

# Fair Registration Practices Report

## Respiratory Therapists (2014)

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 and Compulsory Trades Act (FARPACKTA) s. 20 and 23 (1), for regulated professions named in Schedule 1 of FARPACKTA
- 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

Information regarding the registration process is published on the CRTO website. Links to relevant legislation, all registration policies, guides and forms are posted on the CRTO website. Application guides provide information on the registration processes, the amount of time an application process normally takes, the documents needed, and the applicable fees. The application forms include checklists listing the required documentation. Most of this information is available in English and French. The Applicants section of the CRTO website is divided into sections; this includes a section developed specifically for internationally educated individuals. The CRTO aims to provide clear descriptions of the registration application process. CRTO staff monitors and reviews the information for currency and accuracy on regular basis.

Applicants may obtain hard copies of all registration documents by contacting the CRTO or arranging a personal meeting. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding the registration process.

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new assessment process is outlined in the Internationally Educated Respiratory Therapists and Other Health Professionals – Application and Assessment Process Policy. A copy of the policy is posted on the CRTO website.

The new process includes an education program review, a structured interview and a clinical skills assessment. The new program review and interview tools were implemented in 2014. The clinical skills assessment stage is under development. The CRTO continues to update its website to advise current and future applicants of the ongoing review and changes in the assessment process. All internationally educated applicants have been contacted by email and/or mail with updates on the new assessment process. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly.

## b) requirements for registration

The CRTO's Registration Regulation sets a clear list of the requirements for registration in Ontario; these are (for detailed information see section 8.a):

- Education requirement (non-exemptible)
- Examination requirement (non-exemptible)
- Language proficiency
- Eligibility to work in Canada
- Currency requirement
- Good character

This information is available on our website (application guides, fact sheets, policies and the Registration Regulation). It can also be obtained in print by contacting the CRTO or arranging a personal meeting. Application guides provide information regarding all of the registration requirements. The application forms include checklists listing the required documentation. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding any of the registration requirements.

In addition, on request CRTO staff visits Ontario Respiratory Therapy programs to present to graduating students regarding application process and registration requirements.

Staff monitors and reviews the information for currency and accuracy on regular basis.

Note re New Assessment Process for Internationally Educated Applicants: The CRTO continues to update its website to advise current and future applicants of the ongoing review and changes in the assessment process. All internationally educated applicants have been contacted by email and/or mail with updates on the new assessment process. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly.

## 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

Detailed information regarding how the registration requirements (see section 8.a) must be met or demonstrated is available on the CRTO website (registration application guides, registration fact sheets, policies etc.).

The CRTO website provides links to the approved programs and exam provider. Policies addressing the education, exam, language proficiency, currency and good character requirements are posted on the CRTO website. Staff monitors and reviews the information for currency and accuracy on regular basis.

CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding any of the registration requirements.

Note re New Assessment Process for Internationally Educated Applicants: The CRTO continues to update its website to advise current and future applicants of the ongoing review and changes in the assessment process. All internationally educated applicants have been contacted by email and/or mail with updates on the new assessment process. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly.

## 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

Not applicable – there is no 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 in Ontario except that related to a holder of a Graduate Certificate of Registration (see section f below).

#### e) requirements that may be satisfied through acceptable alternatives

Information regarding acceptable alternatives is available on the CRTO website (application guides, policies). This information can also be obtained in print by contacting the CRTO or arranging a personal meeting. Staff monitors and reviews the information for currency and accuracy on regular basis.

CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding any of the registration requirements.

The education and exam requirements are non-exemptible (except for applicants under AIT section 11). Language, Canadian citizenship/residency status, currency and good character requirements are exemptible. Applicants who do not meet these requirements are referred to the Registration Committee for review. The application guides identify the exemptible requirements for all streams of applicants.

The CRTO Application for Registration Document Requirements Policy lists the documents which may be required during the application process, submission requirements (e.g. original or photocopy). In addition the policy includes a provision for alternative documentation in exceptional circumstances where it may not be possible for the applicant to obtain the required documentation. The policy is posted on the CRTO website. A copy of the policy can also be obtained in print by contacting the CRTO or arranging a personal meeting.

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

Information regarding the assessment process is available on the CRTO website (application guides, registration fact sheets, policies etc.). This information can also be obtained in print by contacting the CRTO or arranging a personal meeting. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding the assessment process.

Staff monitors and reviews the information for currency and accuracy on regular basis.

Note re New Assessment Process for Internationally Educated Applicants: The CRTO continues to update its website to advise current and future applicants of the ongoing review and changes in the assessment process. All internationally educated applicants have been contacted by email and/or mail with updates on the new assessment process. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly.

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

The application guides include information on the documentation that must accompany each application. These guides are posted on the CRTO website. The application forms include checklists listing the required documentation. The Application for Registration Document Requirements Policy lists the documents which may be required during the registration process, submission requirements (e.g. original or photocopy). The

policy has a provision for alternative documentation in exceptional circumstances where it may not be possible for the applicant to obtain the required documentation. The policy is posted on the CRTO website. Information regarding the required documentation can also be obtained in print by contacting the College or arranging a personal meeting. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding any of the documentation requirements.

- **Evidence of successful completion of education program:**

Graduates of approved Canadian programs must ensure that their official, final transcript of academic record has been submitted to the College. For recent graduates, a letter from the program director / coordinator is acceptable; however, the official, final transcript must be received within eight weeks of completing the program. The official, final transcript must be submitted directly from the academic institution.

Graduates of programs offered outside Canada must have their academic qualifications verified by World Education Services (WES). WES will attest to the authenticity of the documents reviewed and prepare a course-by-course evaluation report as required by the CRTO. All documents must be submitted to WES by the applicant in accordance with WES' "Required Documents" procedure. Following a review of the documents submitted WES will send an evaluation report to the College and the applicant. Evaluation reports prepared by other organizations (e.g. Comparative Education Service of the University of Toronto) will be reviewed on an individual basis and may be accepted as an alternative to WES evaluation.

In addition, graduates of programs offered outside of Canada are asked to complete a Program Review Worksheet and may be asked to provide additional documents regarding their education (e.g. course syllabus, curriculum).

- **Evidence of successful completion of the approved examination**

Where applicable, a photocopy of the CBRC exam results letter must be included with an application for a General Certificate of Registration.

- **Proof of Canadian citizenship, permanent residency status or a valid work permit.**

a. Approved documents:

- i. Birth certificate from a Canadian province or territory
- ii. Valid Canadian passport
- iii. Certificate of Canadian citizenship
- iv. Permanent Residency card
- v. Record of landing
- vi. Valid work permit (authorization to work as a Respiratory Therapist in Canada)

b. A copy of documentation in support of citizenship or immigration status must be submitted with an Application for Registration.

- **Proof of language proficiency**

Where the applicant's first language is not English or French and their relevant health care instruction was not in English or French, the applicant must demonstrate fluency in either language. The CRTO accepts a number of test scores as proof of language proficiency (Language Proficiency Policy). A copy of the applicant's score report must be submitted with the initial application form. The application guide (for applicants educated outside Canada) and the Language Proficiency Requirements Policy include web links to language testing agencies.

- **Registration verification**

Where applicable, confirmation of registration (Registration Verification Form) must be submitted directly to the CRTO from the regulatory / licensing body.

- **Evidence of practicing the profession**

Where applicable, confirmation of respiratory therapy employment (the Employment Verification Form) must be submitted directly to the CRTO from the employer.

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

The Application for Registration Document Requirements Policy lists the documents which may be required during the application process, submission requirements (e.g. original or photocopy). In addition the policy includes a provision for alternative documentation in exceptional circumstances where it may not be possible for the applicant to obtain the required documentation. The policy is posted on the CRTO website. A copy of the policy can also be obtained in print by contacting the CRTO or arranging a personal meeting. Staff monitors and reviews the information for currency and accuracy on regular basis.

i) how applicants can contact your organization

Applicants may contact the CRTO by mail, telephone, email or in person. This information is available on our website, via phone greetings, the application form and guides. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding the registration process. Staff contact information is available on the CRTO website. Staff monitors and reviews the information for currency and accuracy on regular basis.

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

CRTO staff communicate with the applicants by phone, email, mail or in person. The application guides outline the expected application timelines and process. The guides are posted on the CRTO website; copies of the guides can also be obtained in print by contacting the CRTO or by arranging a personal meeting. Staff monitors and reviews the information for currency and accuracy on regular basis.

CRTO staff communicates with applicants throughout the registration process; starting with a confirmation email when an application form is received. Post application, the CRTO will notify the applicant if any documents are missing or when the application is approved. Once registered, an email confirmation will be sent to the Member. This is followed up with a new member package, i.e. letter from the Registrar and certificate of registration. Throughout the application process staff are available to answer questions from the applicants. The nature and frequency of communication is applicant specific and depends on how often an individual contacts the CRTO while moving forward through the registration process.

Note re New Assessment Process for Internationally Educated Applicants: The CRTO continues to update its website to advise current and future applicants of the ongoing review and changes in the assessment process. All internationally educated applicants have been contacted by email and/or mail with updates on the new assessment process.

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

Applicants are responsible for having documents that are in a language other than French or English translated. This information is available on our website (application guide for applicants educated outside Canada). CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding document requirements.

Staff monitors and reviews the information for currency and accuracy on regular basis.

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

Information regarding the various roles of third-party organizations is provided in the application guides and is available on our website. It can also be obtained in print by contacting the CRTO or arranging a personal meeting. Links to the organizations' websites are available on the CRTO website. Staff monitors and reviews the information for currency and accuracy on regular basis.

**Canadian Board for Respiratory Care (CBRC)** - Administers entry-to-practice exam.

**Council on Accreditation for Respiratory Therapy Education (CoARTE)** - Accredits Canadian respiratory therapy programs.

**National Alliance of Respiratory Therapy Regulatory Bodies** - The National Alliance of Respiratory Regulatory Bodies (National Alliance) is a consortium of the respiratory therapy regulatory bodies across Canada. The National Competency Profile developed by the Alliance is the basis in Canada for curriculum development within RT programs, accreditation, examination all other educational/teaching/assessment purposes. Members of the Alliance collaborate on a number of projects, including development of minimum standards to be used for international Respiratory Therapy program assessments.

**World Education Services (WES)** - applicants who obtained their education in respiratory therapy (or a related field) outside of Canada are required to have their academic qualifications verified by WES.

**Language Testing Agencies** - The CRTO will accept tests scores from one of the following agencies:

- CanTEST
- International English Language Testing System (IELTS)
- Michener English Language Assessment (MELA)
- Test of English as Foreign Language (TOEFL)
- Canadian Academic English Language Test (CAEL)
- Test d'évaluation de français (TEF)
- Test de français international (TFI)

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

The application guides outline the expected application timelines, deadlines and process. The guides are

posted on the CRTO website. Copies of the guides can also be obtained in print by contacting the CRTO or arranging a personal meeting. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding and any timelines or deadlines associated with the registration process. In addition information regarding timelines is communicated to applicants in writing (letter and/or email) during the registration process.

Graduate Certificates of Registration are issued for 18 months (Registration Regulation, application guides, Graduate Certificate of Registration Policy).

Currency requirement: applications must be submitted to the CRTO within two years of graduation unless the applicant has been practicing as a Respiratory Therapists in the two years immediately preceding the application (Registration Regulation, application guides, Registration Currency Requirement Policy).

Application files are kept open as long as there is evidence of progress toward meeting registration requirements. If the file is inactive for one year, the CRTO will consider the application as withdrawn and the file will be closed accordingly (application guides, File Closure Policy).

Staff monitors and reviews the information for currency and accuracy on regular basis.

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

The application guides outline the expected application timelines, deadlines and processes. This information is posted on the CRTO website; it can also be obtained in print by contacting the College or arranging a personal meeting. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding the registration process. Staff monitors and reviews the information for currency and accuracy on regular basis. In addition information regarding timelines is communicated to applicants in writing (letter and/or email) during the registration process.

The amount of time it takes for an applicant to become registered will depend on a number of factors; for example, whether the registration requirements are met upon application; whether the applicant graduated from an approved program; whether the applicant submits all of the required documents at the time of initial application.

Canadian educated graduates:

For Canadian graduates, or those registering under labour mobility provisions, registration process may take two to six weeks. Within a week of the CRTO's receipt of the application staff will review the applicant's file to ensure that all the required documents have been submitted. These include documents submitted by the applicant and those sent directly to the CRTO by a third-party organization. If the file is incomplete, the CRTO communicates with the applicant, regarding outstanding documents. This is usually done by mail or email.

If the application meets all of the registration requirements, the Registrar will approve the application for registration. Once approved, the applicant will be notified by mail or email. To complete the registration process, the applicant will be asked to submit the applicable registration fee (see section 2). The Registrar will issue a certificate of registration following receipt of the registration fee.

An applicant may be granted a Graduate (temporary) certificate of registration prior to completing the approved examination. Changes from Graduate to General class are processed within one to two weeks following receipt of the exam results from the Member.

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program

review, a structured interview and a clinical skills assessment. The new program review and interview tools were implemented in 2014. The clinical skills assessment stage is under development. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly. Assessment timelines will be set and published when all of the assessment tools are developed and in place.

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

Information about fees associated with registration is available on the CRTO website (application guides and forms, By-laws). This information can also be obtained in print by contacting the College or arranging a personal meeting. CRTO staff is available by phone, e-mail, or in person to answer applicants' questions regarding the registration process and any fees associated with registration. The application guides and the CRTO website include links to third party organizations to enable applicants' access to information regarding other fees that may apply during the registration process (e.g. language testing, credential evaluation, exam).

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The new program review and interview tools were implemented in 2014. The clinical skills assessment stage is under development. The fee for the clinical skills assessment has not been determined at this time. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly. Assessment fees will be set and published when all of the assessment tools are developed and in place.

Staff monitors and reviews the information for currency and accuracy on regular basis.

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

Accommodation of applicants with special needs is considered on a case-by-case basis. Policies and procedures relating to the accommodation of special needs are posted the CRTO website. Staff members completed the Government of Ontario's online education module on Accessibility for Ontarians with Disabilities Act (AODA).

The CBRC has policies regarding the provision of specific accommodations for applicants with special needs writing the examination and this information is provided on the CBRC website and in the candidate manual.

It should be noted that respiratory therapy can be a physically demanding profession. Applicants to RT programs with severe disabilities are likely to be referred to other health profession education programs.

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

The changes to CRTO's process relevant to provision of information are as follows:

- New Assessment Process for Internationally Educated Applicants

In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The



new assessment process is outlined in the Internationally Educated Respiratory Therapists and Other Health Professionals – Application and Assessment Process Policy. A copy of the policy is posted on the CRTO website.

The new process includes an education program review, a structured interview and a clinical skills assessment. The new program review and interview tools were implemented in 2014. The clinical skills assessment stage is under development. The CRTO continues to update its website to advise current and future applicants of the ongoing review and changes in the assessment process. All internationally educated applicants have been contacted by email and/or mail with updates on the new assessment process. When all of the assessment tools are developed and in place the CRTO website and application guides will be updated accordingly.

- Policy changes – there were no substantive policy changes relevant to this section; however, a number of registration policies were amended as a result of our ongoing review and changes to the Prescribed Procedures Regulation. These include:
  - Application for Registration Document Requirements Policy
  - Graduate Certificate of Registration Policy
  - Registration Currency Requirement Policy
  - Access to Records Policy
  - Terms, Conditions and Limitations Policy

Copies of the revised policies are now posted on the CRTO website.

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## Amount of Fees (2 / 13)

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

The application and registration fees are set in the CRTO By-law (article 32). The fees, which are the same for all applicants, were initially approved in 1994 (Regulation); the amounts have not changed since then.

- Application fee (non-refundable) \$75
- Registration fee\* \$500

\*The CRTO registration year runs from March 1 to the end of February. For applicants who have never been registered with the CRTO, registration fees are prorated on a quarterly basis, as follows: \$500 as of March 1; \$375 as of June 1; \$250 as of September 1; and \$125 as of December 1. Former members returning to the CRTO are required to pay the full registration fee of \$500 regardless of the month in which the application is made.

- Evaluation Fee \$500.00– Applicable where consideration of an application for a certificate of registration involves an evaluation by the CRTO of the applicant’s educational program, additional training, or experience.

Canadian Board of Respiratory Care (CBRC)

- National Certification Examination \$900.00

The examination fee is the same for all applicants; it is payable directly to the Canadian Board of Respiratory Care (CBRC).

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

Changes to the CRTO Fee By-law, including:

- Refunds – In 2014, Council approved a By-law change which allows for partial registration fee refunds for Members who resign or change their status to Inactive during the registration year (By-law (32.15-32.17))
- Evaluation Fee – under the new By-law (32.13), “where consideration of an application for a certificate of registration involves an evaluation by the CRTO of the applicant’s educational program, additional training, or experience the applicant shall pay an evaluation fee of up to \$500.00” This \$500.00 fee was previously listed as equivalency of competence assessment fee.
- The CBRC exam fee was increased from \$700.00 to \$900.00.

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

a) What are your timelines for making registration decisions?

**From the time an application is received by the CRTO:**

1-2 weeks: CRTO Staff contacts the applicant to confirm receipt of the application. If applicable, the applicant will be advised of missing/incomplete documentation.

2-4 weeks: CRTO Staff reviews the application, if approved the applicant will be notified by mail or email. To complete the registration process the applicant will be asked to submit the applicable registration fee.

4-6 weeks: A Certificate of registration is issued upon receipt of the registration fee.

An applicant may be granted a Graduate (temporary) certificate of registration prior to completing the approved examination. Changes from Graduate to General class are processed within one to two weeks following receipt of the exam results from the Member.

**Expected Timelines for Applicants who do not appear to meet the registration requirements**

**From the time an application is received by the CRTO:**

1-2 weeks: CRTO Staff contacts the applicant to confirm receipt of the application. If applicable, the applicant will be advised of missing/incomplete documentation.

2-4 weeks: CRTO Staff reviews the application, if the application does not appear to meet all of the registration requirements the application will be referred to the Registration Committee for consideration. The applicant will be notified of the referral in writing and will have 30 days to submit additional information to the Registration Committee in support of the application.

6-12 weeks: Panel of the Registration Committee reviews the application for registration and any other documents submitted by the applicant.

10-14 weeks: A copy of the Panel's Order and Reasons is provided to the applicant. If the applicant is not satisfied with the decision he / she may appeal the Panel's decision to the Health Professions Appeal and Review Board (HPARB). The applicant is notified in writing of the right to appeal; the notice includes HPARB's contact information.

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. Assessment timelines will be set and published when all of the assessment tools are developed and in place.

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

One (1) to four (4) weeks, depending on the nature of the correspondence.

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

Written reasons to applicants for registration are provided within one to four weeks of the date of the decision.

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

- Internal review of the registration practices.
- Twice a year staff reviews all pending application files.
- The CRTO new database system allows for efficient tracking of application and registration processing timelines.

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

In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. Assessment timelines will be set and published when all of the assessment tools are developed and in place.

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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.

Upon written request and at no charge the CRTO will provide an applicant for registration with information and/or copies of documentation relevant to his or her registration file.

Requests for access to documents will be processed within 30 days, failing which the applicant will be notified of the delay and the reason for it. Applicants may submit their written requests by mail, fax or email.

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

Under certain circumstances, the CRTO will not provide the information or part of the information. These circumstances are in keeping with the CRTO's privacy policy where the safety of a person is jeopardized or where the information is subject to another Act, court order or other law.

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

Not applicable. Applicants may contact the CRTO to request personal information from their file at no cost.

d) List the fees for making records available.

Not applicable. Applicants may contact the CRTO to request personal information from their file at no cost.

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

Not applicable. Applicants may contact the CRTO to request personal information from their file at no cost.

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

No significant changes. The Access to Records Policy was reviewed by the Registration Committee and Council, and subsequently updated with a number of wording changes. The revised policy is now posted on the CRTO website.

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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.

- Registration application guides – detailed explanation of the application / registration process
- Application Form and Checklist (list of required documentation)
- Program Review Worksheet
- Exam Fact Sheet – detailed explanation of the exam process
- National Competency Profile – list of competencies considered essential for entering the practice of respiratory therapy in Ontario
- RT Video – general overview of respiratory therapy in Ontario
- Links to a number of relevant websites: e.g., Canadian Board for Respiratory Care, approved Respiratory Therapy programs, HealthForceOntario, Office of the Fairness Commissioner etc.

In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. The guide for applicants educated outside of Canada will be updated after the clinical skills assessment stage is in place.

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

Information regarding the resources available to applicants is posted on our website (links, guides, etc.).

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

New Program Review Worksheet was developed as part of the new assessment process for applicants educated outside Canada. Applicants are asked to complete the worksheet and submit the form to the CRTO office as part of the educational review.

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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.

Although the *Regulated Health Professions Act* does not refer to it as an internal “review” or “appeal”, there is a Registration Committee referral process in cases where the Registrar has doubts about whether an applicant meets the registration requirements, is of the opinion that terms, conditions and limitations should be imposed, or proposes to refuse the application. (Note: We have been advised by the Office of the Fairness Commissioner to view these referrals as “internal reviews” for the purposed of section 6 of this report.)

The Registration Committee meets face-to-face (on average) once every three months. However, if required, a teleconference meeting of the Committee or a Panel may be scheduled between regular Committee meetings. If the applicant is not satisfied with the Registration Committee decision he / she may appeal (externally) to the Health Professions Appeal and Review Board (HPARB), an independent review board established under the Regulated Health Professions Act (RHPA).

Expected timelines for applicants who do not appear to meet the registration requirements  
From the time an application is received by the College:

- 1-2 weeks: CRTO Staff contacts the applicant to confirm receipt of the application. If applicable, the applicant will be advised of missing/incomplete documentation.
- 2-4 weeks: CRTO Staff reviews the application, if the application does not appear to meet all of the registration requirements the application will be referred to the Registration Committee for consideration. The applicant will be notified of the referral in writing and will have 30 days to submit additional information to the Registration Committee in support of the application.
- 6-12 weeks: Panel of the Registration Committee reviews the application for registration and any other documents submitted by the applicant.
- 10-14 weeks: A copy of the Panel’s Order and Reasons is provided to the applicant. If the applicant is not satisfied with the decision he / she may appeal the Panel’s decision to the Health Professions Appeal and Review Board (HPARB). The applicant will be notified in writing of the right to appeal and will be provided with HPARB’s contact information. The applicants have 30 days to submit their appeal to HPARB.

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. Assessment and subsequent review timelines will be set and published when all of the

assessment tools are developed and in place. The Registration Committee will start to make registration decisions based on assessment reports after all of the assessment tools are developed and in place.

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

Zero.

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

Not applicable.

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

Applicants are advised they have 30 days to make submissions if the Registrar refers the matter to the Registration Committee under section 15(2) of the Code.

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 informed about the Registration Committee referral and the 30-day period to make submissions in writing.

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 Registrar reviews the application for registration and makes a decision whether a certificate of registration can be issued (application meets all registration requirements) or whether to refer the application to a Panel of the Registration Committee. As such it is the Panel of the Registration Committee who acts as a decision-maker in the "internal review" (as defined by the OFC) and not the Registrar.

e) Describe your internal review or appeal process.

Where the Registrar has doubts about whether an applicant meets the registration requirements, is of the opinion that terms, conditions and limitations should be imposed, or proposes to refuse the application, the application will be referred to a Panel of the Registration Committee for consideration. The applicant will be notified of the referral in writing and will have 30 days to submit additional information to the Registration Committee in support of the application. The Registration Committee Panel will review the application for registration and any additional documentation submitted by the applicant, and based on the review the Panel may:

1. Direct the Registrar to issue a certificate of registration
2. Direct the Registrar to issue a certificate of registration with terms, conditions and limitations
3. Direct the Registrar to refuse to issue a certificate of registration
4. Request that the applicant submit additional information
5. Direct the Registrar to issue a certificate of registration if the applicant successfully completes additional training.

A copy of the Panel's Order and Reasons will be provided to the applicant within two to four weeks of the decision. If the applicant is not satisfied with the decision he / she may appeal (externally) the Panel's decision to the Health Professions Appeal and Review Board (HPARB), an independent review board established under the Regulated Health Professions Act (RHPA). The applicant will be notified in writing of the right to appeal and will be provided with HPARB's contact information and the HPARB Fact Sheet. The applicants have 30 days to submit their appeal to HPARB.

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.

**Registration Committee:**

Total Members: 10  
Profession Members: 6  
Public members (appointed by the government): 4  
Internationally Trained Profession Members: 0

Registration Committee Panels (as set out in the *Health Professions Procedural Code*).

**Composition of panels**

(2) A panel shall be composed of at least three persons, at least one of whom shall be a person appointed to the Council by the Lieutenant Governor in Council. 2007, c. 10, Sched. M, s. 24 (2).

**Quorum**

(3) Three members of a panel constitute a quorum. 1991, c. 18, Sched. 2, s. 17 (3).

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

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

In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. Assessment and subsequent review timelines will be set and published when all of the assessment tools are developed and in place. The Registration Committee will start to make registration decisions based on assessment reports after all of the assessment



tools are developed and in place.

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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.

When a Panel of the Registration Committee refuses to issue a certificate of registration or if the Committee proposes to place terms, conditions and limitations on a certificate of registration, the applicant is sent a copy of the Registration Committee Panel's Order and Reasons. If the applicant is not satisfied with the decision he / she may appeal the Panel's decision to the Health Professions Appeal and Review Board (HPARB), an independent review board established under the Regulated Health Professions Act (RHPA). The applicant is notified by the Registrar in writing of the right to appeal and is provided with HPARB's contact information and HPARB Information Sheet.

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

Not applicable; no changes in the CRTO registration practices relevant to this section occurred during the reporting year.

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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.

The CRTO's Registration Regulation sets a clear list of the requirements for registration in Ontario.

In order to obtain a Certificate of Registration with the CRTO an applicant for registration is required to meet the following registration requirements (Labour Mobility provisions are addressed in section 11):

- Education requirement (non-exemptible)

An applicant for registration with the College must:

- (a) have successfully completed a respiratory therapy program offered in Canada that, at the time of completion, was approved or accredited by the Council or by a body approved by the Council; or
- (b) have,
  - (i) successfully completed a program offered outside Canada either in respiratory therapy or in a closely related field that is acceptable to the Registration Committee, along with any additional education that is required by the Registration Committee, and
  - (ii) demonstrated through an assessment process acceptable to the Registration Committee that he or she has knowledge, skills and judgment equivalent to those of a person who has successfully completed a program referred to in clause (a).

Notes:

In order to obtain “approved program” status, a Canadian Respiratory Therapy education program must obtain and maintain satisfactory accreditation status with the Council on Accreditation for Respiratory Therapy Education (CoARTE). The criteria applied by CoARTE are viewed by Council as relevant to the approval of respiratory therapy education programs.

Assessment of qualifications of applicants educated outside Canada:

The Internationally Educated Respiratory Therapists and Other Health Professionals – Application and Assessment Process Policy aligns the CRTO’s registration assessment process with the Registration Regulation. As outlined in the policy, the assessment includes the following components:  
Educational Review - is used to determine if the applicant’s educational qualifications are sufficiently similar to the Canadian standard reflected in the National Competency Profile (NCP).

Structured Interview - the structured interview is used to compare the applicant’s knowledge, skills and experience, acquired through both education and employment, against the competencies listed in the NCP..

Clinical Skills Assessment (under development)- applicants will be asked to demonstrate their ability to safely and effectively apply their practical skills and clinical reasoning in clinical simulations. The clinical skills assessment will be conducted by trained assessors at a CRTO-approved facility.

- Examination requirement (non-exemptible)

An applicant for a General Certificate of Registration must have successfully completed the examinations approved by the Council of the College; at this time the CRTO accepts the Canadian Board of Respiratory Care (CBRC) National Examination.

Prior to completing the approved examination, an applicant may be granted a Graduate Certificate of Registration. This is a temporary certificate of registration – issued for 18 months. It allows the Graduate Member to perform the functions of a Respiratory Therapist under the supervision of a fully-qualified RT or another regulated health professional.

- Eligibility to work in Canada (exemptible)

The applicant for registration must be a Canadian citizen or a permanent resident of Canada or be authorized under the Immigration and Refugee Protection Act (Canada) to engage in the practice of Respiratory Therapy.

- Currency requirement (exemptible)

An applicant for registration must have met the education requirement within the two years immediately preceding his/her application for registration unless the applicant was practicing Respiratory Therapy within that two-year period.

- Good Character (exemptible)

An applicant for registration must fully disclose details of:

- any criminal offence of which the applicant has been found guilty, including any offence under the Controlled Drugs and Substances Act (Canada) or the Food and Drugs Act (Canada).
- every professional misconduct, incompetence, incapacity or other similar proceeding that he or she is the subject of and that relates to his or her registration or licensure in Ontario in another profession or in another jurisdiction in respiratory therapy or another profession.
- every finding of professional misconduct, incompetence, incapacity or other similar finding that he or she previously has been the subject of while registered or licensed in Ontario in another profession or in another jurisdiction in respiratory therapy or another profession.

In addition, the applicant must satisfy the CRTO that his or her past and present conduct afford reasonable grounds for belief that the applicant,

- i. is mentally competent to practise respiratory therapy,
- ii. will practise respiratory therapy with decency, integrity and honesty and in accordance with the law, and
- iii. will display an appropriately professional attitude.

- Language proficiency (exemptible)

If the applicant's first language is neither English nor French and his or her Respiratory Therapy (or related) training was not in English or French, the applicant will need to submit documentation demonstrating fluency in English or in French.

The CRTO will accept one of the tests scores listed below as proof of language proficiency.

English language proficiency test scores

CanTEST - Reading: 4.5, Writing: 4, Listening: 5.0, Speaking: 4.5, Overall: 5.0

International English Language Testing System (IELTS) - Total: 7, Reading: 7, Writing: 7, Listening: 7, Speaking: 7

Michener English Language Assessment (MELA) - Reading: 8, Writing: 8, Listening: 9, Speaking: 9

Test of English as Foreign Language TOEFL – Internet based - Reading: 22, Writing: 20, Listening: 24, Speaking: 24, Overall: 90

Canadian Academic English Language Test (CAEL) - Reading: 70, Writing: 70, Listening: 80, Speaking: 70, Overall: 70

French language proficiency test scores

TESTCan - Reading: 4.5 Writing: 4.0 Listening: 5.0 Speaking: 4.5 Overall: 5.0

Test d'évaluation de français (TEF) - Overall: 5

Test de français international (TFI) - Reading/Writing: 400 Listening/Speaking: 410 Overall: 810

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

Knowledge, skills and judgement, or competencies, for entry into the profession are outlined in a National Competency Profile (NCP). This document, developed by the National Alliance of Respiratory Therapy Regulatory Bodies (NARTRB), forms the basis in Canada for curriculum development within RT programs,

accreditation, examination all other educational/teaching/assessment purposes. This includes assessment of internationally educated applicants and assessment of educational programs outside of Canada. The document defines the competencies and performance expectations that respiratory therapy students are expected to be able to demonstrate upon graduation.

The Internationally Educated Respiratory Therapists and Other Health Professionals – Application and Assessment Process Policy outlines the assessment process for internationally educated applicants including the educational program review stage. The educational reviews are used to determine if the applicant's educational qualifications are sufficiently similar to the Canadian standard reflected in the National Competency Profile (NCP).

Applicants who completed their education outside of Canada are required to provide an academic assessment report from WES. In addition, applicants are asked to complete an Education Program Review Worksheet. Staff reviews the information using a standardized review tool. The tool is based on a common academic standard developed by the NARTRB. The NARTRB developed the common academic standard by surveying all 24 Canadian RT programs, comparing all courses against the NCP.

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

There is no requirement for Ontario/Canada work experience. However, an applicant for registration must have met the education requirement within the two years immediately preceding his/her application or, within that two-year period have been practicing as an RT. All CRTO approved RT education programs include a lengthy clinical internship (range of 8 – 12 months) in their final academic year of study.

All applicants are asked to provide a detailed employment history at the time of application. The Ministry of Health and Long-Term Care Health Professions Database project requires that the CRTO collect employment history information.

The Internationally Educated Respiratory Therapists and Other Health Professionals – Application and Assessment Process Policy outlines the application and assessment process for internationally educated applicants. This includes the structured interview stage which is used to compare the applicant's knowledge, skills and experience, acquired through both education and employment, against the competencies listed in the NCP.

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.

Applicants educated outside of Canada are required to have their academic qualifications verified and evaluated by World Education Services (WES Canada). WES performs a credential assessment in order to ensure the authenticity and validity of academic documents, credentials and programs. Also, WES determines the Canadian academic equivalency of international academic credentials. WES uses a sophisticated database to store information about educational institutions, and previous assessment precedents and decisions. The WES database is controlled and maintained by a team of professionals whose duty it is to gather, verify and enter information.

The CRTO developed a database of programs reviewed to ensure consistency when assessing Respiratory Therapy programs.

The CRTO's Educational Review - is used to determine if the applicant's educational qualifications are sufficiently similar to the Canadian standard reflected in the National Competency Profile (NCP). The National Alliance of Respiratory Therapy Regulatory Bodies (NARTRB) developed a common academic standard for program assessments. The CRTO uses this national standard in its reviews of programs offered outside of Canada.

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

All previous decisions are kept on file. A database of programs reviewed has been developed to ensure consistency when assessing Respiratory Therapy programs.

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

The WES credential evaluation methodology is based on the level, scope and intent of the program completed. WES considers the admission requirements to the program, the length of the program, the depth and breadth of the curriculum covered, and the options for further study of the degree holder, when formulating equivalencies. In addition, WES examines the official status of the degree-granting institution and the program in the home country's education system, as well as any official ratings, when establishing equivalency. These criteria combine and measure credential and educational systemic features to identify if similarities are adequately substantial to grant a Canadian equivalency.

When reviewing a program, the CRTO looks at the program content and whether it is sufficiently similar to the Canadian standard reflected in the National Competency Profile.

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

To date the CRTO has not had any requests for accommodation in this area. Accommodation of applicants with special needs is considered on a case-by-case basis, and in accordance with CRTO's policies and procedures (AODA Customer Service Standard Policy).

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.

On average it may take two to four weeks to complete the registration process where there is no additional assessment required and all documentation/fees have been received. For applicants referred to a Panel of the Registration Committee the complete registration process may take six to 14 weeks.

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. The length of time required to complete the entire registration process for applicants educated outside of Canada has not yet been determined. Assessment and registration timelines will be set and published when all of the assessment tools are developed and in place.

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

The average time required to complete the registration process differs for internationally trained applicants.

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.

The average time required to complete the registration process is greater for internationally trained applicants. Internationally trained applicants are required to undergo an assessment process which does not apply to graduates of approved Canadian Respiratory Therapy programs or Respiratory Therapists registered with other Canadian jurisdictions applying under labour mobility legislation. In addition it generally takes internationally educated applicants longer to obtain documentation.

Note re New Assessment Process for Internationally Educated Applicants: In July 2014, after placing the assessment process on hold while developing a number of new assessment tools and making some policy changes, the CRTO resumed its assessment process. The new process includes an education program review, a structured interview and a clinical skills assessment. The program review and interview tools are now in place and being used as part of the new assessment process. The clinical skills assessment is in the final stages of development. The length of time required to complete the entire registration process for applicants educated outside of Canada has not yet been determined. Assessment and registration timelines will be set and published when all of the assessment tools are developed and in place.

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.

Not applicable. The College does not conduct credential assessments. There are no requirements for a specific degree/diploma in our Registration Regulation.

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

Not applicable. The College does not conduct credential assessments.

iii. Explain how work experience is taken into account.

Not applicable. The College does not conduct credential assessments.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

Knowledge, skills and judgement, or competencies, for entry into the profession are outlined in a National Competency Profile. This document, developed by the National Alliance of Respiratory Regulatory Bodies, forms the basis in Canada for curriculum development within RT programs, accreditation, examination all other educational/teaching/assessment purposes. This includes assessment of internationally educated applicants and assessment of educational programs outside of Canada. The document defines the competencies and performance expectations that respiratory therapy students are expected to be able to demonstrate upon graduation.

The newly developed assessment for internationally educated applicants includes the following three components: educational review, structured interview and clinical skills assessment. All of these are based on the entry-to-practice competencies which are outlined in NCP. The CRTO developed its new assessment process with an understanding that a competency based assessment will provide consistency and a valid, fair, and defensible supporting structure to assessment tools. The CRTO worked with an assessment company with an extensive psychometric training to conduct and validate a needs-assessment related to entry-to-practice requirements.

The educational program reviews are conducted using a standardized review tool. The tool is based on a common academic standard developed by the NARTRB. The common academic standard was developed by surveying all 24 Canadian RT programs, comparing all courses against the NCP.

The structured interview was developed with assistance of a psychometrician to ensure psychometric validity and consistency in decision making; this included development of rating scales for each competency being assessed. The format chosen for this assessment focuses on the applicants' past behaviours related to competencies required by entry-level RTs. Its methodology has been enhanced by the development of behavioural scoring anchors based on the NCP companion document and the expertise of two diverse groups of content experts. The structured interviews are administered by at least two individuals (a panel) with sufficient time allocated to score every interview immediately after its administration. All interviewers attended a three-day training session. The session included training on substance issues as well as process issues related to rating accuracy.

The clinical skills assessment stage is under development.

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

To ensure that the new assessment process is objective and based on competencies required for entry to practice, the CRTO worked with an assessment company with an extensive psychometric training to conduct and validate a needs-assessment related to entry-to-practice requirements.

The assessment blueprint is based on the competencies listed in the National Competency Profile. This document, developed by the National Alliance of Respiratory Regulatory Bodies, forms the basis in Canada for curriculum development within RT programs, accreditation, examination and all other educational/teaching/assessment purposes. This includes assessment of internationally educated applicants and assessment of educational programs outside of Canada. The document defines the competencies and performance expectations that respiratory therapy students are expected to be able to demonstrate upon graduation.

The NARTB reviews the National Competency Profile every five years. These reviews involve extensive stakeholder consultation.

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

The new assessment process includes a structured interview which is used to compare the applicant's knowledge, skills and experience, acquired through both education and employment, against the competencies listed in the NCP (e.g., review of competencies gained through work experience). The interview format focuses on the applicants' past behaviours related to competencies required by entry-level RTs.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Not applicable, See j) above.

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

Not applicable, See j) above.

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

Not applicable, See j) above.

l) If your organization administers examinations:

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

Not applicable, the CRTO does not administer examinations.

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

Not applicable, the CRTO does not administer examinations.

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

Not applicable, the CRTO does not administer examinations.



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

In 2014 the CRTO implemented its new assessment process. The educational review and interview tools are fully developed. The clinical skills assessment stage is still under development. All of the assessment stages are based on the entry-to-practice competencies which are outlined in the National Competency Profile (NCP).

The Council on Accreditation for Respiratory Therapy Education (CoARTE) updated its accrediting categories. According to the CRTO Approval of Canadian Education Programs Policy, in order to obtain “approved program” status, a Canadian Respiratory Therapy education program must obtain and maintain satisfactory accreditation status with CoARTE. The criteria applied by CoARTE are viewed by the CRTO as relevant to the approval of respiratory therapy education programs. The CRTO’s procedures for approved RT programs have been updated with CoARTE’s new accreditation categories.

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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.

Council on Accreditation for Respiratory Therapy Education (CoARTE): In order to obtain “approved program” status, a Canadian Respiratory Therapy education program must obtain and maintain satisfactory accreditation status with CoARTE. The criteria applied by CoARTE are viewed by Council as relevant to the approval of respiratory therapy education programs.

Canadian Board of Respiratory Care (CBRC): Administers the entry-to-practice exam. The entry to practice exam is a non-exemptible registration requirement.

National Alliance of Respiratory Therapy Regulatory Bodies (Alliance): a not for profit organization whose members constitute those organizations in Canada responsible for the regulation of the profession of respiratory therapy. It’s mission is to “To facilitate sharing of information and building consensus on national regulatory issues in order to assist member organizations in fulfilling their mandate of protecting the public and the public interest. The Alliance developed the National Competency Profile. It also conducted a study of issues related to the entry of internationally educated practitioners through a Foreign Credential Recognition program funded by Human Resources and Social Development Canada. At this time the Alliance is developing a minimum standard to be used for international program assessments.

World Education Services (WES) Canada: WES provides credential assessments and authentication services.

The CRTO will accept one of the following tests scores as proof of language proficiency:

- CanTEST
- International English Language Testing System (IELTS)
- Michener English Language Assessment (MELA)
- Test of English as Foreign Language (TOEFL)
- Canadian Academic English Language Test (CAEL)
- Test d'évaluation de français (TEF)
- Test de français international (TFI)

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

Canadian Board of Respiratory Care (CBRC): Signed agreement includes administration of the examination, security measures, provision of information to exam candidates, and fairness requirements. The CBRC has a candidate guide and provides information on the examination process on its website (e.g. exam application manual).

World Education Services (WES) and CRTO have signed a memorandum of understanding, which includes a "Fairness" provision. WES acknowledges that the CRTO is required by subsection 24(2) of the Health Professions Procedural Code to take reasonable measures to ensure that WES makes its assessments in a way that is transparent, objective, impartial and fair. In addition the agreement stipulates that WES follows the quality assurance guidelines of the Alliance of Credential Evaluation Services of Canada. Applicants can find most information about the WES process through the WES website. This includes information about WES services and fees, documentation requirements, and the application process. The on-line status update feature allows applicants to check on their application status 24 hours-a-day, 7-days-a-week, and make changes to their evaluation order. WES customer service staff is available to answer questions from walk-in applicants during regular business hours.

Applications are available in several ways: on WES website through a real-time application, by printing an application (PDF) from the website and mailing it to WES, or by receiving a printed application through partner agencies. A walk-in service allows applicants to submit applications in person. Depending on availability of staff, walk-in applicants can receive personalized advice about their application. WES acknowledges receipt of application in most cases immediately. In cases if documentation or payment is missing applicants are informed by email or mail (if no email address is available). Evaluation results are communicated through hard copy evaluation reports and on-line status update. Through partnerships with the Welcome Centres in Ajax and Pickering, and with Newcomer Centre of Peel, WES staff provide regular in-depth advisement to internationally educated individuals on their needs for evaluations and general licensure processes in Ontario and Canada.

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

This section applies to WES only. WES evaluation resources and information are stored in a custom-built database that contains information on the following:

- 200+ countries and jurisdictions
- 47,000 institutions
- 12,000 credentials
- 2,000 grading scales

In addition, syllabi from a number of countries and programs are stored in the database. The WES database is controlled and maintained by a team of professionals whose duty is to gather, verify and enter information.

iii. provides timely decisions, responses and reasons to applicants

The memorandum of understanding stipulates that WES will provide timely decisions and responses to applicants. The average length of time for providing decisions is seven days (when all documents are

received). As a part of the application process, applicants are directed to read about the WES process and about which documents are required for evaluation, in what format and from what source. Based on when WES receives all required documents, the period to complete an evaluation report is 7 business days. Any time, prior, throughout the evaluation period, and after it is completed, applicants have an option to enquire about the process or status of their evaluation through email, phone, review their status through self-directed on-line status update feature or by visiting WES office in Toronto in person. Web-based self-serve assessment tools such as grade conversion guide, iGPA Calculator and International Degree Preview (IDP) available on WES website are designed to provide an immediate feedback to applicants and organizational users about credential(s) in question or its elements before formal evaluation process is completed.

The agreement signed with the CBRC stipulates that exam candidates will receive their results in a timely manner.

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

This section applies to WES only. Formal in-house training of credential evaluators is conducted under the guidance of the Assistant Director and Manager of Evaluation Services. WES Evaluators receive thorough, high quality and systematic training in order to ensure that they produce accurate evaluation reports which are consistent with WES's established evaluation policies and current research. In addition, to contribute to overall competency of academic credential evaluators, WES offers free Webinars on best practices in document authentication, education systems and evaluation methodologies. The free Webinars are complemented with annual in-person Training Workshops. Furthermore, WES maintains an extensive library of printed and electronic resources. In addition to the printed and electronic resources, more than 500,000 individual evaluations and their academic records are archived and constitute an important resource that is electronically accessible to evaluators. WES publishes WENR (World Education News and Reviews), a monthly electronic newsletter, which is distributed to subscribers around the world. It contains news on international trends in education, offers "how-to" articles on credential evaluation techniques, and profiles educational systems around the world. Evaluators have access to 21 years of articles and information on international comparative education. WES website contains free Resources, Tools, white papers, and etc., for practitioners in international academic credential evaluations. More recently, WES has established a Research and Advisory Services (RAS) to address the needs of institutions and professional licensing bodies outside of mere evaluation services.

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

This section applies to WES only. An on-line self-directed status update feature allows applicants to receive information about the evaluation process, including specific details regarding which credentials are being assessed, what documents have been received already and what is still required. As the file moves through the process, the status is continuously updated. Each time WES receives academic documents, records are reviewed and applicant is informed of the result of this review by email or mail. Upon completion of evaluation process evaluation results are posted through on-line status update feature. WES then sends a hard copy of the report to the applicant and any other recipient(s) of their choice.

Additional fees are applicable for extra copies. Upon request, applicants may have access to records concerning their file stored in WES office. In some such cases, WES might decide to redact certain elements of the documents prior to being shared with the applicant, in order to protect the verification process. WES' procedures for handling personal information are in accordance with the Personal Information Protection and Electronic Document Act (PIPEDA).

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

WES applicants may be accommodated on an individual basis, based on identified needs. The WES office adheres to the requirements of Accessibility for Ontarians with Disabilities Act (AODA) which took effect on January 2012. All WES Customer Service and Client Relations staffs are trained in AODA requirements.

The agreement signed with the CBRC stipulates that the CBRC will accommodate applicants with special needs.

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 WES credential evaluation methodology is based on the level, scope and intent of the program completed. WES considers the admission requirement to the program, the length of the program, the depth and breadth of the curriculum covered, and the options for further study of the degree holder. In addition, WES examines the official status of the degree-granting institution and the program in the home country's education system, as well as any official ratings. These criteria combine and measure credential and educational systemic features to identify if similarities are adequately substantial to grant a Canadian (credential) equivalency. WES evaluation reports reflect organizational policy and are not the point of view of individual evaluators.

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

Not applicable, WES does not determine program equivalency.

iii. Explain how work experience is taken into account.

Not applicable.

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

i. Describe the methodology used to evaluate competency.

Not applicable the CRTO does not rely on third party organizations to conduct competency assessments.

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

Not applicable the CRTO does not rely on third party organizations to conduct competency assessments.

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

Not applicable the CRTO does not rely on third party organizations to conduct competency assessments.

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

i. Describe the methodology used to evaluate prior learning.

Not applicable the CRTO does not rely on third party organizations to conduct prior learning assessments.

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

Not applicable the CRTO does not rely on third party organizations to conduct prior learning assessments.

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

Not applicable the CRTO does not rely on third party organizations to conduct prior learning assessments.

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

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

The exam is hard copy with a scanable answer sheet completed by the candidate. There are two (2) exams: Paper 1 is 100 stand alone questions. Paper 2 is 150 Case Simulation questions.

The content of questions is based on an exam "Blueprint" or matrix provided by the National Alliance of Respiratory therapy Regulatory Bodies.

Candidates are given points for correct answers. No points are deducted for incorrect answers. Candidates are given a score based on the sum of both papers (a percent of questions correct out of 250).

Currently, there is no limit on the number of exam rewrites; applicants for registration are initially allowed up to three attempts to write the exam. For each subsequent attempt, the candidate must submit to the CRTO an upgrading study plan for review and approval.

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

The candidate completes a scanable answer sheet. This sheet is scanned and statistical data is produced which is forwarded to the CBRC contracted Psychometric Consultant for review. The Psychometric Consultant prepares a preliminary set of question statistics. The CBRC Examination Development and Review Committee reviews the statistics on each question to ensure that they meet acceptable psychometric standards. The questions are also reviewed for current practice, ambiguity, translation, print quality and spelling/typing errors.

Should a question not meet any of the above criteria, it would be removed from the scoring and the results re-tabulated. The question is then marked for editing, re-categorization or deletion from the question bank.

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

Examination Bank questions are reviewed and if needed, updated on an annual basis. Should a question be changed then it is “piloted” as a new question. Pilot questions may be tested in two ways; they can be included on an examination to gather statistical data but are not included in the scoring process, or, they are run as an independent paper with volunteers who have successfully completed the examinations within the last two years.

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

Not applicable; no changes in the CRTO registration practices relevant to this section occurred during the reporting year.

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## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Senior staff, legal counsel and consultants provide guidance, oversight and peer training. The CRTO provides formal orientation and on-going training for members of the Registration Committee in evaluation practices, decision writing, and relevant legislation. Each year, Registration Committee members are provided with annual orientation session which includes registration process overview, relevant legislation and fair decision making and anti-discrimination training.

Members of the Registration Committee and staff are encouraged to attend ORAC sessions on Managing Cultural Differences.

Representatives from the CRTO participate in the Ontario Regulators for Access Consortium meetings. These sessions provide a forum for discussing best practices in registration, policy initiation and development.

Staff and Council members have attended a number of conferences and other events related to regulation, credential and competency assessment. Specific events include:

- Registration Committee orientation (annual)
- Presentations and webinars by organizations such as CLEAR, WES
- CLEAR conference
- CNNAR Conference

- Council Education Day
- Ontario Human Rights Commission – Human Rights 101
- ORAC Learning Day

In addition the CRTO staff maintains a resource binder (Registration Policies and Procedures). The binder is used as a reference by the Registration Committee and staff.

Assessor training – The new assessment of internationally educated applicants includes a structured interview component. The CRTO provided a comprehensive interviewer training on issues related to rating accuracy, scoring process, as well as methods for ensuring objective, bias free assessments. Before the first actual interviews were administered, the CRTO conducted a number of pilot sessions that allowed for additional interview training on the scoring process and rating accuracy.

## ii. individuals who make registration decisions

Senior staff, legal counsel and consultants provide guidance, oversight and peer training. The CRTO provides formal orientation for members of the Registration Committee in evaluation practices, decision writing, and relevant legislation.

Each year, Registration Committee members are provided with annual orientation and training session which includes registration process overview, relevant legislation and fair decision making and anti-discrimination training.

Members of the Registration Committee and staff are encouraged to attend ORAC sessions on Managing Cultural Differences.

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Staff and Council members have attended a number of conferences and other events related to regulation, credential and competency assessment. Specific events staff include:

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In addition the CRTO staff maintains a resource binder (Registration Policies and Procedures). The binder is used as a reference by the Registration Committee and staff.

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

Not applicable (no internal appeal process; appeals go to the HPARB).

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

Assessor training – The new assessment of internationally educated applicants includes a structured interview component. The CRTO provided a comprehensive interviewer training on issues related to rating accuracy, scoring process, as well as methods for ensuring objective, bias free assessments. Before the first actual interviews were administered, the CRTO conducted a number of pilot sessions that allowed for additional interview training on the scoring process and rating accuracy.

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

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

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

All Canadian Respiratory Therapy regulatory bodies had a Mutual Recognition Agreement (MRA) in place to facilitate mobility of respiratory therapists from one Canadian jurisdiction to another. Under the MRA, applicants were exempt from the educational and examination requirements if they met certain requirements such as minimum practice hours. Because of amendments to the Agreement on Internal Trade (AIT) and the introduction of new labour mobility legislation in Ontario, the MRA is no longer in effect. The Registration Regulation includes sections on mobility for applicants from regulated and unregulated jurisdictions. The National Alliance of Respiratory Therapy Regulatory Bodies negotiated an Agreement for the Registration of Respiratory Therapists from Unregulated Canadian Jurisdictions.

Respiratory Therapy regulators across Canada accept applications from other Canadian jurisdictions from a permit-on-permit perspective. If an applicant holds an out-of-province certificate that is equivalent to a class of a certificate of registration issued by the CRTO and has practiced the profession within the past two years, the CRTO will register the individual with no additional testing or educational requirements.

The Agreement for the Registration of Respiratory Therapists from Unregulated Canadian Jurisdictions negotiated by the National Alliance of Respiratory Therapy Regulatory Bodies is no longer in place. CRTO applicants from unregulated jurisdictions must meet the following registration requirements:

- Education requirement (non-exemptible)
- Examination requirement (non-exemptible)
- Language proficiency
- Eligibility to work in Canada
- Currency requirement
- Good character

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

**Applicants from regulated Canadian Jurisdictions:**



An applicant who:

- holds an out-of-province certificate as defined in section 22.15 of the *Health Professions Procedural Code* that is equivalent to a class of a certificate of registration issued by the College; and
- has practiced the profession there within the past two years.

shall, subject to the provisions of section 22.18 of the Health Professions Procedural Code and the measures permitted there, be deemed to meet the educational, clinical experience and registration examination requirements for that class of certificate.

**The CRTO may:**

- require the applicant to demonstrate proficiency in English or in French if the equivalent language proficiency requirement was not a condition of registration in the host regulatory jurisdiction;
- require an individual undergo material additional training, experience, examinations or assessments if they have not practiced the profession in the host jurisdiction within the 2 years preceding the application;
- impose equivalent terms, conditions and limitations on a certificate of registration to those imposed by the host regulatory body;
- require the applicant to provide evidence of good character;
- require the applicant to obtain professional liability insurance, hold an appropriate immigration status and not to be incapacitated;
- refuse to register the applicant or impose terms, conditions and limitations on a certificate of registration if such action is deemed necessary to protect the public interest as a result of complaints, or criminal, disciplinary or other proceedings, against the applicant in any jurisdiction whether in or outside Canada, relating to the applicant's competency, conduct or character.

In order to register with the CRTO under the labour mobility provisions applicants from Canadian regulated jurisdictions must complete the CRTO Application for Registration form, and submit this form, together with the applicable fee(s) and documentation to the College office. In addition, the CRTO may impose post-registration requirements such as compliance with the Quality Assurance Program.

Applicants from Unregulated Canadian Jurisdictions must meet the following registration requirements:

- Education requirement (non-exemptible)
- Examination requirement (non-exemptible)
- Language proficiency
- Eligibility to work in Canada
- Currency requirement
- Good character

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

The Agreement for the Registration of Respiratory Therapists from Unregulated Canadian Jurisdictions negotiated by the National Alliance of Respiratory Therapy Regulatory Bodies is no longer in place. The RT Applicants from Unregulated Canadian Jurisdictions Policy is no longer in effect. CRTO applicants from unregulated jurisdictions must meet the following registration requirements:

- Education requirement (non-exemptible)
- Examination requirement (non-exemptible)

- Language proficiency
- Eligibility to work in Canada
- Currency requirement
- Good character

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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)	

### 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	8
Staff involved in appeals process	2
Staff involved in registration process	3

### 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	6
U.S.	5
India	1
Iran	1
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

<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.

	<b>Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)</b>
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	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>Members on December 31<sup>st</sup> of the reporting year</b>	2789	189	72	7	0	<b>3057</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>	173	11	5	8	0	<b>197</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	5	1	2	7	0	<b>15</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were</b>						

<b>authorized to become members but did not become members</b>	2	0	1	0	0	<b>3</b>
<b>Applicants who became FULLY registered members</b>	126	10	1	0	0	<b>137</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	18	0	0	0	0	<b>18</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	22	0	1	1	0	<b>24</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:

	<b>Class of licence</b>	<b>Description</b>
<b>a)</b>	General	<div style="border: 1px solid black; padding: 10px;"> <p>A General Certificate of Registration is issued to an individual who has met all academic requirements and has successfully completed the registration examination or evaluation approved by the College. If a Member holds a General Certificate of Registration, he/she must use the designation RRT and may use "Registered Respiratory Therapist" or "Respiratory Therapist" as his/her professional title.</p> </div>
		<div style="border: 1px solid black; padding: 10px;"> <p>A Graduate Certificate of Registration is issued to an individual who has met all academic requirements but has not yet successfully</p> </div>

b)	Graduate	<p>completed the registration examination or evaluation approved by the College. If a Member holds a Graduate Certificate of Registration, he / she must use the designation GRT and may use "Graduate Respiratory Therapist" as his/her professional title. The following conditions apply to a Graduate Certificate of Registration:</p> <p>The (Graduate) member shall,</p> <ol style="list-style-type: none"> <li>1. at the first reasonable opportunity, advise every employer of any terms, conditions and limitations that apply to the member's graduate certificate of registration if their employment is in the field of Respiratory Therapy;</li> <li>2. only perform a controlled act that is authorized to the profession if it is performed under the general supervision of a member of a College within the meaning of the Regulated Health Professions Act, 1991 who, the member holding the graduate certificate has reasonable grounds to believe, is authorized to perform the controlled act and is competent to do so and who is available to be personally present at the site where the authorized act is performed on ten minutes notice;</li> <li>3. not delegate a controlled act; and</li> <li>4. not perform advanced prescribed procedures below the dermis;</li> <li>5. not perform authorized act #5 "administering a prescribed substance by inhalation"; and</li> <li>6. not perform a tracheostomy tube change for a stoma that is less than 24 hours old.</li> </ol> <p>This is a temporary class of registration and is automatically revoked after 18 months.</p>
c)	Limited	<p>A Limited Certificate of Registration was issued to individuals who had not met all requirements for a General Certificate of Registration but provided sufficient evidence to a Panel of the Registration Committee of their competence to practice in a defined area of the scope of practice of the profession. (CRTO stopped issuing Limited Certificates of Registration on February 25, 1999). If a Member holds a Limited Certificate of Registration, he / she must use the designation PRT and may use "Practical Respiratory Therapist" as his/her professional title.</p>

d)	Inactive	<p>A Member registered with a General or Limited Certificate of Registration may apply for an Inactive Certificate of Registration provided he/she is not practising the profession in the broadest sense of that phrase.</p> <p>The following conditions apply to an Inactive Certificate of Registration:</p> <p>The (Inactive) member shall not,</p> <p>(a) engage in providing direct patient care;</p> <p>(b) use his or her professional title or designation;</p> <p>(c) supervise the practice of the profession; or</p> <p>(d) make any claim or representation to having any competence in the profession.</p>
e)		<input data-bbox="824 821 1490 884" type="text"/>
f)		<input data-bbox="824 984 1490 1047" type="text"/>
g)		<input data-bbox="824 1148 1490 1211" type="text"/>
h)		<input data-bbox="824 1312 1490 1375" type="text"/>
i)		<input data-bbox="824 1476 1490 1539" type="text"/>
j)		<input data-bbox="824 1640 1490 1703" type="text"/>

**Reviews and appeals your organization processed in the past year**

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	5	2	1	1		9
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

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

Additional comments:

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

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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: Kevin Taylor

Title: Registrar and CEO

Date: February 27, 2015

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