

# Fair Registration Practices Report

## Nurses (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

#### Website

Prospective applicants interested in applying for a Certificate of Registration with the College of Nurses of Ontario ("the College") may retrieve information about the registration process by accessing the College's website at [www.cno.org](http://www.cno.org). Upon opening the main webpage, applicants can select the "Registration" tab, which provides comprehensive information about the initiation of an application for registration, including a specific section on "Applying for Registration". Here, prospective applicants can find information on the required application fees and any additional fees that may be requested during the administration of an application and all of the requirements for registration. The website also provides applicants with access to additional resources including numerous Fact Sheets, Application Guides and a frequently asked questions (FAQ) section. The website also includes a glossary of registration terms. Here, each term is described in plain and clear language.

The Application Guides, Fact Sheets and the Application Form (Temporary Registration) are provided in printable form off the web site or as a mail out.

The College's website is updated regularly as new information becomes available. For instance, the College's website was updated to reflect the amendments to the Regulated Health Professions Act ("RHPA") resulting from the proclamation of the Ontario Labour Mobility Act. Also, the FAQ section is updated to reflect frequently asked questions arising from both e-mail and phone requests to the College.

The Nursing career map, a product developed by the College, and the Labour Market Integration Unit can be accessed at the Ontario government web site. <http://www.ontario.immigration.ca>.

#### Community

The College participates in career fairs for students and in workshops held in the community. The College participated in a workshop held by Health Force Ontario for prospective and current international applicants. Staff from the College are available at various nursing conferences to answer questions from employers and

prospective applicants. Staff from the College, upon request, attend classes within the education system in Ontario.

### **Phone / Email**

The web site contains phone and email contact information which provides direct contact with Customer Service Representative (CSR) in the Customer Service Department by either email or phone (toll-free if call within Ontario).

The CNO has an inbound Call Centre with Customer Service Representatives (CSR) that can assist prospective and current applicants in answering their questions and collect basic demographic information for mailing an application package immediately, regardless of where the prospective applicant resides. The CSR will also refer a prospective applicant to the web site for more detail if they have access.

### **Walk-in**

A prospective applicant that walks into the College can speak with a representative at the Customer Service Desk who will assist them with any information requests and provide them with printed copies of an application, supporting guide and other documents.

Customer Service Representatives keep current on the registration process through regular team meetings and the maintenance of an internal WIKI - an internal web site that facilitates the easy creation and editing of internal documents and documented processes.

## **b) requirements for registration**

### **Website**

On the College's website, under the tab Registration / For new applicants / Requirements, there is a listing of all the requirements along with a detailed definition of the requirement and a description of documentation required to support the meeting of the requirement.

### **Application Guides**

The Guides, in either printed or electronic (on the Website) format, provide information to applicants about the requirements to be met for registration and the process of meeting those requirements. The documentation required - program transcripts, course descriptions, alternative ways of meeting the requirement - e.g. practice requirement - minimum of 1,125 hours in 5 years met through experience or education, or a combination of both. Application guides are revised as soon as changes occur and at every reprint staff review the content to confirm if the information provided is current. Inserts are provided when inaccuracies are found.

### **Phone / Email**

Customer Service Representatives are well versed in the requirements and capable of discussing them with prospective applicants either on the phone or in an email response during business hours. Registration Administrators are also available to answer any questions by phone or by appointment. The Registration Administrator has responsibility over international applicant files and can respond to any questions regarding the status of the applicant's file.

### **Walk-in**

Staff at the Customer Service desk are well versed in the requirements and can assist prospective applicants with their questions on the registration requirements.

Registration requirements change infrequently as changes require approval of the government. However, when a change is approved a communication strategy has been developed to ensure staff are brought up to date and prospective applicants and applicants that are in the process are informed. This information includes direction for the applicant.

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

The following information is contained in printed and electronic application guides, from a Customer Service Representative on the phone or for email, and the greatest detail on the College's website. Modifications to all documentation is made whenever changes to the requirements or how they can be met are made. In addition the College has an interactive section titled "Registration Guide for Internationally Educated Nurses" on the website under Registration / For new applicants / Applying for registration (see For applicants from outside Canada section) for prospective applicants to identify if the requirements may have been met and those that require further information, based on responses to a series of questions related to the registration requirements. This provides a prospective applicant all of the information necessary to identify what is required of them to meet the requirements for registration.

### **Specific Requirements**

1. Completion of an application and payment of the fee.
  - o forms and instructions available on the website or in print.
2. Show proof of having completed an approved 4 year baccalaureate nursing program (for Registered Nurse category) or 2 year diploma practical nurse program (for Registered Practical Nurse category), or an equivalent to a current approved Ontario program - listed on the website.
3. Successfully complete the examination or an approved equivalent exam within the allowable 3 writes.
  - o the exams are administered by the College.
  - o website contains links to preparation courses and exams.
  - o equivalent exams are identified on the website.
4. Show proof of recent safe practice
  - o receipt of employment information directly from an employer which will attest to the type of practice and character of the applicant.
  - o length of practice acceptable without review of the Registration Committee is 1,125 hours within the last 5 years or graduation from a nursing program within the five years prior to registration.
  - o receipt of verification of program completion if completed within the past 5 years.
5. Show evidence of fluency in written and spoken English or French.
  - o evidence includes completion of a nursing program in English or French from specified countries (details on the website) or
  - o completion of specified fluency test with the minimum benchmark test scores.
6. Show evidence of eligibility for registration in the jurisdiction where the nursing program was completed.
  - o receipt of verification directly from the jurisdiction where the nursing program was completed.
7. Provide proof of Canadian Citizenship, permanent resident status, or authorization under the Immigration and Refugee Protection Act (Canada)
  - o evidence includes passport, work permit, certificate of citizenship, landed immigrant papers, permanent residence card, or copy of Canadian birth certificate.
8. Show evidence of good character and suitability to practice.
  - o evidence includes self declaration of criminal activity and denial or revocation of registration in any other jurisdiction.
  - o providing a Canadian Criminal Record Synopsis.

Applicants can also obtain this information from the Customer Service Representatives or Registration Administrators (for Internationally Educated Nurses) in writing or by phone.

Contacting the College customer service call centre or by walk in at the College's customer service desk, an applicant can obtain all the details of how to meet the program requirements.

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

The College has a current safe practice requirement. However, the current safe practice is not required to be completed in Ontario. The College does not require applicants to practice in Ontario prior to becoming registered.

Applicants can call, email or visit the College in person to obtain this information.

The guide and information on the website are updated.

e) requirements that may be satisfied through acceptable alternatives

The website and guide identify how each requirement can be met, including, for example, acceptable tests and test scores for fluency and accepted exams to meet the exam requirement. The College has 3 non-exemptible requirements - program, safe practice, and exam. This information is also available by phone or email.

Specifically for

- **Nursing Education Programs:** the nursing program is not required to be an Ontario nursing program; also, an equivalence evaluation is completed by reviewing the applicant's initial nursing program. If the program is not deemed equivalent, an equivalence evaluation will be conducted to determine if the applicant's initial nursing program along with their additional education and/or work experience have the Entry to Practice competencies found in an Ontario program. Supporting documentation includes, where possible, program/course descriptions, job descriptions, attestations by employers and / or educators, and completion of a Baccalaureate Equivalency Table by the applicant (provides practice examples related to the program competencies).
- **Evidence of Safe Practice:** safe practice is not required to be in Ontario; employer references and attestations are accepted as evidence; verification of registration in another jurisdiction is supporting evidence.
- **Examination:** there are few alternatives other than Registration Committee approved equivalent exams.
- **Fluency:** multiple exams with minimum scores are accepted; there is no restriction on the number of times an applicant takes these exams.

Also, an applicant is invited to submit any documentation they wish when their application is referred to the Registration Committee. On the face of their application, it appears that they don't meet one of the registration requirements. The Committee will review all documentation that is submitted for their reference and make their decision accordingly.

If an applicant is having difficulty obtaining documents from an official source due to, for example, political unrest, environmental disaster, personal safety concerns in the source country, the College will accept a statutory declaration outlining the information missing that is relevant to the applicant's application. Prior to doing so, however, the College may attempt to obtain these documents on the applicant's behalf, when appropriate.

Whenever changes occur in how requirements are to be met or in the acceptable alternative

documentation, the change is appended or changed on the Guides and on the website. All applicants affected by the changes are informed by phone or in writing. Recently when the labour mobility changes came into effect all applicants affected by the new legislation were sent individual letters informing them of their status and how they could benefit or not benefit from the new legislation.

#### f) the steps in the assessment process

Under the section on the website entitled "Registration" is listed the steps in the assessment process as well as more detailed information in the following guides that relate to particular types of applications. Each registration requirement identified in 1c is assessed through the comparison of documents received to the specifics of the requirement. No assessment is begun on the application until program information is received from the education facility. Also, no assessment is started on any one requirement until documents are received related to that requirement to validate the meeting of the requirement. As documents are received, they are evaluated to see if the requirement is met. If met the data base is updated with a 'met' flag, e.g. when a fluency test result meets the minimum mark expected the requirement is considered met. At this time the applicant is informed in writing that this requirement has been met and the status on any outstanding requirements. If documents are not received within 6 months, the applicant is contacted to ensure the approval has been sent to the third party.

For applicants outside Canada, web users are invited to access the "Registration Guide for Internationally Educated Nurses". An e-interactive process available for applicants to complete a self-assessment to determine eligibility.

For information about Temporary Registration, web users are invited to access "Temporary Registration Instruction Guide."

For information on the College's Extended Class registration, web users are invited to review the Fact Sheet: Registration Nurse Practitioners, or to contact the College at [cno@cnomail.org](mailto:cno@cnomail.org).

Applicants can also obtain this information from contacting the college and speaking to a Customer Service Representative or if an international applicant the Registration Administrator assigned to the applicant or as a walk-in at the Customer Service Desk.

Applicants are provided clear step by step direction in status updates by letter, phone or email, apart from the information they receive at the start of the process either in writing, over the phone, or by email.

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

This information is contained on the website under the Registration tab and specifically, as previously mentioned, in a separate section titled "Registration Guide for Internationally Educated Nurses" for international applicants and includes the identification of 2 groups of forms, their purpose, and process. It has also been previously described in section 1 c. A difference occurs for International applicants as they are required to provide evidence of program completion. Ontario applicants are not required to provide this information because the education programs have been pre-approved. When the students have completed the program the Ontario education facility provides the College with a list of these students.

An application and guide can also be mailed on request by phone or by email or provided upon visit to the

College.

Application packages (including the Guides) are tailored to Ontario and International applicants individually. Each specifies the process and individual forms required to be completed and submitted. Whenever processes change applicants are informed well ahead.

Applicants and prospects can obtain current information by contacting the College by email, phone or in person.

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

The College accepts referrals from former instructors, information held by the applicant (i.e. printed diplomas) and a statutory declaration detailing the applicant's education and work experience. Also, the Registration Committee will review all information provided in assessing whether or not the applicant meets the requirement. Applicants are informed to contact the College when information is not available from the source. This information is available to an applicant or to a prospect on the website, over the phone, in person at the College, or in the application guide.

#### i) how applicants can contact your organization

Applicants can contact the College by phone, email, fax, through the website or visit by appointment on site. Specific contact information is identified in the guide, on the website, and in any written communications to an applicant.

We have a Customer Service call centre operational during business hours that is able to provide updates to applicants.

International applicants are assigned a Registration Administrator as a case manager. Applicants can contact them during office hours and arrange for on site interviews as well.

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

Applicants can call, email or visit the College in person to receive information. There are no limitations other than during business hours. The College encourages applicants to contact the College as much as required for clarifications.

As documentation is received, a letter is sent to the applicant identifying what was received and the current status of the application. Queries from applicants are responded to by the assigned Registration Administrator.

Applicants that request an application package and provide the requested documentation can expect a letter from the College confirming receipt of all documentation that was received from the applicant and all official sources. The College will also provide a letter to the applicant regarding the status of their application and what requirements may remain outstanding. This correspondence will also outline what additional documentation, if any, is required to complete and assessment and/or meet the requirements for registration. Applicant's that don't meet registration requirements will also receive a Registration Committee Notification letter and be provided with an opportunity to make written submissions to the Registration Committee.

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

Applicants are informed in the guides, website and other communications that documents in languages other than English and French will have to be translated. Translation is arranged by the College and the applicants are required to pay a nominal fee.

On the website and in print in the guide "Registration Guide for Internationally Educated Nurses" under the section Registration Forms and Fees is a sub tab labelled "Other Fees" which describes how the College handles documents in languages other than English or French.

This information is also available by phone, email or in person.

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

The website identifies the organizations and contacts that relate to specific requirements. In many instances detailed information regarding the third-party organizations function and processes are provided on the College's website. Applicants are also invited to visit the Website of the third party if they desire additional information about their processes.

Applicants can call, email or visit the College in person to obtain information on a third-party organization's role.

When applicants are in the process they get up to date information as to the third party provider working with the College in assessing the applicant's file.

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

Guides and the College's website indicate timelines and deadlines as it relates to the processing of their application for registration. Processing times are provided when an applicant pays the application fee and sends in his/her application. Upon receipt of required documentation the applicant will receive correspondence indicating the timelines for the processing of their application. Applicants may also contact the Call Centre or, for international applicants, their Application Administrator if they would like an update about the status of their application. Applicants will also receive correspondence indicating what deadlines they must meet to provide submissions to the Registration Committee and if they choose to appeal their Registration Committee decision.

Information concerning examination timelines, deadlines and dates is available under the heading "Nursing Exams" which is accessible from the home web page tab "I am an Applicant". It is also sent out with the application for exam.

The information is sent out in the form of a letter. The the applicant is also informed over the phone. The applicant is provided a timeline when s/he emails the college by automated response.

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

Processing times are provided when an applicant pays the application fee and sends in his/her application. The information is sent out in the form of a letter. The applicant is informed over the phone by our customer service call centre. The applicant is also provided the timeline when s/he e-mails the college, corporate email box.

Processing times vary significantly with each applicant as information is required from third parties to verify applicant submitted information. When an applicant has met all of the registration requirements and submitted an application for registration with the required fee the applicant can expect to be registered within 15 days

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

All of this information is available on the website in the section titled "Application & Membership Fees" under the tab "About Registration" and is also in the printed guide.

This information is also available to anyone who calls, e-mails or visits the College in person.

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

The College accommodates applicants with special needs. Information about special accommodation required in writing the exam is available on the website under the Examination web-page in the "I am an Applicant" section of the website. Changes made to processes or updates are captured in the Examination fact sheets and the guides that accompany the application packages.

This information is also available to anyone who calls, e-mails or visits the College in person. Applicants with Special Needs can contact the College's Customer Service and they will be provided with directions as to what is required to obtain suitable accommodations.

Exam sites must be AODA compatible.

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

On September 29, 2010 the College launched its updated website to address different audiences, including applicants. The website was designed in compliance with the Accessibility to Ontarians with Disabilities Act, 2005 and World Wide Web Consortium standards. The website was designed so that applicants may find information easily. All fee information relating to all registration processes is now available at one central place on the Website. The website is now completely bilingual - English and French.



## Amount of Fees (2 / 13)

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

Internationally educated nurse applicants are required to have their program evaluated to ensure it is equivalent to a current Ontario program for either Registered Nurses or Registered Practical Nurses. Applicants from prior approved Ontario programs do not pay the additional fee for the equivalence determination. Likewise, applicants applying from other provinces in Canada often do not require an assessment of their program or examination due to legislation arising from the Regulated Health Professions Act that facilitates labour mobility.

The difference in the fees charged is to compensate for the additional costs incurred by the College in assessing international applications which includes assessment of an individual's specific program, evidence of safe practice and other registration requirements.

Ontario education programs are approved by bodies accepted by Council prior to students being enrolled, as a result graduates are only from an approved program and do not require individual assessment of their program. This is the same for practice and fluency as each requirement is met through their Ontario program.

The fee also includes the cost of services incurred by the College from third party providers used for credential level determination and most translation services.

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

During the calendar year the college revised the fees paid by applicants for assessment. The College uses a principle of cost-recovery in identifying the appropriate fees. The Council of the College also has given a directive to staff that membership fees are not to be used for subsidizing applicant fees. Also fees previously included the HST. The College took this opportunity to exclude taxes from the base fees. Using these guidelines the College revised the fees for internationally educated applicants, applicants from other provinces and in-province applicants.

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

a) What are your timelines for making registration decisions?

It takes 15 business days for an applicant to be registered provided that all the documents have been received by the College and the applicant has met all non-exemptible and exemptible requirements.

With the introduction of a new application process, within 15 weeks of submitting their application, paying the

required registration fee and receipt of the applicant's program information, the applicant will receive information about the status of their application and any outstanding requirements that they must meet to be eligible for registration.

Applications that do not meet a requirement as laid out in the regulations are referred to the Registration Committee (RC). A notice of referral is sent to the applicant by mail at least 30 days before the RC meets to review the application. The applicant will receive the Registration Committee's decision and reasons 30 days from the date of the Registration Committee's decision.

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

Applicants receive a letter within three weeks of the College's receipt of the application forms and payment of the required registration fees.

The letter informs the Applicant that the College is in receipt of the Applicant's application and identifies any outstanding documentation that the College requires to process their application.

The College issues a letter to the Applicant informing them of the status of their registration within 15 weeks of receipt of the application, payment of the required registration fees and information about the applicant's initial nursing program.

A Registration Administrator responds to a letter or provides updates on request within 5 business days of the request, on an average.

Applicants who do not meet a registration requirements will receive a Notice of Referral indicating that their application is being referred to the Registration Committee.

Simultaneously, the applicant will also receive a letter informing them that they have an opportunity to provide written submissions for consideration by the Registration Committee for which they have thirty days to submit. This is in accordance with the Regulated Health Professions Act. Applicants who require additional time to gather and provide their written submissions are asked to contact the College to accommodate this request.

The Registration Committee's decision and reasons are released to the applicant within thirty days of the Registration Committee meeting.

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

Written reasons are only provided to applicants that don't meet the registration requirements.

The Order issued by the Registration Committee along with their decision and reasons is mailed to the Applicant within 30 days of the Registration Committee meeting where the review of the Applicant's file occurred. The information sent to an applicant includes all information required to file an appeal. The applicant must file their appeal with a third party.

The Applicant also receives a letter of direction from the Executive Director of the College indicating what steps they will need to complete to meet any outstanding registration requirements.

Applicants for whom decisions made by the Registration Committee identify a requirement is met are sent out immediately, so that the applicant can move on with the Registration Process.

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

All submitted applications are stamped with the date of receipt and logged in the College's internal database.

The date the Applicant pays the required registration fees is also logged in the College's internal database. The file is then organized by date of receipt of the application and payment of the application fee.

College staff organize the Applications by date of receipt of the Applicant's application and payment of the required registration fees. Each activity that occurs with an applicant's file is tracked chronologically on the data base - physical file creation date; application referral to the Registration Committee date; communications to applicant dates, etc.

Reports on applications and their receipt date are run against the data base to ensure the timelines that are benchmarked are achieved. College designed spreadsheets also record the date of file creation to ensure files are assigned within twelve weeks of receipt of the file. Management reviews the timelines to address process issues.

Files are sent to the Registration Committee unless there is a request for an extension. All information is captured on the internal database and any information that is received from the Applicant is physically date stamped.

Following each Registration Committee, the College mails the Registration Committee's decision within 30 days from the date that their file was reviewed by the Committee.

Staff receive a report of the Registration Committee's decision and reasons in advance of the Registration Committee informing the Applicant. This information is recorded. When the Committee's decision and reasons are mailed, a record is kept in the College's internal database.

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

Changes made to the form of the application package did result in mailing out decisions for examination eligibility earlier. It was only when the program was not equivalent during the preliminary review that the file waited for the arrival of other supporting information.

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## Access to Records (4 / 13)

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

The regulations provide that the Registrar will provide a copy of the entire file to an Applicant upon request. Sec 16. (1) of the Health Professions Procedural Code reads: "The Registrar shall give an applicant for registration, at his or her request, all the information and a copy of each document the College has that is relevant to the application."

Applicants are informed of the relevant fees when they make a request by phone, email or in person.

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

Access to an applicant's record could be limited or refused if a determination is made that such release could jeopardize the safety of any person. The College has during the year not restricted or refused to release records.

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

Applicants are informed of the relevant fees when they make the request to the College by phone, email or come to the College and speak with a representative. This includes any fees required for a copy of transcripts.

- The website and printed information contain all fixed fees; variable fees such as copying are identified on request for the service.

d) List the fees for making records available.

The fee for transcripts is \$20.00 plus HST.

- Applicants who request the documents be faxed are informed there is an additional cost of \$5.00 plus HST.

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

The fee is very rarely waived as the costs are low and it represents the time and effort required to extract the information and mail it to the individual. Any waiver of fees would be based on the applicant's unique circumstances. Applicants who fail to receive their copy of their records mailed out are not charged another fee for the second mailing. For any service request cancelled by the applicant, the fees are refunded.

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

No changes were made to this registration practice.

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## 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 following resources are available:

### **Guides:**

Examination and Initial Registration Handbook for graduates of an Ontario nursing program

Registering as a Nurse in Ontario

Registration in the Extended Class for Nurses in Ontario

Temporary Registration Instruction Guide

### **Fact Sheets:**

Canadian Police Information Centre Criminal Record Check

Baccalaureate Education for RNs in Ontario

Education for Registered Practical Nurses in Ontario

Nurse Practitioners

What is CNO?

Preparing to write the Registered Nurse and Registered Practical Nurse examinations  
E-interactive fact sheets

Registration Nurse Practitioner

Registration in the Extended Class for Nurses in Ontario

Practicing Nursing

Blue prints of the examination CRPNE is available on the website of ASI . [www.asitest.ca/PN/CPNRE%20Blueprint%202001.pdf](http://www.asitest.ca/PN/CPNRE%20Blueprint%202001.pdf)

The Blue print of the CRNE exam is available for purchase from CNA the national examining body. This information is identified in the College's Examination Guide.

Preparation exams and guides are also available from the Canadian Nurses Association for Registered Nurses and Assessment Strategies Inc for the Registered Practical Nurses examination. This information is identified in the College's Examination Guide.

A detailed list of the Competencies that are required for both Registered Nurses and Registered Practical Nurses are listed on our website under the "Become a Nurse in Ontario" tab.

A flyer accompanies the letter to Applicants who are made examination eligible containing information re: the CARE examination preparation program.

The international application package includes a flyer from Health Force Ontario and their services.

The College's website includes contact information for schools that offer Nursing Programs in Ontario along with a contact and e-mail link.

The Colleges website contains links to the organizations identified above.

Representatives from the College participate in Community Outreach sessions and both distribute and explain information relating to Registration in Ontario.

Applicants can have sit down session with a College representative and obtain guidance on filling out forms, courses to attend, etc.

The national examination offices of CNA and ASI issue brochures regarding examination formats, duration, scoring, etc. They also have online prep guides are published for the the national examination for both categories. There are also "Readiness Tests" based on former examination questions that candidates can use in preparation for the writing of the examination.

The Health Force Ontario Access centres provide applicants with information on routes to practice, counseling and support and even referrals to other third parties.

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

Information is available on our website.

We also have links within the province through the Ministry of Citizenship and Immigration website which links to our website for the interactive fact sheets and other information.

Applicants who call, fax, email or visit the College in person may speak with a Customer Service Representative.

The application guide identifies some of the contacts and for others refers applicants to the College's website for contacts.

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

The College has updated its website to improve ease of use.

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**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.

When the College is in receipt of all the required documents and the Applicant is found by the Executive Director not to be registration eligible, the College provides the Applicant with a Notice of Intention to refer their application to the next available Registration Committee. At that time, the College will also notify the Applicant that they have thirty days to submit any additional documents they want reviewed by the Committee, in accordance with Section 15.3 of the Regulated Health Professions Act ("RHPA")

Once the Applicant's written submissions are received by the College, their file is then reviewed by the Registration Committee. If the Applicant fails to provide any written submissions for review by the Registration Committee and does not attempt to communicate with the College, their file is referred to the Registration Committee within 6 months of the College sending out the Notice of Intention to refer the application to the Committee. An applicant is provided an opportunity to seek extensions in time to make written submissions.

The Registration Committee meets 9/10 times in an year and a panel of the Registration Committee meets on a monthly basis in between regular Committee meetings to consider and review matters.

An order signed by the Chair of the Registration Committee is mailed out within 30 days of the committee meeting date.

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

When the Executive Director (Registrar) refers an applicant to the Registration Committee for a determination, a notice is provided in writing to the applicant. A decision is issued within 30 days of presentation to the Registration Committee.

As applications are presented only after due notification, applications are not delayed and therefore timelines are not exceeded for an internal review or appeal

The opportunity is provided to the Applicant to provide any additional submissions and if an Applicant wants additional time to obtain the information, an extension is granted.

If an Applicant consents to a reduced notice period and would prefer the existing file contents to be presented as complete, the College obtains a written waiver of the 30-day notice.

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

There were 223 internationally educated applicants referred for internal reviews of which, majority were mailed out within 30 days and 84 cases were sent out between 30-30 days. These were cases where the decision letters were delayed beyond our internal timelines as we had expanded our reasoning and had to obtain legal advice in finalizing the format.

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

In sub section a) you have the details re the opportunities provided to an applicant.

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.

Applicants are notified, in writing, that they may make written submissions to the Registration Committee within thirty days after receiving the Notice of Intention to refer their application to the Registration Committee.

The Applicant is also provided with a staff contact in the letter if they have any questions or require any further clarification.

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 Registration Committee (RC) is a statutory committee of the College and is comprised of elected members of the nursing profession, including Registered Nurses and Registered Practical Nurses. There are also public members that are appointed to the Registration Committee. The Executive Director (ED) is not a member of the Registration Committee. The ED only refers the applicant to the RC and does not participate in the deliberations of the Registration Committee.

An appeal to the Health Professions Appeal and Review Board is an independent external process. Therefore, none of the people involved are involved in both decision-making processes.

e) Describe your internal review or appeal process.

An internal review occurs when the Executive Director:

- (a) has doubts, on reasonable grounds, about whether the Applicant fulfils the registration requirements;
- (b) is of the opinion that terms, conditions or limitations should be imposed on a certificate of registration of the Applicant and the applicant does not consent to the imposition; or
- (c) proposes to refuse the application.

As previously stated, the Applicant receives notification the application is being referred by the Executive Director to the Registration Committee and is provided an opportunity to provide any additional written submission that the Applicant would like the Registration Committee to consider.

A registration administrator who is the contact for the applicant during the process prepares a referral profile that includes the written submissions. This referral document is presented to the registration committee and the file with the written submission.

The Registration Committee meets, considers the application and can order one or a combination of the following:

1. Direct the Registrar (Executive Director) to issue a certificate of registration.
2. Direct the Registrar to issue a certificate of registration if the Applicant successfully completes examinations set or approved by the panel.
3. Direct the Registrar to issue a certificate of registration if the Applicant successfully completes additional training specified by the panel.
4. Direct the Registrar to impose specified terms, conditions and limitations on a certificate of registration of the Applicant and specifying a limitation on the applicant's right to apply under subsection 19 (1).
5. Direct the Registrar to refuse to issue a certificate of registration.



An order signed by the Chair of the Registration Committee is mailed out within 30 days of the committee meeting date. A notice of an order is required to be issued and that notice clearly lays out the appeal rights of an Applicant against a decision of the Registration Committee.

The Executive Director (Registrar) of the College sends out a covering letter with the order of the Registration Committee, that provides some direction to the Applicant.

The Registration Committee also has powers to vary terms, limits and conditions on an application being presented before it.

The Appeal Process:

An applicant who has been provided a decision by the Registration Committee can request that the Board (Health Professions Appeals and Review Board) hold a review or a hearing. The Applicant should make this request within thirty days of receiving notice from the Registration Committee. (<http://www.hparb.on.ca/>)

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 Registration Committee is comprised of nine members. Three of the Committee members are public members, two members are Registration Practical Nurses and three are Registered Nurses. One of the current members is an internationally educated nurse.

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

There has been no change to the internal review process.

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## 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.

Applicants who receive a Notice of Order under section 20(1) of the Health Professions Procedural Code are provided with information on their right to appeal the Registration Committee's decision at the Health Professions Appeal and Review Board. The correspondence that the Applicant receives states that, in accordance with the Regulated Health Professions Act, they have the right to require the Health Professions Appeal and Review Board ("Board") to hold a review of their application and the documentary evidence in support of it, or a hearing of their application.

They are also informed that, if they would like to have their matter reviewed by the Board, they are required to

provide written notice to the Board and the Registration Committee within thirty days after they received notice of the Registration Committee's decision and their reasons.

They are also provided with copies of the relevant sections of the Regulated Health Professions Act and Ontario Regulation 275/94 made under the Nursing Act. The Applicant is also provided with a College contact who they are encouraged to call if they have any further questions or inquiries about their file or the decision.

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

No changes were made to the appeal rights of individual applicants.

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## 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.

To satisfy entry-to-practice requirements, the following qualifications in the areas of program, practice, examination and good conduct are listed. These requirements are from the Nursing Act from Section 5 to 11.1. Listed below are the requirements for General Class and Extended Class.

### Program requirements:

In the case of RNs for the General Class the applicant:

- i. must have received a baccalaureate degree in nursing granted by a university in Ontario whose program was, at the time the applicant graduated, approved by a body or bodies designated by the Council or by the Council itself,
- ii. must have received a baccalaureate degree in nursing granted by a university in another province or territory in Canada that, at the time the applicant graduated, was, in the opinion of the Registration Committee, equivalent to the degree described in subparagraph i,
- iii. must have graduated prior to January 1, 2005 from a nursing program in another province or territory in Canada that was, at the time the applicant graduated, accepted by the regulatory body for nursing in that province or territory and been registered with that regulatory body or another regulatory body for nursing in a province or territory in Canada in an equivalent class prior to January 1, 2005,
- iv. must have graduated from a nursing program outside Canada that the Registration Committee determines was, at the time the applicant graduated, equivalent to a nursing program in Ontario that is currently approved in accordance with subparagraph i, or
- v. must have graduated from a nursing program other than one referred to in subparagraph i, ii, iii or iv and must also satisfy the Registration Committee that he or she has obtained additional nursing education or experience that, together with the education provided by the nursing program from which he or she graduated, is equivalent to the education provided by a nursing program in Ontario that is currently approved in accordance with subparagraph i.

RPNs applicants to the general class :

- i. must have received a diploma in practical nursing granted by a College of Applied Arts and Technology in Ontario whose program was, at the time the applicant graduated, approved by a body or bodies designated by the Council or by the Council itself,
- ii. must have received a diploma in practical nursing granted in another province or territory in Canada that, at the time the applicant graduated, was, in the opinion of the Registration Committee, equivalent to the diploma described in subparagraph i,
- iii. must have graduated prior to January 1, 2005 from a practical nursing program in another province or territory in Canada that was, at the time the applicant graduated, accepted by the regulatory body for practical nursing in that province or territory and been registered with that regulatory body or another regulatory body for practical nursing in a province or territory in Canada in an equivalent class prior to January 1, 2005,
- iv. must have graduated from a practical nursing program outside Canada that the Registration Committee determines was, at the time the applicant graduated, equivalent to a practical nursing program in Ontario that is currently approved in accordance with subparagraph i,
- v. must have graduated from a practical nursing program other than one referred to in subparagraph i, ii, iii or iv and must also satisfy the Registration Committee that he or she has obtained additional practical nursing education or experience that, together with the education provided by the practical nursing program from which he or she graduated, is equivalent to the education provided by a practical nursing program in Ontario that is currently approved in accordance with subparagraph i, or
- vi. must have graduated from one of the nursing programs referred to in paragraph 1 of subsection (1) or paragraph 1 of subsection (1.1) and must also satisfy the Registration Committee that he or she has obtained additional practical nursing education or experience that, together with the education provided by the nursing program from which he or she graduated, is equivalent to the preparation provided by a practical nursing program in Ontario that is currently approved in accordance with subparagraph i.

Requirement for the Extended Class are:-

The applicant,

- i. must have graduated from an Ontario university program for preparing registered nurses for a specialty in the extended class which program was, at the time the applicant graduated, approved by Council,
- ii. must have graduated from a university program in another province or territory in Canada or one of the United States of America for preparing registered nurses for a specialty in the extended class which program was, at the time the applicant graduated, approved by Council,
- iii. must have graduated from a university nursing program that the Registration Committee is satisfied was, at the time the applicant graduated, equivalent to a current Ontario university program referred to in subparagraph i, or
- iv. subject to subsection (4), must have graduated from a nursing program other than one referred to in subparagraphs i, ii or iii and satisfied the Registration Committee that he or she has obtained additional nursing education, training or experience that, together with the education provided by the nursing program from which he or she graduated, is equivalent to the education currently provided to a graduate of an Ontario university program referred to in subparagraph i.

Apart from the program requirement the applicants have also must meet the following requirements:-

1. Complete successfully an examination for the specific class/speciality
2. Must be reasonably fluent in English and French - Policies have been established to determine if the applicant meets this requirement. The applicant has always the opportunity to be reviewed by the Registration Committee.
3. Authorized to work in Canada
4. Applicants's present and past conduct must provide reasonable assurance that they can practice the profession safely and with integrity.
5. Applicant should not suffer from a mental or physical disorder that could prevent them from practising safely.

Applicants are evaluated based on the entry to practice competencies (particular to each category of nurse - RN or RPN) which are listed on the website.

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

If the Applicant's educational program has not previously been assessed by the College and it was completed outside Canada, the College reviews the Applicant's transcripts and course descriptions to determine whether they meet the program requirement. The College carries out a paper-based competency assessment to make this determination.

If the assessment finds that the education requirement is met, the Applicant is eligible to apply for the exam. Failure to meet the educational requirement based on the education program alone means the Applicant is requested to provide any additional education and/or work experience information to the College.

Alternatively, if the Applicant has no other education or experience, the file is referred to the Registration Committee for a decision.

If an Applicant has additional education and/or work experience, the applicant's file is reviewed and a competency assessment is performed to determine if they meet the program requirement.

The file and the assessment are sent to the Registration Committee for a decision. The decision is to either:

- register the Applicant, or
- register the Applicant with terms, limitations or conditions imposed on the certificate, or
- refuse the Applicant, or
- refer the application back to staff for further information.

All applications referred to the Registration Committee are reviewed for program equivalency in two manners:

1. to see if the Applicant's basic program meets the education requirement, and if it does not,
2. then to see if their nursing experience and additional education along with the basic nursing program are equivalent to the education requirement.

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

At the time of successfully completing all other requirements for registration as a registered nurse in the general class or at the time of application whichever is later, the applicant will have to meet the safe practice requirement.

For Applicant's work experience to be accepted, the College requires verification of registration directly from the jurisdiction (province, territory or country) where Applicant worked as a nurse, or are eligible to be registered, licensed or certified.

The College requires verification of registration from any other jurisdictions where applicant has worked, or still are, registered, licensed or certified as nurses.

Graduation from an approved Registered Nurse or Registered Practical Nurse program within the last five years, is considered as evidence of recent safe practice.

If the Applicant has worked as a nurse outside Ontario, the College requires evidence of recent safe nursing practice, such as a reference from the most recent employer verifying that the Applicant worked a minimum of 1,125 hours in nursing within the previous five years.

Applicants are required to request their employer(s) to complete the Verification of Employment and Reference (B-4) form that is included in the application package. This form must be received directly by the College from the employer.

The 1,125 hours of nursing practice does not have to be Canadian experience. In addition, this requirement is flexible, and applicants with less than 1,125 hours of nursing experience will be assessed individually by the Registration Committee.

If the College receives verification that an Applicant does not meet the recent safe practice requirement, the file is referred to the Registration Committee for a decision. Guidelines have been provided by the Registration Committee to staff to direct an Applicant who does not meet safe practice requirements, e.g. if an Applicant has been out of practice for over 5 years, the guidelines provided for certain courses both theory and clinical practice to be completed. Completion of such directed study would be considered as having met the practice requirement. If the Applicant does not wish to complete the study the option is available to the Applicant to have the file reviewed by the Registration Committee.

If the Applicant's demonstrated five years of safe nursing practice ends before he or she passes the registration examination, the Applicant may still attempt the exam but is required to complete additional education before becoming eligible to register.

An Applicant who has not worked in nursing in the past five years and completed a nursing program more than five years ago is required to complete additional education. The length of the study required is based on the number of years since the applicant last practised nursing.

The requirements for registration in the Extended Class is that the Applicant will have to show evidence of a minimum of two years of safe experience, of which one year has to be in advanced practice.

The amendments to the RHPA to incorporate the Labour Mobility provision removed the specific requirement of hours for Canadian applicants registered in other jurisdictions.

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.

The College ensures that documentation concerning the applicant's education and employment are received directly from the official source. For example, the College requests that, if possible, transcripts be provided directly from the official source to the College.

The College, upon receiving the documentation, ensures that the documents contain the appropriate seals and/or signatures based on a repository of documents on site.

College staff have received training and education on assessing the authenticity of documentation which assists in the identification of accurate and current documentation. Staff attend WES workshops and carry out research on education facilities using the internet, documentation obtained directly from the schools, Regulatory boards.

Information provided by the Applicant can trigger processes that require us to conduct research and consult other jurisdictions in ensuring assessments are 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.

The database used at the College contains in part a repository of education program information that has been collected over a number of the years. The database retains the results of prior competency assessments of educational programs.

Results of the assessments are stored in the database for use in assessing Applicants that have applied with

a program that has previously been assessed.

If a program is reviewed and approved, the information is captured and the next Applicant from the same program is assessed based on the previous assessment.

Documents of previous assessments are also available to staff for reference. Comparison often helps even in checking authenticity of documentation submitted by Applicants.

Programs are not always the same as individual courses could differ. The completion the program or graduation alone will not determine the outcome but the content of the program and level.

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

A program is required to be recognized in the jurisdiction if a regulatory body exists. If the program is not recognized in the that jurisdiction then the Applicant does not meet one of the requirements for registration. If the Applicant completed their program in a jurisdiction that does not have a regulatory body then this would require a referral to the Registration Committee for a decision.

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

All Applicants are provided with an opportunity to request special accommodations for an exam.

The documentation that the College requests once a special accommodation request has been received is dependent upon the request and may include, for example, a diagnosis from a specialist for those requesting special accommodations due to a medical condition or impairment, or a psycho-educational assessment for those who are requesting special accommodation arising from a learning disability.

The specialist's information will indicate a diagnosis and a recommendation regarding what special accommodations are necessary to assist the Applicant and how the accommodation might compensate for the disadvantage(s) that may be faced by the Applicant if they did not receive special accommodation.

As mentioned earlier the types of accommodation provided are:

- a) Separate Room
- b) Time and a Half extra time
- c) Double time extra time
- d) Reader
- e) Recorder
- f) Software assisted reader
- g) Calculator

All requests are handled on a case-by-case basis and the privacy of the individual applicant is protected at all times.

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 average length of time has not been calculated as there is a significant amount of time in obtaining documentation and for an applicant to meet a requirement (i.e. pass the exam) that is not within the control of

the College but rather in the control of the applicant and third parties (education facilities, employers, translators, and other registering bodies).

Currently on average it takes approximately 3 months to receive program information from third parties for international applicants following payment of application fees.

Within 3 months of receiving the applicant's program information and transcripts, the College will indicate whether the applicant has met the program requirement and is eligible to write the examination.

If the applicant does not meet the program requirement they are updated about the status of their application and asked to submit information about any additional education they may have completed and their work experience. Once the College receives this additional information a competency assessment will be performed to determine whether they meet the education requirement. If the applicant meets the program requirement they are told that they are eligible to write the registration examination and are informed about the examination dates and deadlines. If the applicant does not meet the requirement they are informed that their application is being referred to the Registration Committee and provided with 30 days to make submissions, unless they request additional time.

If an applicant's application is sent to the Registration Committee they can expect a Registration Committee decision letter to be sent to them within 30 days from the date that they make their final decision.

Within 15 business days of the College receiving confirmation that the applicant has met the registration requirements and the applicant has submitted all of the required documentation and pays the required fees they will be registered.

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

Yes, the time for an international applicant from initiation of the registration process may be different.

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.

International Applicants and Canadian applicants who are not registered in another province may take longer to register than Ontario applicants for the following reasons:

Non-Ontario Applicants require:

- 1) verification of their education program from the school which takes time to receive and validate documentation as it is up to the school to provide, while Ontario Applicants programs are approved prior to students being enrolled in them;
- 2) verification of their practice from current and past employer(s) takes time to receive and validate documentation as it is up to the employer to provide, while Ontario Applicants practice is usually contained in their approved program;
- 3) fluency in English or French may require passing a test, while Ontario Applicants meet this by graduating from an approved Ontario program;
- 4) International applicants exam pass rates are usually lower than Ontario applicants particularly do to communication issues; The number of opportunities and the timing of examinations also could delay the process.
- 5) general retrieval of documentation takes time to communicate, clarify, receive and validate; and
- 6) translation may be required of documents received from third parties.

7) if the program has not previously been assessed, a competency assessment will be performed to determine whether the entry to practice competencies can be found in the applicant's initial nursing program, and

8) if the applicant's initial nursing program has not been deemed equivalent to an Ontario program, the applicant's initial nursing program, additional education and/or work experience will be assessed to determine whether the entry to practice competencies can be identified.

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.

The College uses credential assessments to supplement competency assessments.

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

The College analyzes the applicant's transcripts and course descriptions to determine if the competency elements are present.

With the assistance of educators (University and College partners), the College has been able to summarize the competencies in programs offered in Ontario into elements.

The College employs Entry to Practice Assessors that will review the applicant's initial program, by considering their transcripts, course descriptions and any additional materials the applicant may provide, to determine whether the Entry to Practice competencies can be identified in their program.

The presence of these elements in the programs completed by Internationally Educated Nurse Applicants is used for meeting the competencies and for determining the equivalency to a current program in Ontario. If the program does not meet the requirement the applicant is allowed to demonstrate that the basic program and any additional nursing education and/or practice is equivalent to a current Ontario program for registration by completing a Baccalaureate Equivalency Table. Instructions are provided to assist the applicant.

iii. Explain how work experience is taken into account.

It is only when the program on its own is not equivalent to current Ontario education program that work experience is factored into meeting the program requirement.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The College analyzes the Applicant's transcripts and course descriptions to determine if the competency elements are present. This is carried out by Entry to Practice (ETP) assessors who analyze the transcripts, course descriptions and any additional materials that the applicant may provide, and compares that to the



National competencies and the indicators. The assessment will determine if the competencies are met, partially meet or not meet. If major competencies are not met or only partially met the applicant's practice and additional education if any is also assessed.

For Applicants whose program is not deemed equivalent to an approved Ontario baccalaureate in nursing for Registered Nurse Applicants or an approved diploma in nursing for Registered Practical Nurse applicants, their program is also reviewed to determine which competencies may be absent from their transcripts and other supporting documents. RN applicants who do not meet the program requirement are informed that they can apply as RPNs and whether their initial nursing program meets the RPN competencies.

The Registered Nurse Applicants who have completed additional education or work experience in nursing are asked to complete and submit an Baccalaureate Equivalency Table ("BET").

Applicants are asked to complete the table in order to provide evidence of the nursing competencies in their work experience and/or additional education.

The Entry to Practice Assessor will review the applicant's initial nursing program, additional education and work experience, along with the applicant's BET to determine whether they meet the Entry to Practice Competencies.

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

The Entry to Practice Department at the College remains up to date and acts as a resource in constructing and developing competencies in the nursing profession. They are also entrusted in communicating these competencies to the education groups in the province.

The College has formed strong relationships with nursing educators and institutions of higher education also involved in the development of nursing competencies and nursing programs. The educators ensure that the competencies identified by the College are included in the programs for both RN - BSN programs and the TPN - diploma programs.

The competencies that are engaged to determine program equivalence for both national and international Applicants are frequently reviewed by the College's Entry to Practice Department to ensure currency and validity.

When competencies change or are amended, the Entry to Practice Department reviews the evaluation process to ensure that they are taken into account.

Inter rater reliability is also achieved by comparison of rating conducted by ETP assessors. Regular dialogue between assessors, meetings of the assessor group contribute to exchange of views, concepts and contributes to the validity of the process.

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

As mentioned earlier the ETP assessors assess work related competencies. If a program is found not to be equivalent these assessors use job descriptions role profiles and BET, to analyze the job related functions to determine if the competencies missing in the program can be identified. If these competencies are present the assessor is able to deem the individual applicant as having met the program requirement.

The Applicant is offered an opportunity to submit any documents they believe may be helpful to the Registration Committee in assessing their applications.

The Registration Committee reviews all of these documents when completing an assessment of competency.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

The College does not have a formal prior learning assessment as offered through an educational institution. Currently the College has a paper based prior learning assessment done by a specialized work group.

Applicant is encouraged to submit additional documents they would like reviewed by the Registration Committee.

Some common examples of documents submitted by Applicants include job descriptions, employer references, course descriptions and a Baccalaureate Equivalency table. These items are first reviewed by the Entry to Practice assessors for RN, RPN and NP applicants. The assessor's opinion regarding competency equivalency is then provided to the Registration Committee.

The Registration Committee reviews all applicant documentation to decide whether the Applicant has evidence of the required competencies and then determines equivalency.

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

The Entry to Practice Department at the College remains up to date and acts as a resource in constructing and developing competencies in the nursing profession. They are also entrusted in communicating these competencies to the education groups in the province.

The College has formed strong relationships with nursing educators and institutions of higher education also involved in the development of nursing competencies and nursing programs. The educators ensure that the competencies identified by the College are included in the programs for both RN - BSN programs and the TPN - diploma programs.

The competencies that are engaged to determine program equivalence for both national and international Applicants are frequently reviewed by the College's Entry to Practice Department to ensure currency and validity.

When competencies change or are amended, the Entry to Practice Department reviews the evaluation process to ensure that they are taken into account.

Inter rater reliability is also achieved by comparison of rating conducted by ETP assessors. Regular dialogue between assessors, meetings of the assessor group contribute to exchange of views, concepts and contributes to the validity of the process.

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

As explained in (i) above all documentation including work experience is evaluated by the College staff and the Registration Committee. The Applicant is also provided an opportunity to explain in his/her own terms as to how she meets the entry level competencies and can draw from her education (nursing and non-nursing) and her work experience. The Applicant's job descriptions and employer references are reviewed by both the Entry to Practice Assessors and the Registration Committee for evidence of the competencies required for either Registered Nurses, Registered Practical Nurses and Nurse Practitioners.

The Applicant's application is also reviewed by the Registration Committee for evidence of the competencies.

l) If your organization administers examinations:

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

The exams are in multiple choice format.

Pass marks are set using the modified Angoff method.

Two (2) rewrites are permitted (according to regulation).

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

The exams are national examinations provided by a third party vendor (Canadian Nurses Association for RNs and Assessment Services Inc. for RPNs). Nurse Practitioner (NP) exams are based on specialties. CNA provides the Family all ages examination and ANCC has examinations for Adult and Paediatric specialities. The College's Council has also approved other examinations as equivalent for the NP class.

All Canadian jurisdictions (except Quebec) participate in the blueprint development, item writing, and exam review.

Validation and reliability testing is done by Psychometricians at the third party vendor.

Exams are not administered if found not valid or reliable.

An Examination Administration Committee (composed of representatives from the participating jurisdictions) reviews the item bank and sets exams pass scores using the modified Angoff method. Jurisdictional reviews also occur to ensure that jurisdictional issues are addressed.

After each examination feedback is provided to schools as to the performance of their candidates, the information provided is limited by privacy and confidentiality legislation.

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

Questions are retired based upon changes to the blueprint, which is reviewed every five years.

Questions are retired based on frequency of use and validity testing. In retiring the questions the examination committee takes into consideration the usage of the questions and its value.

Experimental questions are tested through every sitting and the examination committee reviews the performance by candidates before adding them to the official item bank.

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

The College has implemented a new application process that has expedited the processing of applications. Upon requesting an application, applicants are asked to provide information about their initial nursing program. If the applicant's program has previously been assessed and deemed equivalent to an Ontario program than the applicant is notified that they are eligible to write the examination. If not, their program is assessed by an Entry to Practice Assessor. If the applicant does not meet the program requirement they are notified and asked to submit additional information regarding their additional education and/or work experience and BET. The applicant is informed within 3 months of submitting their application whether they meet the program requirement. This new process asks that the applicant provide only personalized information regarding their education and work history.

Additional ETP Assessors have been employed so that program assessments may be completed in a expeditious fashion. Likewise, the Registration Committee has identified that those applicants who meet the program requirement no longer require a referral to the Registration Committee. As such, Applicants who meet the program requirement are no longer referred to the Registration Committee. This reduces the timeframe by which the applicant can be informed that they are eligible to write the examination.

A consultant was also retained to review the application process. The Consultant identified an opportunity to review applications from one jurisdiction in a unified manner so that they common themes and patterns in programs from a similar jurisdiction can be considered and a determination about program equivalence can be finalized. The consultant also identified an opportunity to focus the BET so that applicant's will only provide additional information about the competencies that are not met by their program, additional education and work experience. This new BET will be disseminated to applicants very shortly.

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### **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.

Language Testers: TOEFL, TOEIC, IELTS, CELBAN, MELAB

Canadian Nurses Association (CNA) - Registered Nurse Examination and NP Family All ages examination

Assessment Strategies Incorporated (ASI) - Registered Practical Nurse Examination

ANCC for Nurse Practitioner Specialties - Adult and Paediatrics.

World Education Services (WES) - Evaluation of credentials re: Baccalaureate equivalency.

Omnicom and Kwak are used for translation services - Official licenced translators, their work does not directly impact the 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

Information is available in the Application Guides and the Website of the College, additionally on the website of the different bodies such as WES, TOEFL org, IELTS org. CNA and ASI.

The List of language testers are available and the score required to meet the requirement are on the website and in guides that accompany an application package.

The Applicant is provided with minimum pass scores for the different tests. Most of these tests are internationally available and Applicants can write these tests in the country of origin.

WES: Applicants who require there documents to be evaluated are informed if the results if it was determined that the program they completed is not equivalent to a Bacculaureate degree. If it was determined as equivalent the Applicant's program is further assessed to met the competencies in an Ontario program. This role of WES is as advisory input the College considers in evaluating a credential. The College has a contractual arrangement with WES for this service.

Examination information is available on our website, facts sheets and links to CNA and ASI websites are also provided. The College participates in the development of all aspects of the exam.

College periodically reviews Website of the third party organizations to ensure that information provided is sufficient. CNA and ASI the examination third party provided meets regularly with the College and they provide updates on what changes have been incorporated on their website. College is even asked to review information on their Beta site.

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

This would apply in the case of WES. WES evaluates programs from around the world and is a reputed, credential evaluator, accredited to the national evaluating group. WES has a very comprehensive database of education systems and constantly updates this information. In fact they provide training sessions across the country explaining the changes taking place around the world regarding education systems, frauds etc.

Our regular interactions with CNA and ASI ensures that these organization stay current with the Colleges needs

The languages testing agencies are contacted by the College when changes are made to the scores or testing mechanisms changed. Recently the College lead a national work group to benchmark the language scores for the different tests. This exercise provided us an opportunity to work with all these organizations rather closely.

iii. provides timely decisions, responses and reasons to applicants

Exam results are provided to the College based on a preset calendar.

Exam results are distributed to Applicants by the College.

Language testing is between the Applicant and the testing facility. Results are sent by the Applicant to the College.

Evaluation by WES is carried out on behalf of the College and staff monitor the turnaround times. Follow up is carried out when additional information is required.

#### iv. provides training to individuals assessing qualifications

Language testing organizations are international (except for CELBAN) and not within our purview. There are managed by professional bodies that ensure that the test remain valid and reliable.

Examination -Training of question writers occurs at each session by ASI and CNA.

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

WES: Only evaluates credential the level for the College based on documents provided by the College. WES does not deal with the applicant directly.

CNA/ASI: Examinations are administered by the College, ID cards, results, performance profile are all mailed out by the college. CNA/ASI do not interact with applicants directly.

Language testing agencies: The applicants make arrangements to take the language examinations. The results are mailed out by these institutions to the College under instruction from the applicants. Applicants are responsible for the interactions with these agencies.

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

The College administers the examination and handles all special needs accommodation requests individually.

In the case of language tests the applicant has to deal directly with the third parties in accommodating their requests. The college is not directly involved in making arrangements. If issues are brought up the College would assist as the language is still a non-exemptible requirement.

#### 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.

The College uses WES to evaluate the level of a credential. WES is a professional organization and carries its own due diligence in reviewing the program transcripts, institution (country specific), year of the program, faculty, facilities etc.

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

See above.

iii. Explain how work experience is taken into account.

Currently we do not have a third party evaluating the work experience. We have an internal process - Staff, Baccalaureate equivalency work group and finally the Registration Committee that review work experience.

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

i. Describe the methodology used to evaluate competency.

We do not use a third party for evaluating work experience in assessing competencies..

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

We do not use a third party for evaluating work experience in assessing competencies.

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

We do not use a third party for evaluating work experience in assessing competencies.

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

i. Describe the methodology used to evaluate prior learning.

We do not use a third party for carrying our prior learning assessment.

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

We do not use a third party for carrying our prior learning assessment.

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

We do not use a third party for carrying our prior learning assessment.

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

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

Please see Section 8 L(i); the College administers the exam but does not create or score the exam.

The exams are multiple choice.

The modified Angoff method is used to score.

Base on the College's regulation Applicants are allowed two (2) rewrites.

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

Please see Section 8 L(ii).

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

Please see Section 8 L(iii).

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

National language benchmarks have been developed. The College took the lead on establishing national language benchmarks to determine if an applicant was reasonably fluent in either English or French. The regulation changes now before the government incorporate the new standards agreed upon by most of the Regulatory Bodies across the country.

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## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

New staff are oriented to the processes of evaluating credentials and authenticating documents.



New staff are trained on the applicable Registration regulations.

Information that is unique to an application is provided to all assessment staff through weekly meetings.

Professional development occurs through the attendance at courses offered by WES and webinars held by other evaluating organizations.

Registration Committee decisions are reviewed at debriefing meetings held following each Registration Committee meeting.

Changes to competencies are provided to the assessment group by the Entry to Practice Department.

Starting in 2010 - College staff have to participate in a mandatory self administered Cultural Knowledge Test. This test is administered online and participation is monitored by the College Human Resource Team at the College.

## ii. individuals who make registration decisions

The Executive Director is hired with the requisite knowledge concerning regulation and is committed to ongoing professional development and has access to legal counsel when needed. No file is refused without referral to the Registration Committee.

## iii. individuals who make internal review or appeal decisions

The Registration Committee members are provided a thorough orientation to their mandate which includes familiarization with all relevant legislation, regulations, policies, and procedures by legal counsel and staff each year.

Ongoing briefing notes are provided to the Registration Committee in order to keep the members updated with new developments in testing and evaluations that support possible changes to guidelines for staff and procedures. E.g. the addition of ANCC examinations for the specialities, Ontario Labour Mobility Act etc.

Health Professions Appeal and Review Board is independent of the College and is supported from a training perspective by the Ontario Ministry of Health.

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

Starting in 2010 - College staff have been required to participate in a mandatory self administered Cultural Knowledge Test. This test is administered online and participation is monitored by the College Human Resource Team at the College.

## 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.

With the enactment of Bill 175 and incorporation of the inter provincial labour mobility provisions in Schedule 2 of the RHPA (Code) December 15, 2009, we now have complete recognition of qualifications, and no examination requirements to be met by currently registered applicants from other provinces. In the case of Quebec LPNs we have a legitimate objective regarding some program elements that are required to be met before registration in Ontario.

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

Facilitates mobility of Applicants from other Canadian jurisdictions. Applicants who fall under the MRA agreement are not required to provide confirmation of program information.

The verification received from a Canadian jurisdiction confirming that the applicant is currently registered, now requires us to check for good standing and safe practice.

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

The changes to the RHPA to facilitate labour mobility were enacted in December of 2009 and hence no changes during the year 2010.

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## 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)

n.a.

### 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
Total staff employed by the regulatory body	194.5
Staff involved in appeals process	1.5
Staff involved in registration process	24

### 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
Philippines	1635
India	954
Nigeria	178
Jamaica	136

China	96
U.K.	71
Israel	50
Korea, Republic Of	34
Nepal	33
Iran	29

<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>	134697	4378	1451	14429	627	<b>155582</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:

### 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).

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
<b>New applications received</b>	8657	514	235	3878		<b>13284</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	8084	937	480	9335		<b>18836</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	367	317	153	2166		<b>3003</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	282	234	25	157		<b>698</b>
<b>Applicants who became FULLY registered members</b>	5349	407	86	772	3	<b>6617</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>						<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	2295	27	32	21		<b>2375</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:

The 2009 report for applicants who were Inactive is higher than in 2010. Inactive was defined as those Applicants that did not contact the College during the year. In 2010 the College went through an Applicant clean up process which established a form of 'final' determination to a large number of old applications. For equivalency purposes the following are the 2010 determinants of those old applications for which there has been no contact in the year of this report and not included in the 'Inactive' line:

Withdrawn 2,447

Dormant 4,925

Refused 3,995

	Class of licence	Description
a)	General Class	<p>The General Class is the most common class of registration, and it is held for the majority of a member's career in nursing. An annual membership fee is required to maintain a valid Certificate of Registration.</p>
b)	Temporary Class	<p>The Temporary Class is for individuals who have met all requirements for the General Class as a Registered Nurse (RN) or Registered Practical Nurse (RPN) except the successful completion of the national registration exam. Temporary registration is granted for a limited time period (no longer than six months) and restricts practice to a specific employment setting. Temporary Class members are eligible to join the General Class when they successfully complete the exam and meet all other requirements for registration.</p>

c)	Transitional Class	<p>The Transitional Class allows members of other Canadian nursing regulatory bodies who graduated after January 1, 2005, and who do not meet current education requirements in Ontario to be registered for a limited period of time while pursuing further nursing studies to meet the education requirement for entry to practice. Registered Nurses in this class have four years to meet the entry-to-practice requirement, and Registered Practical Nurses have two years.</p>
d)	Extended Class	<p>RNs who have obtained advanced education and passed the Extended Class examination can join this class. RN(EC)s, also known as Nurse Practitioners, have an expanded scope of practice in the areas of assessment, diagnoses, prescription of tests and treatments, and health promotion.</p>
e)	Retired Class	<p>The Retired Class is an option for Ontario nurses aged 65 or older who have permanently retired from nursing practice. This class allows members to use the title "Registered Nurse (Retired)" or "Registered Practical Nurse (Retired)" even though they are no longer in active practice.</p>
f)	Special Assignment	<p>The Special Assignment is a short-term, non-renewable registration for individuals (usually from outside Canada) who have an appointment or assignment as an RN or RPN with an approved facility and who do not plan to stay in Ontario for more than one year. Individuals in this class can only practice within the scope of their appointment and only under defined terms,</p>

conditions or limits. Nurses from other jurisdictions who are brought in on an interim basis to assist during an emergency can also be registered as part of the Special Assignment Class.

g)		
h)		
i)		
j)		

**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).

	<b>Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)</b>					
<b>from January 1<sup>st</sup> to December 31<sup>st</sup> of the reporting year</b>	<b>Ontario</b>	<b>Other Canadian Provinces</b>	<b>USA</b>	<b>Other International</b>	<b>Unknown</b>	<b>Total</b>
<b>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</b>	289	25	48	632		<b>994</b>
<b>Applicants who initiated</b>						



<b>an appeal of a registration decision</b>	34	1	0	29		<b>64</b>
<b>Appeals heard</b>	15			12		<b>27</b>
<b>Registration decisions changed following an appeal</b>	2					<b>2</b>

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 increase in the number of appeals to Health Professions and Appeals Review Board were primarily the result of Applicants seeking more opportunities to write the exam than is provided in the legislation. (requesting more than three opportunities).

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

Please refer to the additional comments in relation to data consistency.

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### 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: Paul Reinhart

Title: Director Corporate Services

Date: March 1, 2010

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