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Collector: Web Link 1 (Web Link)
Started: Tuesday, December 13, 2022 12:55:04 PM
Last Modified: Tuesday, December 13, 2022 2:17:03 PM
Time Spent: 01:21:59

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Q1

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

College of Respiratory Therapists of Ontario (CRTO)

Ania Walsh, Manager, Regulatory Affairs walsh@crto.on.ca

Q2

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

Yes,

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

New Policy Framework: in the Spring of 2021, CRTC established a new Policy Framework; as a result, CRTC staff continued to work through a process of reviewing CRTC's policies and other related documents. The following registration policies were reviewed and updated under the new framework during the reporting period: • Entry-to-Practice Exam Policy and Exam Fact Sheet • Access to Records – Application Files Policy • Determining Applicants' Suitability to Practice Although these documents were revised, their intent and direction have not changed; the changes did not affect any of the CRTC's registration requirements. CRTC By-laws: as part of the new Policy Framework, the CRTC Council reviewed draft revisions to the CRTC By-law. The draft revised By-laws were approved for consultation in December 2021 and came to effect in 2022. Although the By-law revisions do not have a direct impact on the CRTC registration processes, it is important to note that they align with the principles of "right touch regulation", and the expectations outlined in the College Performance Measurement Framework. The goal of these revisions was to enable operational processes that are public-focused, transparent, objective, and adaptive. Emergency Registration Policy: in April 2021, the CRTC Council revised the CRTC's Emergency Registration Policy in response to the human health resource shortage brought on by the COVID-19 pandemic. This policy enables the CRTC to waive application fees and defer registration fees (for up to six months). The policy also permits the Registrar to apply terms, conditions and limitations on a certificate of registration without a referral to the Registration Committee where there is a two-to-five-year currency gap. The purpose of these policy revisions was to streamline the registration process for applicants who wish to register temporarily to assist during the pandemic. The policy applies to applicants who recently resigned from the CRTC, Inactive members applying for reinstatement and Respiratory Therapists registered in provinces. Supervision Policy: in May 2021, the CRTC Council approved a revision to the Supervision Policy to enable Respiratory Therapists with general supervision requirement on their certificates of registration to be supervised remotely/virtually in emergency situations (e.g., during a pandemic). The interpretation that general supervision requires the supervisor to be available and physically present within 10 minutes made it very difficult for a Graduate Respiratory Therapist (GRTs) to be hired and practice in the community during the pandemic. Lastly, during the reporting period, the Registration Committee

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During the reporting period, the Registration Committee conducted a detailed review of the Entry-to-Practice Competency Assessment Policy, Entry-to-Practice Competency Assessment Appeals Policy, Labour Mobility: Applicants from Regulated Canadian Jurisdictions Policy, Language Proficiency Requirements Policy, and the Registration Currency Policy. Draft revisions of these policies were circulated for consultation in 2021 and then subsequently approved in 2022. The CRTO will report on these policy changes in the 2022 report.

Q3

New or consolidated class of certificates or licenses

No

Q4

Assessment of qualifications

No,

Description of change/improvement that would impact fair registration outcomes:
Although there were no changes to the CRTO's assessment of qualifications, the Entry-to-Practice Exam Policy was updated as part of the new Policy Framework. The policy underwent a rigorous review to ensure the document is relevant and up to date. The Examination Fact Sheet was also updated as part of the review process. These revisions did not change the intent and/or direction of the Entry-to-Practice Exam Policy.

Q5

Timelines for registration, decisions and/or responses

Yes,

Description of change/improvement that would impact fair registration outcomes:
In April 2021, the CRTO Council revised the CRTO's Emergency Registration Policy. The purpose of this policy revision was to streamline the registration process for applicants who wish to register temporarily to assist during the pandemic. The policy applies to applicants who recently resigned from the CRTO, Inactive members and Respiratory Therapists registered in other provinces. Applicants applying under the Emergency Registration Policy are not required to pay the application fee, and their registration fee can be deferred for up to six months. In addition, if applicable, the policy permits the Registrar to apply terms, conditions and limitations on a certificate of registration without a referral to the Registration Committee (i.e., where there is a two-to-five-year currency gap). These changes helped to reduce the registration processing timelines during the pandemic.

Q6

Registration and assessment fees

Yes,

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

In April 2021, the CRTO Council revised the CRTO's Emergency Registration Policy. Applicants applying under the Emergency Registration Policy were not required to pay the application fee. In addition, the policy allows for a six-month deferral of the registration fee.

Q7

Resources for applicants

Yes,

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

The CRTO developed or updated the following resources during the reporting period:

- Access to Records Fact Sheet: during the review of the Access to Records – Application Files Policy under the new Policy Framework, it was noted that the authority of this policy is already outlined in the Health Professions Procedural Code and that a separate policy is not required. It was determined that a fact sheet format was more appropriate and would make the information more accessible. The Access to Records Fact Sheet was published in November 2021, and the policy was archived in December 2021. The purpose of the fact sheet is to provide plain language information about access to application records. These changes did not affect the CRTO's registration processes or the applicants' access to their records.
- Conditions on a Graduate Certificate of Registration: the CRTO reviewed and subsequently updated the Conditions on a Graduate Certificate of Registration Fact Sheet. The purpose of the fact sheet is to provide a plain language overview of the conditions that apply to Graduate Certificates of Registration. These changes did not affect the CRTO's registration processes.
- Determining Applicants' Suitability to Practice Fact Sheet: during the review of the Determining Applicants' Suitability to Practice Policy under the new Policy Framework, it was determined that the information under this policy would be more appropriate and accessible in a Fact Sheet format. Accordingly, a new Determining Applicants' Suitability to Practice Fact Sheet was published in September 2021, and the policy was archived. These changes did not affect the CRTO's processes for determining applicants' suitability to practice.
- Entry-to-Practice Assessment Process Fact Sheet: in November 2021, the CRTO published a new Entry-to-Practice Assessment Process Fact Sheet. The document outlines the assessment process and provides information about what to expect when applying for a certificate of registration with the CRTO.
- Examination Fact Sheet: the Examination Fact Sheet was updated as part of the Entry-to-Practice Exam Policy review. The updated fact sheet was published in July 2021. The purpose of the fact sheet is to explain the exam eligibility criteria. These changes did not affect the CRTO's registration processes.

Q8

Changes to internal review or appeal process

No

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Q9

Access by applicants to their records

No,

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

Although there were no changes to the CRTO's processes for allowing applicants access to their records, the CRTO conducted a detailed review of the Access to Records Policy under the new Policy Framework. It was determined that the authority of this policy was stated in the Health Professions Procedural Code, and that a fact sheet format was more appropriate for the information covered in the policy. The Access to Records Fact Sheet was published in November 2021, and the policy was archived in December 2021.

Q10

Mutual recognition agreements

No

Q11

Training and resources for staff regarding registration

Yes,

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

CRTO's Legal Counsel conducted a training session for the Registration Committee and the Registration staff. The session covered the following topics: • decision making and how to assess qualifications and make registration and review decisions; • dealing with any special considerations that may apply in the assessment of applicants and the process for applying those considerations; • issues related to human rights and anti-discrimination; and • CRTO's duty to provide registration practices that are transparent, objective, impartial and fair. CRTO staff and some Council and Committee members participated in a virtual training session focused on Indigenous awareness, particularly the history of the residential school system.

Q12

Relationship with third party service provider(s)

No

Q13

Accreditation of educational programs

Yes,

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

Accreditation Canada and their subsidiary, the Health Standards Organization (HSO), administer the accreditation of RT educational programs. In March 2021, the CRTO Council approved the Respiratory Therapy Programs for 2021 based on their accreditation status with Accreditation Canada. The CRTO website was updated accordingly.

Q14

Technological or digital improvements

Yes,

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

In 2021, the CRTO formalized its Cybersecurity Incident Response Plan. While this does not have a direct impact on Fair Registration Outcomes, it is essential in reducing the risk of unauthorized access or usage of applicant data.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

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

Anti-Black, Indigenous, and People of Color (BIPOC) Racism Project – the CRTO staff participated in facilitated virtual focus group sessions organized by the Health Profession Regulators of Ontario. The purpose of this initiative was to ensure all Colleges have the necessary tools to recognize and address systemic racism within their organizational processes and members' interaction with the general public. The CRTO 2021 - 2025 Strategic Direction & Key Priorities (approved at the December 2021 Council meeting) articulates the College's commitment to embedding the principles of diversity, equity and inclusion in our processes through Diversity, Equity & Inclusion (DEI) training for Council, Committee & staff members (Core Business Practices). Internally, the CRTO's Patient Relations Committee and staff began work related to diversity, equity and inclusion; this work continued in 2022, and more information on this initiative will be provided in the 2022 report. As mentioned above, CRTO staff and some Council and Committee members participated in a virtual training session focused on Indigenous awareness, particularly the history of the residential school system.

Q16
Organizational structure

Yes,
Description of Change/Improvement that would impact Fair Registration Outcomes:
2021 proved to be an extremely challenging year for the CRTO due to the tragic and sudden passing of Kevin Taylor, the CRTO CEO and Registrar. Maintaining organizational integrity and supporting the CRTO's team was a key focus during this time. CRTO Council appointed Carole Hamp as the Acting Registrar in April 2021 and then as the Registrar and CEO in December 2021. The CRTO 2021-2025 Strategic Direction (approved at the December 2021 Council meeting) identified the need for a comprehensive Risk Management Framework, which includes a clear succession plan for senior leadership. While this does not have a direct impact on Fair Registration Outcomes, it is essential to ensure business continuity in the event of a sudden change in organizational leadership.

Q17
Contingency or continuity of operations plans

Yes,
Description of Change/Improvement that would impact Fair Registration Outcomes:
As the pandemic continued to significantly impact our healthcare system, the CRTO worked closely with the MOH, as well as our other system partners, to ensure there were a sufficient number of Respiratory Therapists (RTs) to meet the workforce demands. During the reporting period, the CRTO continued to monitor daily sector stakeholder updates by the MOH Emergency Operations Centre (EOC) and the Critical Care Secretariat of Ontario (CCSO). The CRTO's website was updated with relevant information to facilitate access to timely, accurate and reliable information. The CRTO also continued to communicate with other regulatory colleges and other stakeholders to share information and, where applicable, coordinate our efforts in response to the pandemic. The CRTO office continued to operate remotely. Senior staff managed and monitored the College's process to ensure business continuity. The CRTO's Employment Handbook was updated with additions related to working remotely.

Q18
Documentation requirements for registration

No

Q19
English / French language proficiency testing

No

Q20

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

- 1

Policy Framework – In the spring of 2021, the CRTO published a new Policy Framework. The framework was developed to support the CRTO in establishing policy (including registration policies) development processes that are public-focused, transparent, objective, and adaptive. The framework guides the CRTO’s policy (and other regulatory documents) development and review cycle. As part of the new Policy Framework, the CRTO developed a new consultation process. Considering the views of the public, profession, and other stakeholders aligns with the CRTO’s commitment to developing policies that are transparent, accountable, and aligned with public expectations. During the reporting period, the CRTO consulted on 13 policies (including six registration policies) and six professional practice guidelines.
 - 2

In 2021, the CRTO established the Finance and Audit Committee (FAC). This new committee is responsible for assisting the CRTO in fulfilling its obligations and oversight responsibilities relating to financial planning (including the assessment of the CRTO’s registration fees) and reporting, external audit, internal control systems, investments, and relevant policies.
 - 3

CRTO Council approved the 2021 - 2025 Strategic Direction & Key Priorities at its December 2021 meeting. The document articulates the College’s commitment to embedding the principles of diversity, equity and inclusion in our processes and outlines the College’s commitment to developing a comprehensive Risk Management Framework to help us identify and monitor internal and external risk. Work on these two initiatives continued in 2022.
-

Q21

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

- | | |
|---|---|
| 1 | The sudden passing of the CRTO’s Registrar had a significant impact on all of the CRTO’s departments and programs. In 2022, to ensure that the CRTO has the ongoing senior leadership capacity to continue to meet its regulatory mandate, the Council of the CRTO approved a Succession Plan for Senior Leadership Policy. |
| 2 | The CRTO relies on the availability of professional and public Committee members to sit on the Registration Committee Panels. One of the significant barriers to timely registration decisions is the low number of public members available to sit on the Registration Committee and panels. It is a common occurrence to have to delay and even cancel panel meetings because the sole public member is not available. Furthermore, the professional members of the Registration Committee are practising respiratory therapists. The healthcare system’s needs for respiratory therapy services impact their availability, especially during public emergencies such as a pandemic. |
| 3 | It is essential that Colleges do everything possible to guard against potential risks to the security of applicant and member information. In 2021, the CRTO began the process of digitalizing all existing paper-based registration documents and storing them in an encrypted storage system. This was done to ensure timely access to applicant and member data while at the same time preventing unauthorized access and/or usage. |

Q22

No

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

Q23

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

English ,

French

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	1028
Total Female	2868
Total Non-binary	0
Gender not provided	0
Overall Total	3896

Q25

In relation to your members: Do you collect race-based data?

No

Q26

Do you collect other identity-based or demographics data?

No

Q27

Do you plan to collect race-based data in the future?

Yes,

If yes, please indicate the type::

In August 2022, the CRTO contracted Canadian Equality Consulting (CEC) to support its diversity, equity, and inclusion (DEI) efforts at the staff, Council, Committees, and membership levels. Once all the membership survey data is received and analyzed, the CEC will identify the type of race and other identity-based data that would be most useful for the CRTO to collect to ensure that its registration practices are as fair and equitable as possible.

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	3582
Provisional/Limited	47
License/Certificate	
Emergency	0
License/Certificate	
All other classes	267
Overall Total	3896

Q29

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

Ontario	3616
Other Canadian Provinces and Territories	209
USA	61
Other Countries	10
Multiple and/or Unspecified Jurisdiction	0
Total	3896

Q30

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

1	USA - 61
2	India - 5
3	China - 1
4	Iran - 1
5	Philippines - 1
6	Ukraine - 1
7	Venezuela - 1
8	N/A
9	N/A
10	N/A
11	N/A
12	N/A

Q31

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

Total Male	57
Total Female	195
Total Non-binary	0
Gender not provided	0
Overall Total	252

Q32**No**

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

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Q33

No

Do you collect other identity-based or demographics data?

Q34

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

2

Q35

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

Number of Applicants	222
Number of Applicants Licensed/Certified	196
Average Time to Process Application in Weeks from First Point of Applicant Contact	4
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q36

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

Number of applicants	19
Number of applicants fully licensed/certified	12
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q37

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

Number of applicants	34
Number of applicants fully licensed/certified	24
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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Q38

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

Number of applicants	9
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	10
Average Time to Process Application in Weeks from Receipt of all Required Documents	3

Q39

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

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

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

Number of applicants	241
Number of applicants fully licensed/certified	208
Average Time to Process Application in Weeks from First Point of Applicant Contact	4
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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Q41

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

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

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

Processing times are based on when an application was approved, referred to the Registration Committee or referred to the entry-to-practice assessment process.

Q43

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

1	India - 3
2	Iran - 2
3	Philippines - 2
4	USA - 2
5	Libya - 1
6	Qatar - 1
7	N/A
8	N/A
9	N/A
10	N/A
11	N/A
12	N/A

Q44

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

164

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Q45		161
Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.	0 – less than 3 months	161
	3 months – less than 6 months	3
	6 months – less than 12 months	0
	12 months – less than 18 months	0
	18 months – less than 24 months	0
	24 months and greater	0

Q46
Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

40

Q47		14
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.	0 – less than 3 months	14
	3 months – less than 6 months	4
	6 months – less than 12 months	22
	12 months – less than 18 months	0
	18 months – less than 24 months	0
	24 months and greater	0
	TOTAL	40

Q48		43
Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1- December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.	Ontario	43
	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	43

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

Q50	Ontario	124
Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	2
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	126

Q51	Ontario	12
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	2
	USA	0
	Other Countries	2
	Multiple and/or Unspecified Countries	0
	TOTAL	16

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

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Q53

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

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

Q54

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

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

Q55

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

1	100% - entry to practice requirements
2	N/A
3	N/A

Q56

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

1	100% Applicants did not meet the non-exemptible registration requirements.
2	N/A
3	N/A
4	N/A
5	N/A

Q57

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

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

Q58

Please provide any additional comments you may have:

Clarification under question 49 regarding emergency license/certificate. Although the CRTO has an Emergency Registration Policy, we do not have an Emergency Class of Registration. Applicants registered under the Emergency Registration Policy can be issued a certificate in the General or Graduate Class of Registration.
