College has an established process for candidates who wish to appeal the results of their Qualifying Examination attempt. This request is reviewed by the College's Qualifying Examination Appeals Committee. The College's policy that supports this process is located on the College website. All candidates are informed of the appeal process prior to attempting the examination.

j) Paid staff

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, one full-time employee and one 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
Total staff employed by the regulatory body	5
Staff involved in appeals process	2
Staff involved in registration process	2

Additional comments:

One full time staff member is responsible for overseeing the registration process and programs. This individual is also responsible for the Quality Assurance Program, policy and practice advisory. Additionally, one full time staff member, who also undertakes other duties, is responsible for overseeing the qualifying examination process.

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3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:

Dr. Glenn Pettifer

Title:

Registrar & CEO

Date:

2018/01/22

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