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Collector: Web Link 1 (Web Link)
Started: Tuesday, December 13, 2022 12:49:09 PM
Last Modified: Tuesday, December 13, 2022 1:31:48 PM
Time Spent: 00:42:39
IP Address: 64.231.114.209

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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Denturists of Ontario

Mr. Roderick Tom-Ying
Registrar and CEO
Rtom-ying@denturists-cdo.com

Q2

No

Section 1 - During the reporting period (January 1st– December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

Q3

No

New or consolidated class of certificates or licenses

Q4

Assessment of qualifications

Yes,

Description of change/improvement that would impact fair registration outcomes:

The College of Denturists of Ontario (CDO) along with the College of Alberta Denturists, and the College of Denturists of British Columbia collaborated to create and launch a common Multi-Jurisdictional MCQ (multiple choice question) examination for the June 2021 MCQ administration. The Multi-Jurisdictional MCQ examination replaces the three provincially administered MCQ examinations. This examination was administered simultaneously in real time for all candidates from the three respective provinces. This commonality ensures that every examination candidate is afforded a fair and defensible assessment that is standard across the three provincial jurisdictions. As well, the examination results will be transferrable across the partner jurisdictions allowing for easier inter-provincial registration and mobility. The MCQ examination was administered remotely in an online format with remote proctoring technology. The online format allowed the MCQ examination to proceed regardless of changes in the dynamics of the COVID-19 pandemic that affected in-person examinations. Prior to the launch of the Multi-Jurisdictional MCQ examination, common examination resources were created including a comprehensive Candidate Information Handbook and a mandatory online live candidate orientation for all examination candidates. For Ontario candidates, the MCQ examination, prior to the pandemic was hosted in-person with a paper and pencil format. The pandemic and resulting public health measures necessitated a change in examination format to allow candidates a pathway to licensure as the February 2021 MCQ examination was postponed due to restrictions on in-person activities. Work was already underway on the creation of a multi-jurisdictional MCQ examination that explored online remote proctoring technology to allow for simultaneous administrations - the pandemic accelerated those plans. It is important to note that for Ontario candidates, there were no changes to the MCQ examination other than 1. the change in examination format from in-person to online remote proctored, and 2. a reduction in the number of test questions by ten spread across the various competency areas. The examination blueprint did not change due to the reduction in test questions. The reduction of test items was a result of hearing from the consulting psychometrician on best practices for the number of test items for high stakes examinations. Based on the examination results from the June 2021 administration and the subsequent results in 2022, the change in examination format did not change – on average – the examination pass rates. This was important

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for the CDO to review to ensure that the change in examination format did not negatively affect candidate's performance. Due to the success of the online remote proctored examination, the CDO along with its partner jurisdictions adopted this new format on a move forward basis. The CDO along with its partner regulators will be exploring the creation of a common OSCE (clinical) examination over the next few years.

Q5

No

Timelines for registration, decisions and/or responses

Q6

No

Registration and assessment fees

Q7

Resources for applicants

Yes,

Description of change/improvement that would impact fair registration outcomes:
With the creation of a multi-jurisdictional MCQ examination, the CDO along with its partner jurisdictions created new resources for examination applicants. It created a new comprehensive Candidate Information Handbook that provides examination applicants with important details regarding the online remote proctored examination, the technical and environmental requirements, and an FAQs document. The CDO also created and hosted an online live candidate information session for all examination candidates to review the same information found in the handbook and to provide examination candidates the opportunity to ask any questions they may have. While these new resources may not impact fair registration outcomes, it provides examination candidates with important and useful information as they prepare for the Qualifying Examination and subsequent registration with the CDO.

Q8

No

Changes to internal review or appeal process

Q9

No

Access by applicants to their records

Q10

Mutual recognition agreements

No,

Description of change/improvement that would impact fair registration outcomes:

The CDO did not change/improve/ or implement any new mutual recognition agreements. It did however establish, with the launch of the multi-jurisdictional MCQ examination, that any candidate's results from the multi-jurisdictional MCQ would be recognized between the CDO, the College of Alberta Denturists and the College of Denturists of British Columbia. This is a positive step forward for future candidates/applicants allowing for easier inter-provincial registration and mobility once both the MCQ portion and the OSCE portion of the Qualifying Examination are launched.

Q11

Training and resources for staff regarding registration

Yes,

Description of change/improvement that would impact fair registration outcomes:

In the first half of 2021, public health restrictions on in-person gatherings necessitated a postponement of CDO's in-person OSCE clinical examination. The CDO hosts its Qualifying Examination (MCQ and OSCE) in February and June of each year. The OSCE examination was postponed in 2020 and in the first half of 2021 creating a backlog of examination candidates. The CDO conducted an unprecedented three back-to-back OSCE administrations in September, October, and November of 2021 in order to assist with the backlog of candidates that accumulated since the postponements. As a result of an unprecedented number of candidates challenging the examination, and subsequently applying for their Certificates of Registration shortly after results are released, College Staff forecasted that there would also be an unprecedented number of applications. The CDO moved quickly as an organization to cross train two additional staff members (CDO has 5 full-time staff) to assist with the triaging and processing of applications. College Staff created process manuals and provided 1on1 cross training in anticipation. The review and approval processes remained intact, and registration timelines continued to be met. As a result of this additional training and resource provided for staff regarding registration, the CDO continues to meet and exceed its processing timeline goals of 10 business days from receipt of a completed application for issuing of a Certificate of Registration or referral to the Registration Committee. Based on an analysis of CDO's current registration processing timelines – with the bulk of new applications received in early 2022 from the three back-to-back examination administrations in the Fall of 2021 – the CDO had an average processing time of 7.8 days for all applicant types (domestic, out of province, internationally educated). For the purposes of calculations, the average processing time is calculated by subtracting the date a complete application is received in full – then reviewed by the Registrar or Registration Committee and a decision is rendered – from the date the application is processed.

Q12

Relationship with third party service provider(s)

No

Q13

Accreditation of educational programs

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

The CDO first explored the accreditation of Denturism programs in Ontario, Alberta, and British Columbia in 2012 and most recently in 2018. Since 2020, Equal Canada (now known as Accreditation Canada) was chosen as the accreditation body to oversee the development of an accreditation framework for Denturism programs. For the 2021 reporting period, foundational work was completed on a multi-jurisdictional regulatory level (Ontario, Alberta, British Columbia) in order for Accreditation Canada to begin its accreditation process of Denturism programs. Specifically, a national competency profile, the development of a multi-jurisdictional MCQ examination, creation of multi-jurisdictional working groups, and project charter/timelines were completed. Accreditation Canada started recruitment of accreditation surveyors in anticipation of the off-site and on-site accreditation visits in 2022. There are currently three Denturism programs in Ontario – George Brown College, Georgian College, and Oxford College. George Brown College will be the first to undergo the accreditation process in 2022 followed by Georgian College and Oxford College in 2023.

Q14

Technological or digital improvements

No

Q15

Anti-racism and inclusion-based policies and practices

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

While the CDO did not formally draft any new anti-racism and inclusion-based policies, it continues to uphold the values of diversity, equity, and inclusion for all applicants and in all its processes. The CDO invested in significant professional development and training for its Council, Registration Committee members, and College Staff during the reporting period. The CDO engaged with the Canadian Centre for Diversity Equity and Inclusion to provide fulsome training on DEI fundamentals, unconscious bias and cultural competency in health care, and inclusive leadership over the span of three workshops. As well, College Staff participated in a Truth and Reconciliation workshop on September 30, 2021, to learn about the history of colonization of indigenous peoples, the legacy of residential schools, and other instances of colonial violence and policies that negatively impacted Indigenous peoples. College Staff reviewed the Truth and Reconciliation Commission of Canada's Calls to Action and were asked to identify areas the CDO could improve on that mirrored the spirit of the various Calls to Actions. College Staff remains committed in identifying new areas for improvement in regards to diversity, equity, and inclusion. In 2021, the CDO has joined the Health Professions Regulators of Ontario's (HPRO) expressions of interest to explore the creation and implementation of an Equity Impact Assessment process. As well, the creation of a decision-making framework with the lens of DEI principles will also be explored as one of the project deliverables.

Q16

Organizational structure

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

The CDO in 2021 underwent a transitory period whereby the former Registrar and CEO moved on to a similar role for another oral health regulator in Ontario. As such, the CDO appointed an Acting Registrar and CEO from November 2021 onwards. No disruptions occurred due to the change in senior leadership. As well, the former Manager of Quality Assurance, Registration, and Policy left the CDO for another role. The Acting Registrar made minor amendments to the organizational structure to separate the Quality Assurance portfolio from the Registration Portfolio to create two distinct roles. A new Manager of Registration and Qualifying Examinations was hired along with a new Manager of Quality Assurance.

<p>Q17</p> <p>Contingency or continuity of operations plans</p>	<p>No</p>
<p>Q18</p> <p>Documentation requirements for registration</p>	<p>No,</p> <p>Description of Change/Improvement that would impact Fair Registration Outcomes:</p> <p>For the 2021 reporting period, the CDO continues to accept documentation from applicants electronically by email, fax, or by postal mail due to the continued closure of its office to the public. College Staff accepted all types of file formats e.g., jpeg, png, pdf, for copies of electronic documentation before converting them to the preferred formats for archival purposes. This allowed applicants the flexibility to provide the required documentation in the format that was most convenient to them and to the benefit of less technologically inclined applicants or applicants who lacked the requisite computer software.</p>
<p>Q19</p> <p>English / French language proficiency testing</p>	<p>Yes,</p> <p>Description of Change/Improvement that would impact Fair Registration Outcomes:</p> <p>In 2021, the CDO was notified that CanTEST (the Canadian test of English or French for Scholars and Trainees) was discontinued and no longer available. Accordingly, the CDO updated its Language Proficiency Requirements Policy on September 7, 2021, to reflect this change.</p>
<p>Q20</p> <p>Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.</p>	<p>1</p> <p>Launch of Multi-Jurisdictional MCQ Examination and mutual acceptance of examination results with partner regulators allowing for easier inter-provincial mobility and registration</p> <p>2</p> <p>Acceptance of electronic documentation and flexibility in file formats requirements</p> <p>3</p> <p>Fulsome professional development and training workshops for Council and College Staff on DEI fundamentals and principles, and reconciliation.</p>

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

- | | |
|---|---|
| 1 | Public health measures that restricted in-person hosting of examinations creating a backlog of examination candidates. CDO hosted an unprecedented three back-to-back administrations of the OSCE in Fall of 2021 to clear the backlog. |
| 2 | Turnover of Registration Staff. With a complement of 5 full time staff, one turnover represents a 20% change in staff complement. Cross training of staff and creation of process manuals and resource tools allow for easier onboarding of new replacement registration staff. The CDO ensured a fulsome onboarding process was provided to new registration staff, and the outgoing staff member in mid-2021 was contracted to provide additional training after departure date. |
| 3 | Electronic paper-based registration process. The CDO currently accepts electronic applications, but the development of an online applicant portal will provide the greatest application experience and will significantly reduce the administrative burden for College staff. The CDO will explore the creation of an applicant portal in 2022. |

Q22

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No,
Other (please specify):
The CDO did not previously and does not currently have any requirements for Canadian experience.

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,
French,
Other (please specify):
The CDO provides information on registration processes, timelines, and application materials in French on an as needed basis.

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Q24	
Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.	
	Total Male 478
	Total Female 260
	Total Non-binary 0
	Gender not provided 0
	Overall Total 738

Q25	No
In relation to your members: Do you collect race-based data?	

Q26	Yes,
Do you collect other identity-based or demographics data?	Other (please specify):
	The CDO collects data on gender and age.

Q27	No
Do you plan to collect race-based data in the future?	

Q28	
Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.	
	Full/Independent Practice 731
	Provisional/Limited License/Certificate 7
	Emergency License/Certificate 0
	All other classes 0
	Overall Total 738

Q29
Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	704
Other Canadian Provinces and Territories	21
USA	0
Other Countries	13
Multiple and/or Unspecified Jurisdiction	0
Total	738

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	Philippines - 5
2	India - 3
3	Iran - 1
4	China - 1
5	Egypt - 1
6	Jordan - 1
7	Ukraine - 1

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	19
Total Female	17
Total Non-binary	0
Gender not provided	0
Overall Total	36

Q32

In relation to the applications, you received: Do you collect race-based data?

No

Q33

Do you collect other identity-based or demographics data?

Yes,
If yes, please indicate the type: :
The CDO collects data on gender and age.

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

0

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Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	22
Number of Applicants Licensed/Certified	22
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	9
Number of applicants fully licensed/certified	9
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	1
Number of applicants fully licensed/certified	1
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	3
Number of applicants fully licensed/certified	3
Average Time to Process Application in Weeks from First Point of Applicant Contact	5
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	1
Number of applicants fully licensed/certified	1
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0

Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0

Q42

Please provide any additional comments you may have for questions 33-41.

There are currently no accredited Denturism programs in Canada, the CDO along with its multi-jurisdictional regulatory partners will be embarking on the accreditation of Denturism programs in Ontario, British Columbia, and Alberta in 2022 into 2023.

Q43

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	India - 2
2	Philippines - 1
3	Iran - 1

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

28

Q45	0 – less than 3 months	28
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Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

8

Q47	0 – less than 3 months	8
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Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

Q48	Ontario	0
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1- December 31, 2021).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

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Q49	Ontario	0
Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q50	Ontario	0
Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q51	Ontario	0
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	Other Countries	2
	Multiple and/or Unspecified Countries	0
	TOTAL	2

Q52	Ontario	0
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	Other Countries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

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Q53

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q55

List the top three reason for appeals (by percentage) of a registration decision

1	N/A
2	N/A
3	N/A

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	N/A
2	N/A
3	N/A
4	N/A
5	N/A

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	N/A
2	N/A
3	N/A
4	N/A
5	N/A

Q58

Please provide any additional comments you may have:

The CDO did not receive any registration decision appeals, nor denied any applicant of registration (domestically or internationally educated) in the 2021 reporting year.
