

Fair Registration Practices Report

Nurses (2009)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

Website

Prospective applicants interested in applying for a Certificate of Registration with the College of Nurses of Ontario ("the College") may retrieve information about the registration process by accessing the College's website at www.cno.org. Upon opening the main webpage, applicants can select the "Registration" tab, which provides comprehensive information about the initiation of an application for registration, including a specific section on "Applying for Registration". Here, prospective applicants can find information on the required application fees and any additional fees that may be requested during the administration of an application and all of the requirements for registration. The website also provides applicants with access to additional resources including numerous Fact Sheets on "Becoming a Nurse: for Internationally Educated Nurses", "Baccalaureate Education for RNs in Ontario", "Education for Registered Practical Nurses in Ontario", "Preparing to Write the RN and RPN Exam", "Temporary Registration" and "Transitional Registration"; an Application Guides entitled "Registration Guide for Internationally-Educated Nurses", "Temporary Registration Instruction Guide"; and a frequently asked questions (FAQ) section. The website also includes a glossary of registration terms. Here, each term is described in plain and clear language.

The Application Guide, Fact Sheets and the Application Form are provided in printable form off the web site or as a mail out.

The College's website is updated regularly as new information becomes available. For instance when Ontario Labour Mobility Act was being developed by the government updates informed applicants on how the legislation may affect them. When the legislation was passed changes were made to capture the amendments to made to Regulated Health Professions Act (RHPA).

Also, FAQs are modified based on the frequency a question is asked upon phone into the Call centre.

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

Community

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

Phone / Email

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

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

Walkin

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

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

b) requirements for registration

Website

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

Application Guides

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

Phone / Email

Customer Service Representatives are well versed in the requirements and capable of discussing them with prospective applicants either on the phone or in an email response during business hours.

Walkin

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

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

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

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

Specific Requiements

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

Applicants can also obtain this information from the Customer Service Representatives or Registration

Administrators (for Internationally Educated Nurses) in writing or by phone.

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

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

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

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

The guide and information on the website are updated as and when required, e.g Agreement on Internal Trade (AIT) implications were updated on the website and as the legislation became law applicants affected were informed individually in writing and also through general information on the website.

e) requirements that may be satisfied through acceptable alternatives

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

Specifically for

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

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

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

appropriate.

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

f) the steps in the assessment process

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

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

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

For information on the College's Extended Class registration, webusers are invited to review the Fact Sheet: Registration Nurse Practitioners, or to contact the College at cno@cnomail.org.

Applicants can also obtain this information from contacting the college and speaking to a Customer Service Representative or the Registration Administrator assigned to the application or as a walkin at the Customer Service Desk.

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

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

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

the program the Ontario education facility provides the College with a list of these students.

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

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

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

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

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

i) how applicants can contact your organization

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

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

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

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

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

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

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

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

are required to pay a nominal fee.

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

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

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

The website identifies the organizations and contacts that relate to specific requirements. Their roles are not clearly articulated.

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

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

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

Information concerning examination timelines, deadlines and dates is available under the tab "Examinations" which is accessible from the webpage "Registration". It is also sent out with the application for exam.

Processing times are provided when an applicant pays the application fee and sends in his/her application. The information is sent out in the form of a letter and also the applicant is informed over the phone. The applicant is also provided the timeline when s/he emails the college by automated response.

The College's website is being totally reconstructed with an applicant specific portal. This site will contain all the information for both national and International applicants. The launch of the new website is planned for the fall of 2010.

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

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

Processing times vary significantly with each applicant as information is required from third parties to verify applicant submitted information.

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

All of this information is available on the website under the section entitled "Contact Us" and is also in the printed guide.

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

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

Information about special accommodation required in writing the exam is available on the website under the Examination webpage in the Registration section of the website. Changes made to processes or updates are captured in the Examination fact sheets and the guides that accompany the application packages.

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

Bill 175

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

The introduction of Bill 151 the Ontario Labour Mobility Act was captured on the College's website and updates were made as the bill made its way into law. Applicants from other Canadian jurisdictions affected by the process were informed in writing.

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Amount of Fees (2 / 13)

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

Internationally educated nurse applicants are required to have their program evaluated to ensure it is equivalent to a current Ontario program for either Registered Nurses or Registered Practical Nurses. Applicants from prior approved Ontario programs do not pay the additional fee for the equivalence determination.

The application fees payable by an internationally educated applicant is \$163.55 versus \$46.73 paid by in province and other Canadian jurisdictions applicants.

The difference in the fees charged is to compensate for the additional costs incurred by the College in assessing international applications which includes assessment of an individual's specific program, evidence of safe practice and other registration requirements. Ontario education programs are approved by bodies accepted by Council prior to students being enrolled, as a result graduates are only from an approved program and do not require individual assessment of their program. This is the same for practice and fluency as each requirement is met through their Ontario program.

The fee also includes the cost of services incurred by the College from third party providers such as WES,

which is used for credential level determination.

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

There has been no change to application fees during the year 2009.

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

a) What are your timelines for making registration decisions?

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

Applications that do not meet a requirement as laid out in the regulations are referral to the Registration Committee (RC). A notice of referral is sent to the applicant by mail at least 30 days before the RC meets to review the application.

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

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

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

The College issues a letter to the Applicant informing them of the status of their registration within 15 weeks of receipt of the application and payment of the required registration fees.

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

In some circumstances, the letter to the Applicant may also include a request for further documentation or information.

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

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

Simultaneously, the applicant will also receive a letter informing them that they have an opportunity to provide

written submissions for consideration by the Registration Committee for which they have thirty days to submit. This is in accordance with the Regulated Health Professions Act.

Applicants who require additional time to gather and provide their written submissions are asked to contact the College to accommodate this request.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The process has been modified to give clearer reasoning in the decisions. If the program is not equivalent to a current Ontario nursing program the reasons specify competencies that are weak or non-existent in the documentation. This change has not impacted the timeline for issuing RC decisions. However, it has impacted the detail of assessment of equivalency and the time to complete this competency assessment for RC's review.

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Access to Records (4 / 13)

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

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

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

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

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

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

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

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

d) List the fees for making records available.

The fee for transcripts is \$20.00 plus GST.

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

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

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

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

There have been no changes to the process.

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Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The following resources are available:

Guides:

Registering as a Nurse in Ontario
Registration in the Extended Class for Nurses in Ontario
Temporary Registration Instruction Guide
Registration Guide for Internationally Educated Nurses

Fact Sheets:

What is CNO?
Practising Nursing
Preparing to write the Registered Nurse and Registered Practical Nurse examinations
E-interactive fact sheets
Registration Nurse Practitioner

Examination Guides:

Canadian Registered Nurse Examination and Initial Registration Handbook
Canadian Registered Practical Nurse Examination and Initial Registration Handbook

Blue prints of the examination CRPNE is available on the website of ASI . www.asitest.ca/PN/CPNRE%20Blueprint%202001.pdf

The Blue print of the CRNE exam is available for purchase from CNA the national examining body.

Preparation exams and guides are also available from the Canadian Nurses Association for Registered Nurses and Assessment Strategies Inc for the Registered Practical Nurses examination.

A detailed list of the Competencies that are required for both Registered Nurses and Registered Practical Nurses are listed on our website under the Publications tab.

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

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

Schools with Nursing Bridging Programs in Ontario along with a contact and e-mail link.

The Colleges website contains links to the organizations identified above.

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

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

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

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

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

Information is available on our website.

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

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

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

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

There have been no changes other than updates to the documents.

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In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

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

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

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

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

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

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

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

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

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

There were 9 internal review cases where the decision letters were delayed beyond our internal timelines as we had expanded our reasoning and had to obtain legal advice in finalizing the format.

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

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

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

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

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

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

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

The appeal to the Health Professions appeal and review board is external, hence no concern exists that the same people are involved in both decision-making processes.

e) Describe your internal review or appeal process.

An internal review occurs when the Executive Director:

(a) has doubts, on reasonable grounds, about whether the Applicant fulfils the registration requirements;

(b) is of the opinion that terms, conditions or limitations should be imposed on a certificate of registration of the Applicant and the applicant does not consent to the imposition; or

(c) proposes to refuse the application.

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

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

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

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

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

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

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

The Appeal Process:

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

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

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

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

There has been no change in the internal review process.

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Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

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

They are also informed that, if they would like to have their matter reviewed by the Board, they are required to provide written notice to the Board and the Registration Committee within thirty days after they received notice of the Registration Committee's decision and their reasons.

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

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

There has been no change to the practice in this section during the 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.

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

Program requirements:

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

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

RPNs applicants to the general class :

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

Requirement for the Extended Class are:-

The applicant,

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

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

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

safely.

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

If the Applicant's educational program has not previously been assessed by the College and it was completed outside Canada, the College refers the documents to World Education Services (WES).

- WES evaluates the education level equivalency. The College absorbs the cost of the WES assessment and then carries out a paper-based content and competency assessment to determine if the nursing program is comparable to an Ontario nursing program.
- If the assessment finds that the education requirement is met, the Applicant is eligible to apply for the exam. Failure to meet the educational requirement based on the education program alone means the Applicant is requested to provide any additional education and/or work experience information to the College.
- If an Applicant has additional education and/or work experience, the file is referred to a work group of expert nurses to review and make a recommendation on education equivalency.
- The file and the work group's recommendation are sent to the Registration Committee for a decision. The decision is to either:
 - register the Applicant, or
 - register the Applicant with terms, limitations or conditions imposed on the certificate, or
 - refuse the Applicant, or
 - refer the application back to staff for further information.
- Alternatively, if the Applicant has no other education or experience, the file is referred to the Registration Committee for a decision.
- All applications referred to the Registration Committee are reviewed for two factors: to see if the Applicant's basic program meets the education requirement, and if it does not, then to see if their nursing experience and additional education along with the basic nursing program are equivalent to the education requirement.

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

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

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

- The College requires verification of registration from any other jurisdictions where applicant has worked, or still are, registered, licensed or certified as nurses.
- Graduation from an approved Registered Nurse or Registered Practical Nurse program within the last five years, is considered as evidence of recent safe practice.
- If the Applicant has worked as a nurse outside Ontario, the College requires evidence of recent safe nursing practice, such as a reference from the most recent employer verifying that the Applicant worked a minimum of 1,125 hours in nursing within the previous five years.

- Applicants are required to request their employer(s) to complete the Verification of Employment and Reference (B-4) form that is included in the application

package. This form must be received directly by the College from the employer.

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

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

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

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

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

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

The use of a credible third party credential evaluation agency, like WES, ensures the currency of documents used for assessment.

- The College provides WES with documents that were received by the College directly from the official source. For example, the College requests that, if possible, transcripts be provided directly from the official source to the College.

- The College then supplies these original documents to WES for their evaluation and consideration. WES validates that these documents are from the official source, and when unsatisfied about the authenticity of a document, WES clarifies this with the official source of the documents.

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

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

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

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

The database used at the College is a repository of information that has been collected over a number of the years. The database retains the results of prior credential assessments of educational programs that were evaluated by WES and further reviewed by College staff.

- Results of the evaluations completed by WES, are stored in the database for use in assessing Applicants that have applied with a program that has previously been assessed.
- If a program is reviewed and approved, the information is captured and the next Applicant from the same program is assessed based on the previous assessment.
- Documents of previous assessments are also available to staff for reference. Comparison often helps even in checking authenticity of documentation submitted by Applicants.

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

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

A program is required to be recognized in the jurisdiction if a regulatory body exists. If none exist then the college will carry out its own evaluation and obtain a waiver of the unrecognized program from the Registration Committee.

It is essential that the level and the content of the programs are evaluated to ensure the competencies expected in an equivalent Ontario nursing program are present.

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

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

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

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

As mentioned earlier the types of accommodation provided are:

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

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

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

The average length of time has not been calculated as there is a significant amount of time in obtaining documentation and for an applicant to meet a requirement (i.e. pass the exam) that is not within the control of the College but rather in the control of the applicant and third parties (education facilities, employers, translators, and other registering bodies).

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

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

Yes, the time for an international applicant from initiation of the registration process to registration is significantly different.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

International Applicants take longer to register than Ontario applicants.

- International Applicants require

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

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

The College sends credentials to WES for determination of the level of the program. The original program

document and other supporting information is forwarded to WES after authentication. WES is a reputed organization, a member of the Canadian credential accrediting organization. They have the experience of evaluating several programs and they provide us with a level the credential measures up to.

The College on its own, also obtains information from the Regulatory Boards of the different countries as to what programs are available and also consults the current world education database to determine changes that are taking place in education around the world.

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

Apart from the level of the credential, the College analyzes the transcripts to determine if the competency elements are present.

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

The presence of these elements in the programs completed by Internationally Educated Nurse Applicants is used for meeting the competencies and for determining the equivalency to a current program in Ontario. Starting in September 2009, programs that were not had been assessed, once the level is determined would be assessed by an ETP assessor. The ETP assessor would evaluate the program from a competency perspective using the course descriptions and outlines.

If the program does not meet the requirement the applicant is allowed to demonstrate that the basic program and any additional nursing education and/or practice is equivalent to a current Ontario program for registration by completing a Baccalaureate Equivalency Table. Instructions are provided to assist the applicant.

iii. Explain how work experience is taken into account.

Work experience is not considered in credential assessment. It is only when the program on its own is not equivalent to current Ontario program work experience is factored in meeting the program requirement.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

For Applicants whose program was previously assessed by WES as equivalent to an approved Ontario Baccalaureate in Nursing program for Registered Nurse Applicants or an approved Ontario diploma in Nursing program for Registered Practical Nurse Applicants, an assessment by the College is completed to determine whether their program includes the required competencies.

Apart from the level of the credential, the College analyzes the Applicant's transcripts to determine if the competency elements are present.

For Applicants whose program is not deemed equivalent to an approved Ontario baccalaureate in nursing for Registered Nurse Applicants or an approved diploma in nursing for Registered Practical Nurse applicants, their program is also reviewed to determine which elements may be absent from their transcripts and other supporting documents.

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

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

The Baccalaureate Equivalency Work Group, described above, reviews the Applicant's original nursing education, additional education and work experience and the BET.

The Baccalaureate Equivalency Work Group's opinions are then provided to the Registration Committee who completes a similar review of the Applicant's file

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

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

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

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

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

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

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

Applicants often submit job descriptions and employer references to the Registration Committee. The Applicant may also choose to draw on their work experience in completing their BET table.

The Baccalaureate Equivalency Work Group considers the submissions made by the applicant that draws from the work experience and the description of the role and actual performance as attested by the employer and determines equivalencies on the basis of competencies.

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

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

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

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

Some common examples of documents submitted by Applicants include job descriptions, employer references, course descriptions and a Baccalaureate Equivalency table. These items are first reviewed by the Baccalaureate Equivalent Work Group for Registered Nurse applicants. The work group's opinion regarding competency equivalency is then provided to the Registration Committee.

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

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

The Baccalaureate Equivalent Work Group applies their nursing knowledge, skill, and judgement in assessing applications.

The work group is comprised of nursing experts that are active in the community of nursing education. The work group provides a report on the competencies that are present and/or absent from the applicant's information.

The Competencies are used to determine program equivalencies are reviewed and updated by the Entry to Practice Department that is involved in the development of nursing competencies.

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

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

l) If your organization administers examinations:

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

Multiple choice format
Pass marks are set using the modified Angoff method.
2 rewrites are permitted (according to regulation).

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

The exams are national examinations provided by a third party vendor (Canadian Nurses Association for RNs

and Assessment Services Inc. for RPNs) In the case of NPs the exams are based on specialties - CNA provides the Family all ages examination and ANCC has examinations for Adult and Paediatric specialties. The council of the COLlege has also approved other examinations as equivalent for the NP class.

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

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

Exams are not administered if found not valid or reliable.

An Examination Administration Committee (composed of representatives from the participating jurisdictions) reviews the item bank and sets exams pass scores using the modified Angoff method.

Jurisdictional reviews also occur to ensure that jurisdictional issues are addressed.

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

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

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

Experimental questions are tested through every sitting and the examination committee reviews the performance by candidates before including.

Questions are added to the item bank each year after following the process for the experimental questions.

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

1. The addition of the Entry to Practice assessor has strengthened the internal process of evaluating the program content. This requires that a program that has not been previously approved be reviewed by this individual, who is a nursing academic by background. The evaluation involves reviewing the course descriptions, outlines and comparing it to current programs in the province. Before this evaluation takes place the level of the program has already been determined and external services are used such as WES for this determination of the level.
2. During the year the BaccaLaureate Equivalency Table was revised. This is the document that applicants provide when their program is not considered equivalent. The table is what the applicant fills in for a review by the BaccaLaureate equivalency work group and registration Committee. The table captures in the applicant's own words how she/he meets the entry level competencies drawing from her/his educational and work experiences. The revision was to provide more help to applicants in filling this table, examples were provided, the competencies were explained in simpler terms etc.

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Third-Party Organizations (9 / 13)

- a) List any third-party organizations (such as language testers, credential assessors or examiners)

relied upon by your organization to make assessment decisions.

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

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

Assessment Strategies Incorporated (ASI) - Registered Practical Nurse Examination

ANCC for Nurse Practitioner Specialties - Adult and Paediatrics.

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

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

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

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

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

WES: Applicants who require their documents to be evaluated are informed if the results if it was determined that the program they completed is not equivalent to a Baccalaureate degree. If it was determined as equivalent the Applicant's program is further assessed to meet the competencies in an Ontario program. This role of WES is as advisory input the College considers in evaluating a credential.

Examination information is available on our website, facts sheets and links to CNA and ASI websites are also provided.

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

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

iii. provides timely decisions, responses and reasons to applicants

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

Exam results are distributed to Applicants by the College.

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

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

iv. provides training to individuals assessing qualifications

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

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

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

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

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

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

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

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

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

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

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

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

See above.

iii. Explain how work experience is taken into account.

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

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

i. Describe the methodology used to evaluate competency.

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

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

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

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

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

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

i. Describe the methodology used to evaluate prior learning.

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

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

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

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

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

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

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

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

The exams are multiple choice.

The modified Angoff method is used to score.

Base on the College's regulation applicants are allowed 2 rewrites.

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

Please see Section 8 L(ii).

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

Please see Section 8 L(iii).

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

The College has taken the lead on a National Language Benchmarking setting exercise. The purpose of this exercise is to harmonize the requirements for language fluency across the provinces and ensure that the various tests are benchmarked and are not testing to different levels. The CELBAN which is a nursing specific language test will be used as a basis for this exercise.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

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

New staff are trained on the applicable Registration regulations.

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

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

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

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

ii. individuals who make registration decisions

The Executive Director is hired with the requisite knowledge concerning regulation and is committed to ongoing professional development and has access to legal counsel when needed.

iii. individuals who make internal review or appeal decisions

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

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

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

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

There has been no changes in this section during the year 2009.

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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.

Registered Nurse - Mutual Recognition Agreement (MRA) with other provinces and territories that allows for

mutual recognition of applicants registered in another province or territory of Canada.

The agreement recognizes the Quebec exam as equivalent to the national exam for Registered Nurses.

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

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

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

The verification received from a Canadian jurisdiction confirms that an approved education program or equivalent was completed, the applicant meets the examination requirement, and if there are any or no conduct issues.

Commencing Dec 15, 2009 the applicants currently registered in another province fall under the new Labour Mobility provisions of the RHPA that requires that we do not retest or require the applicant to complete any additional study for the purpose of meeting program requirements. We can only insist on the applicant meeting our practice, good character and fluency requirements.

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

The change that occurred during the year was incorporation of the inter provincial labour mobility provision in the Code to the RHPA. This would benefit all applicants who are currently registered in another province as they would not be required to meet our program requirement, this would apply to international applicant who also pass through another province in Canada.

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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	192
Staff involved in appeals process	1.5
Staff involved in registration process	21.5

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants¹ 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	1392
India	529
Nigeria	201
China	106

U.K.	81
Jamaica	72
Israel	50
U.S.	39
Romania	38
Pakistan	36

¹Persons 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 members² 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 31st 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 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	132625	4315	1403	14111	657	153111

² 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:

The numbers above include members in the Retired Class who are registered, entitled to use the professional title, but are not allowed to practice.

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 st to December 31 st 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
New applications received	9163	691	255	3303	0	13412
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	5713	850	381	7118	0	14062
Inactive applicants (applicants who had no contact with your organization in the reporting year)	6438	1061	238	4649	0	12386
Applicants who met all requirements and were authorized to become members but did not become members	434	214	29	244	0	921
Applicants who became FULLY registered members	8851	505	157	739	1	10253
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence						0
Applicants who were issued an alternative class of licence³	3358	78	46	113	0	3595

³ 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:

	Class of licence	Description
a)	General Class	<div style="border: 1px solid black; padding: 5px;"> <p>Most applicants seek registration in the General Class of either category RN or RPN. This class of registration is the least restrictive and allows the members of the class to practice the full scope provided they do not have any individual restrictions.</p> </div>
b)	Temporary Class	<div style="border: 1px solid black; padding: 5px;"> <p>Applicants who meet all the requirements for entry to the General Class including recent safe practice within the last year but have not written the examination are entitled to register in the Temporary Class.</p> </div>
c)	Transitional Class	<div style="border: 1px solid black; padding: 5px;"> <p>Registered members from other Canadian jurisdictions who do not meet the Ontario program requirement for registration in the General Class are registered in the Transitional Class. Registration in this class is for a period of 2 years for Registered Practical Nurses and for 4 years for Registered Nurses to allow for upgrading.</p> </div>
d)	Extended Class	<div style="border: 1px solid black; padding: 5px;"> <p>Members of this class belong to the RN category but have access to an extended scope of practice and additional controlled acts. The applicants to this class are required to meet Nurse Practitioner program, practice and examination requirements.</p> </div>
e)		<div style="border: 1px solid black; height: 30px;"></div>

f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>
j)		<input 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 st to December 31 st 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	268	99	76	781	0	1224
Applicants who initiated an appeal of a registration decision	18	0	1	13		32
Appeals heard				6		6

Registration decisions changed following an appeal				1		1
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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.

During the year the college realigned its registration process by strengthening our Entry to Practice (ETP) Team, by the addition of an Entry to Practice assessor with a nursing academics background to assess programs. Also added was a Administrative associate to support assessment of programs and plans are for the addition of a full time decision administrator. These changes have been made to strengthen the assessment of programs and establishing equivalency to Ontario programs based on competencies. Once the level is determined of a program i.e. diploma or degree the content of the nursing program is assessed by this ETP group. If after an assessment the program is found to have gaps then the assessement follows the usual process for determining equivalency through an assessment of any additional education or nursing practice that is approved by the Registration Committee.

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Certification (13 / 13)

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
 - all information required to be provided in the Report is included; and
 - the information contained in the Report is accurate.

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

Title: Director Corporate Services

Date: March 1, 2010

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