

Fair Registration Practices Report

Veterinarians (2012)

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

The College provides information about the steps to initiate registration available to those interested in applying through several avenues, including:

- Correspondence with College staff: one-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email.
- Paper Information packages: Registration information is included in application packages, which are mailed upon request.
- Group meetings: Annual meetings are held with the Veterinary Skills Training and Enhancement Program (VSTEP) participants, as well as the graduating class at the Ontario Veterinary College, University of Guelph.
- Website Information: information for the steps for each stream of applicant (accredited school graduates, non-accredited school graduates - internationally trained) is publically available on the College's website. The website section titled Licensure of Veterinarians contains:
 - Application Process flowchart, including all steps to achieve licensure
 - Application form for all licence types, including a checklist of requirements
 - Listing of required documentation for graduates of accredited and unaccredited DVM programs
 - Website link to the CVMA's National Examining Board (BCSE, NAVLE, CPE), AVMA's Educational Commission for Foreign Veterinary Graduates (BCSE,CPE) and NBVME (NAVLE) information on processes
 - Office of the Fairness Commissioner's Report on Registration Practices
 - Link to a Career Map: A Career Map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process
 - Information on the Ontario Labour Mobility Agreement (OLMA)
 - CVO Local Knowledge Exam Information Brochure
 - Registration Department Contacts – English and French speaking staff

Accurate CVO website and registration information is kept current by staff who review and update content of the website and paper materials regularly.

b) requirements for registration

The College has a number of resources available that provide information about licensing requirements for registration, and makes this information available via the following:

- Correspondence with College staff: one-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email.
- Paper Information packages: Requirement information is included in application packages, which are mailed upon request.
- Group meetings: Annual meetings are held with the Veterinary Skills Training and Enhancement Program (VSTEP) participants, as well as the graduating class at the Ontario Veterinary College, University of Guelph.
- Website Information: information on requirements for each licence type is publicly available on the College's website

The website section titled Licensure of Veterinarians contains:

- Application Process flowchart, including all steps to achieve licensure
- Application form for all licence types, including a checklist of requirements
- Information for graduates of unaccredited veterinary schools (Internationally Trained Veterinarians), including the College's position statement on Licensure of Internationally Trained Veterinarians and forms needed to apply under this statement
- Information for graduates of accredited veterinary schools
- Outline of licence types
- Listing of required documentation
- CVO application and licence fees
- Website link to the CVMA's National Examining Board (BCSE, NAVLE, CPE), AVMA's Educational Commission for Foreign Veterinary Graduates (BCSE,CPE) and NBVME (NAVLE) information on requirements
- Office of the Fairness Commissioner's Report on Registration Practices
- Link to a Career Map: A Career Map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process
- Information on the Ontario Labour Mobility Agreement (OLMA)
- CVO Local Knowledge Exam Information Brochure
- Registration Department Contacts – English and French speaking staff

The website section titled About the CVO contains Regulation 1093 under the Veterinarians Act, which lists all licensing requirements in Ontario.

Accurate CVO website and registration information is kept current by staff who review and update content of the website and paper materials regularly.

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 College provides a number of resources explaining how the requirements for registration are to be met. These include:

- Correspondence with College staff: one-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email.
- Paper Information packages: Requirement information is included in application packages, which are mailed upon request.
- Group meetings: Annual meetings are held with the Veterinary Skills Training and Enhancement Program (VSTEP) participants, as well as the graduating class at the Ontario Veterinary College, University of Guelph.
- Website Information: information on how to meet requirements for each licence type is publicly available on the College's website.
The website section titled Licensure of Veterinarians contains:
 - Application Process flowchart, including all steps to achieve licensure
 - Application form for all licence types, including a checklist of requirements
 - Information for graduates of unaccredited veterinary schools (Internationally Trained Veterinarians), including the College's position statement on Licensure of Internationally Trained Veterinarians and forms needed to apply under this statement
 - Information for graduates of accredited veterinary schools
 - Outline of licence types
 - Listing of required documentation
 - CVO application and licence fees
 - Website link to the CVMA's National Examining Board (BCSE, NAVLE, CPE), AVMA's Educational Commission for Foreign Veterinary Graduates (BCSE,CPE) and NBVME (NAVLE) information on processes
 - Link to a Career Map: A Career Map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process
 - Information on the Ontario Labour Mobility Agreement (OLMA)
 - CVO Local Knowledge Exam Information Brochure
 - Registration Department Contacts – English and French speaking staff

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 does not have a requirement for any education or practical experience that must be completed in Ontario. There is no requirement for supervised practice prior to licensure.

However, the College provides additional opportunities for internationally trained applicants to gain clinical experience through its Position Statement on Licensure of Internationally Trained Veterinarians. The position statement and forms needed to apply under this statement are available on the College's website. The College has a number of resources available that provide information in this regard. These include:

- One-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email.
- The College has an open website.
The website section titled Licensure of Veterinarians contains:
 - Application Process flowchart, including all steps to achieve licensure
 - the College's position statement on Licensure of Internationally Trained Veterinarians and forms needed to apply under this statement
 - Link to the Veterinary Skills Training and Enhancement Program (VSTEP) - a bridging program available for Internationally Trained Veterinarians
 - Office of the Fairness Commissioner's Report on Registration Practices

- Link to a Career Map: A Career Map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process

The website section titled "About the CVO" contains links to the Veterinarians Act and Regulation 1093 which lists licensing requirements in Ontario.

Accurate CVO website and registration information is kept current by staff who review and update content of the website and paper materials regularly.

e) requirements that may be satisfied through acceptable alternatives

The Principal, Registration advises applicants who do not satisfy the requirements stipulated in regulation of their option to proceed with a Registration Committee review. Though the Registration Committee cannot approve alternatives to the requirements for licensure, it may waive one or more requirements. This information is communicated directly to applicants on a case-by-case basis.

Please see item (h) for acceptable alternative documents.

f) the steps in the assessment process

The College has a number of resources available that describe the assessment process for registration, and makes this information available via the following:

- Correspondence with College staff: one-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email.
- Paper Information packages: Assessment information is included in application packages, which are mailed upon request.
- Website Information: information on the steps in the assessment process is publically available on the College's website.

The website section titled Licensure of Veterinarians contains:

- Application Process flowchart, including all steps to achieve licensure
- Website link to the CVMA's National Examining Board (BCSE, NAVLE, CPE), AVMA's Educational Commission for Foreign Veterinary Graduates (BCSE,CPE) and NBVME (NAVLE) information on processes
- Office of the Fairness Commissioner's Report on Registration Practices
- Link to a Career Map: A Career Map posted on the government of Ontario website (ontarioimmigration.ca)
- Information on the Ontario Labour Mobility Agreement (OLMA)
- CVO Local Knowledge Exam Information Brochure
- Registration Department Contacts – English and French speaking staff

Accurate CVO website and registration information is kept current by staff who review and update content of the website and paper materials regularly.

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

The College provides information about the documentation required by applicants (which is the same, regardless of the country wherein they were trained) in a number of ways, including:

- Correspondence with College staff: one-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email.
- Paper Information packages: Documentation information is included in all application packages, which are mailed upon request.
- Group meetings: Annual meetings are held with the Veterinary Skills Training and Enhancement Program (VSTEP) participants, as well as the graduating class at the Ontario Veterinary College, University of Guelph.
- Website Information: information on required documentation is publically available on the College's website. The website section titled Licensure of Veterinarians contains:
 - Application Process flowchart, including all steps to achieve licensure and the associated required documents
 - Application form for all licence types, including a checklist of required documents
 - Website link to the CVMA's National Examining Board (BCSE, NAVLE, CPE), AVMA's Educational Commission for Foreign Veterinary Graduates (BCSE,CPE) and NBVME (NAVLE) information on processes
 - Information on the required documents needed to be submitted by applicants applying under the Ontario Labour Mobility Agreement (OLMA)
Office of the Fairness Commissioner's Report on Registration Practices

Internationally Trained Veterinarians (ITV) who graduate from acceptable non-accredited schools are required to complete the Basic and Clinical Sciences Examination (BCSE) (though graduates of accredited schools who have failed the North American Veterinary Licensing Examination (NAVLE) more than twice are also required to complete the Clinical Performance Exam (CPE)). They must therefore provide evidence of passing all 3 national examinations, whereas graduates of accredited schools (whether international or domestic) must provide evidence of passing only the NAVLE.

The CVMA and AVMA provide a detailed list of all documentation that must be submitted for each component of the exam on their respective examination board websites, on contact initiated by the applicant and in their application kit. Applicants can also access this information through the College website and directly from the Principal, Registration, either face-to-face, over the phone or via email.

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

The College will accept official transcripts in place of the original degree and will accept notarized copies of the degree and national board exam score reports if the originals cannot be presented.

The CVMA and AVMA will consider accepting alternative documents in cases when an individual is unable to obtain official documentation. The CVMA and AVMA provide this information through their website, on contact initiated by the applicant and in their application kit. Applicants can also access this information through the CVO website and directly from the Principal, Registration in person, over the phone or via email.

i) how applicants can contact your organization

The College encourages applicants to contact the College in the way best suited to them. Applicants can contact the CVO by telephone or email; obtain information on the CVO website; or meet in person as walk-ins or by appointment. The application form includes contact details for the applicant's convenience.

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

applications

Upon receipt of the application, the Principal, Registration advises the applicant as to when and why the College will contact them next. This is done on a case-by-case basis. Examples include:

- If documents for an application are missing and the applicant has agreed to provide them, contact would be made within a reasonable period of time to check on progress obtaining the document, and again to advise the applicant when the documents arrived.
- An applicant would be contacted to confirm issuance of his/her licence and provide the licence number when all requirements had been met.
- If the CVO exam was written outside the CVO office, the applicant would be notified by email or telephone of the exam results and to discuss next steps. The average frequency is one contact per applicant at this stage.
- If the application is being reviewed by the Registration Committee, College staff provide frequent updates on meeting schedules, and requests any additional information that would aid the committee in its review in order to shorten the applicant's waiting time as much as possible.

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

Applicants are advised via the College website, as well as the CVMA and AVMA sites, regarding the process for providing certified translations of documents in languages other than English or French. The College application package also includes this information.

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 College has a number of resources to provide information on the roles of third-party organizations. These include:

- A career map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process, and which organization is involved at each step.
- Annual meeting with the Veterinary Skills Training and Enhancement Program (VSTEP) participants.
- Annual meeting with the graduating class at the Ontario Veterinary College, University of Guelph.
- The College has an open website.

The website section titled Licensure of Veterinarians contains:

- Application form for all licence types, including a checklist of requirements
- Outline of the National Board Exams (CVMA, AVMA, NBVME) processes and web address for more information about the role of the examining boards
- Link to the Veterinary Skills Training and Enhancement Program (VSTEP), a bridging program for Internationally Trained Veterinarians

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

The College website contains time limits for validity of the results of CVO's Local Knowledge Examination, and for Letters of standing from another jurisdiction. It also includes a chart with timelines and examination schedules from the CVMA/AVMA examining boards. Applicants can also access this information through links on the College website and directly from the Principal, Registration, either face-to-face, over the phone or via email.

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

Applicants are advised on first contact how long the registration process takes, according to the pathway for processing the application (i.e., if the request needs to go to the Registration Committee or not). Licenses are generally issued within 1 to 5 business days of receiving a completed application; applicants are informed of delays or missing documents, if any, in a proactive manner on a case-by-case basis either face-to-face, over the phone or via email, as noted under Item (j), above.

If the application is being reviewed by the Registration Committee, College staff provide direct, frequent updates to the applicant in accordance with the unique requirements of their situation.

The CVMA and AVMA publish broad timelines on their respective websites and in information kits for candidates. Applicants can also access this information through the College website and directly from the Principal, Registration, either face-to-face, over the phone or via email.

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

The College provides a number of resources with fee information. These include:

- The College publishes all fees in relevant application materials (print and electronic)
- Fee information is published on the College's website under "Licensure of Veterinarians" - in a link titled "CVO fees"
- The College's By-laws (on the CVO website), lists all fees charged by the College under the section titled "About CVO"
- Applicants can also get this information in one-on-one consultation with the Principal, Registration, either face-to-face, over the phone or via email

The CVMA and AVMA publish their fees on their respective websites and information kits for candidates. Applicants can also access this information through the College's website under "Licensure of Veterinarians" - in a link titled "CVMA fees" and directly from the Principal, Registration, either face-to-face, over the phone or via email.

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

The College of Veterinarians of Ontario is committed to assuring that all persons interacting with the College are able to obtain, use and benefit fairly and equitably from its programs and resources. It recognizes that persons with disabilities may require accommodation in order to obtain this objective. The College will provide and strive to exceed the required accommodation experience when evident or requested. The College's Accessibility Policy can be found on the CVO website under the section called "Licensure of Veterinarians".

The CVMA and AVMA publish their accommodation-related literature on their respective websites and information kits for candidates. Applicants can also access this information through the College website and directly from the Principal, Registration, either face-to-face, over the phone or via email.

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

In 2012, the College introduced:

- a revised application form was introduced (in June 2012), that allows applicants to apply for any of the 6 licence types
- a new website (launched in the fall of 2012) with info-reorganized for easier access
- a new database to facilitate the administration of the licensure process in the summer of 2012
- an appeal section in the Registration section of the College's website, including a description of the process to appeal a Registration Committee decision as well as a decision of the National Examining Board of the CVMA (which administers the entry-to-practice examinations for applicants wishing to enter practice in Canada) in June 2012
- a new CVO policy on accommodations (in March 2012) and this policy was posted on the College's website
- a statement of CVO's commitment to Fair Registration Practices with a link to the CVO's policy on accommodations and a link to the CVO's OFC reports on the Registration page of the website (in June 2012)
- a chart with details about how long each step of the registration process takes was posted on the CVO website in June 2012

Also,

- all College staff completed an online training module on the Accessibility for Ontarians with Disabilities Act in April of 2012. All new staff of the College are now required to complete this training within the first month of employment.
- the College's Council approved a revised Privacy Code in March 2012. The revised policy was posted on the Registration section of the CVO website.
- a notice was added to the Registration section of the CVO website for francophones who wish to correspond with the College in French.
- the ITV position statement was revised with regards to the length of the VSTEP licence which is now 6 months
- a case cover sheet tool was developed to facilitate the Registration Committee members discussion and deliberations.

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Amount of Fees (2 / 13)

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

The CVO's fees are the same for all applicants as laid out in the CVO By-Laws. Internationally trained veterinarians who graduate from acceptable non-accredited schools are required to complete the BCSE; also, ITV and graduates of accredited schools who have failed the NAVLE more than twice are required to complete the CPE. Fees for these examinations are also required and are set by the 3rd party examination providers (CVMA/AVMA examining boards).

Some ITVs choose to attend a bridging program called “Veterinary Skills, Training, and Enhancement Program” or VSTEP, before applying to the CVO and before registering for the CPE; there is a fee to enroll in this program.

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

There were no changes to these practices in 2012.

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

a) What are your timelines for making registration decisions?

Applications that are complete and meet all licensing requirements for the type of licence applied for are approved 'in house' by the Registrar, usually in 1 to 5 days, or--on request by the applicant--at a later specified date (to postpone payment of licence fees). For applications that do not meet all licensure requirements, and therefore requiring review and decision by the Registration Committee, decisions are normally made on the meeting date of the Registration Committee (unless the Committee requests further information from the applicant). These meetings occur approximately every 2 months, though additional teleconference meetings may be arranged to review applications that are considered to be of an urgent nature.

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

*** SAME AS LAST YEAR ***

The College makes every effort to respond to written requests for information within 2 business days.

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

Applications that are complete and meet all licensing requirements for the type of licence applied for are approved 'in house' by the Registrar, usually in 1 to 5 days, or--on request by the applicant--at a later specified date (to postpone payment of licence fees). These applications are not reviewed by the Registration Committee, and so there is no written decision prepared for them as they receive their licence immediately.

Applications that do not meet all licensing requirements in the registration regulation are reviewed by the Registration Committee and require written decisions. Decisions are communicated via phone within 2 business days.

For all other decisions (licence is denied or has conditions placed on it), applicants are sent a written decision within 1 month, because time is needed for drafting, finalizing, and securing final Committee approval and the signature of the Chair.

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

*** SAME AS LAST YEAR ***

Internal protocols ensure that the CVO adheres to these timelines. For instance, Registration Committee teleconferences are held when an in-person meeting is not possible. Staff goals for providing reasonable processing turn-around times are monitored. Staff and Committee members are sensitive to applicants' needs for decisions in a timely manner, and strive to be as efficient as possible.

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

There were no changes to these practices in 2012.

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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.

If an applicant requests access to her/his submitted records, s/he is permitted to review the file in person, or copies could be sent to her/him, as appropriate.

Occasionally, applicants request that certain documents in their file be forwarded to another licensing body, and responses to those requests are prompt (within 1-2 days).

The College's Council approved a revised privacy code in March 2012 and has posted it on the CVO website. Council has also introduced an internal governance policy that describes the role of the privacy officer at the CVO and it is this privacy officer who assesses requests for access.

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

*** SAME AS LAST YEAR ***

An applicant's access to records would rarely be limited or refused. This may occur when something in the record is considered to be a risk to the applicant or another person. Legal advice specific to an application is, however, privileged, and would likely not be released to the applicant.

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

*** SAME AS LAST YEAR ***

The CVO does not charge fees for this service.

d) List the fees for making records available.

*** SAME AS LAST YEAR ***

The CVO does not charge fees for this service.

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

*** SAME AS LAST YEAR ***

The CVO does not charge fees for this service.

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

The College's Council approved a revised privacy code in March 2012 and has posted it on the CVO website. Council has also introduced a policy that describes the role of the privacy officer at the CVO and it is this privacy officer who assesses requests for access.

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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 College provides many resources to assist applicants. These include:

- One-on-one consultation with the Registration Administrator, either face-to-face, over the phone or via email. Registration information and application packages are mailed upon request.

- A career map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process.
- Annual meeting with the Veterinary Skills Training and Enhancement Program (VSTEP) participants.
- Annual meeting with the graduating class at the Ontario Veterinary College, University of Guelph.
- The College has an open website.

The website section titled Licensure of Veterinarians contains:

- Application Process flowchart, including all steps to achieve licensure
- Application form for all licence types, including a checklist of requirements
- Information for graduates of unaccredited veterinary schools (Internationally Trained Veterinarians), including the College's position statement on Licensure of Internationally Trained Veterinarians and forms needed to apply under this statement
- Information for graduates of accredited veterinary schools
- Outline of licence types
- Outline of application timelines, including timelines of the National Board Exams and timelines to apply for licensure
- Listing of required documentation
- CVMA and AVMA National Board Exam fees
- CVO application and licence fees
- Website link to the CVMA's National Examining Board (BCSE, NAVLE, CPE) and AVMA's Educational Commission for Foreign Veterinary Graduates (BCSE, CPE) and NBVME (NAVLE) information on processes
- Office of the Fairness Commissioner's Report on Registration Practices
- The College's policy on Accessibility for Persons with Disabilities (AODA)
- The College's Privacy code
- Link to a Career Map: A Career Map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process
- Information on the Ontario Labour Mobility Agreement (OLMA)
- CVO Local Knowledge Exam Information Brochure
- Registration Department Contacts – English and French speaking staff
- The website section titled About CVO contains the Veterinarians Act and Regulation 1093 that set licensing requirements in Ontario.

The website section titled Resources contains addresses of licensing bodies in other Provinces and Canadian Veterinary schools, as well as other legislation of importance to Veterinarians.

Accurate CVO website and registration information is kept current by staff who review and update content of web and paper materials regularly.

The CVMA's NEB and AVMA's ECFVG website provides Applicant Guides for veterinarians applying to take the national board exams, sample exams for purchase and a bibliography of suggested books to study in the Applicant Guide. Links to sample questions are available through these websites.

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

*** SAME AS LAST YEAR ***

See 5/13 (a)

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

- The College revised its application form and began an enhancement of its website in the spring of 2012.
- An appeals section was added to the Registration section, including a description of the process to appeal a Registration Committee decision as well as a decision of the National Examining Board of the CVMA, which administers the entry-to-practice examinations for applicants wishing to enter practice in Canada.
- The College's council approved a new CVO policy on accommodations in March 2012 and that policy was posted on the website.
- A statement of CVO's commitment to Fair Registration Practices with a link to the CVO's OFC Reports were added to the Registration page of the website in June 2012.
- A revised Privacy Code was approved in June 2012. It contains information for applicants and information about the College's retention policy. It was posted on the website in June 2012. The application form was revised in April 2012 and it also refers to the Privacy code and directs the applicants to the CVO website for details.
- Forms were made available on the CVO website to applicants: Change of licence type and status, resignation form, request a letter of good standing, .
- A chart detailing how long each step of the registration process takes was posted on the CVO website in June 2012.
- A notice to was added to the Registration section of the CVO website letting francophone applicants know who to contact within the CVO in March 2012.

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Internal Review or Appeal Processes (6 / 13)

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

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

See 3(a).

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

In 2012, one internal review exceeded the CVO's established time line. The applicant was notified within the established time line, but the official written decision and reasons document took greater than one month because of the complexity of the applicant's circumstances, which required his follow up, extensive communication with another province and legal counsel advice.

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

internationally trained applicants.

One.

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

In accordance with the Veterinarians Act, submissions to the Registration Committee must be made in writing. The applicants are provided with the licence application form and they are also invited to include any additional documentation that they think would assist the committee review of their situation.

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.

The applicant is informed of the need for written submissions as appropriate by the Principal, Registration either face-to-face, over the phone or via email. Applicants can make submissions via email, fax, mail, or in person.

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.

*** SAME AS LAST YEAR ***

The College's process separates the decision-making process into 2 streams as follows:

- (1) if an applicant meets all requirements, the Registrar makes the decision to issue the licence; and
- (2) if an applicant does not meet the requirements as per the College's registration regulation, the application is referred to the Registration Committee for review, and the Committee makes the decision on whether or not to issue a licence (and with what conditions, if any).

There is no overlap of decision makers between these 2 streams.

e) Describe your internal review or appeal process.

When an application is referred to the Registration Committee, the applicant submits a licence application and supporting documentation, along with a written request for any desired exemptions and/or a restricted licence. The Principal, Registration places the application and its supporting documentation on the agenda for the next Registration Committee meeting. All applicant files are photocopied in full and included in the meeting package for each Committee member. The meeting package is sent by courier to Committee members one week before the meeting.

Committee members who have made Declarations of Conflict or Appearance of Bias leave the room for the duration of review and decision of the particular application. Each application is reviewed at the meeting, and if no other information is requested by the Committee, a motion is made, discussed, voted on, and decided.

Following the meeting, a Decision and Reasons document is prepared, reviewed by the Committee, signed by the Committee chair, and sent to the applicant. The Principal, Registration executes the Committee's decision.

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.

In accordance with CVO legislation, the Registration Committee comprises 5 members. Four members are licensed veterinarians (at least 3 of whom must be elected to the CVO Council) and 1 member is appointed by the provincial government. Throughout 2012, one veterinarian committee member was an internationally trained veterinarian.

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

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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.

*** SAME AS LAST YEAR ***

When an application has been refused by the Registration Committee or the Committee proposes to place terms, conditions and limitations upon the licence, the applicant is sent a cover letter along with the Decision and Reasons. The cover letter outlines the applicant's right to appeal the decision to the Health Professions Review and Appeal Board, and includes contact information for the Board and the timelines in which an appeal can be made.

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

The cover letter that is sent along with the Decision and Reasons document to the applicant was revised in 2012 and the College includes a pamphlet from HPARB.

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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.

Since December 2009, a veterinarian holding a current licence from another Canadian jurisdiction is eligible for an equivalent licence in Ontario under Ontario Labour Mobility Act (OLMA).

Non-OLMA applicants for a General Licence must meet one of the following sets of requirements:

- A Veterinary degree from an AVMA/CVMA-accredited veterinary school, and
- Successful completion of the NAVLE in not more than 2 attempts*

OR

- A Veterinary degree from an "AVMA-Listed" non-accredited veterinary school,
- Successful completion of the Basic Clinical Science Exam (BCSE), North American Veterinary Licensing Exam (NAVLE), and Clinical Proficiency Exam (CPE).

*Graduates of accredited veterinary schools who have failed the NAVLE more than twice also need to pass the CPE.

The NAVLE, CPE and BCSE are set and results are assessed by the examining boards of the CVMA and AVMA

All applicants must also

- provide proof of proficiency in English or French, if the language of instruction for primary and secondary education and the veterinary degree program were delivered in a language other than English or French, and
- pass the CVO local knowledge exam.

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

On behalf of all veterinary regulators in Canada, the Canadian Veterinary Medical Association (CVMA) in conjunction with the AVMA (American Veterinary Medical Association)'s Council of Education (COE) both (a) accredits veterinary schools, whose programs meet curriculum standards for the DVM degree and satisfy the requirement for licensure in Canada, and

(b) maintains a directory of non-accredited veterinary schools that have been deemed acceptable such that their graduates are eligible to apply for all 3 national examinations.

The CVO does not assess academic program qualifications of applicants for licensure in Ontario; it only verifies that the applicant's veterinary degree is from a veterinary school, as per the categories above.

When an individual with a degree in veterinary medicine from a school that is neither accredited nor included on the Acceptable Non-Accredited School List applies for the national exams, the applicant's school is invited to submit the information required by the CVMA/AVMA-COE for its assessment, so that the Acceptable List might be updated accordingly.

If the requirements are met, the school would be listed as accredited or as a non-accredited but acceptable school and the applicant would be allowed to register for the national board examinations.

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

*** SAME AS LAST YEAR ***

The College's requirements for licensure (as per legislation under the Veterinarians Act) do not include work experience for registration.

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.

See 8(b), above.

The CVMA/AVMA-COE has a well-established and rigorous process for assessing veterinary schools for the purposes of accreditation, and bases its a list of schools that are not accredited, but "acceptable" on program information that is collected, verified, and disseminated by the World Health Organization. Further, the CVO has an appointed representative on the CVMA's NEB so information is shared on a regular basis.

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

Inclusion of the applicant's school where the veterinary program was completed on the Approved List of schools offering veterinary programs automatically qualifies the applicant for taking the national board exams. By providing the CVMA/AVMA COE-Approved List of Acceptable Non-Accredited Schools for its application-processing staff, the CVMA/NEB and AVMA/ECFVG ensure that decisions on credentialing are consistent.

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

*** SAME AS LAST YEAR ***

The COE takes the status of a veterinary program under the appropriate educational authority in its home country into account when managing its list of non-accredited but acceptable schools.

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

The College of Veterinarians of Ontario is committed to assuring that all persons interacting with the College are able to obtain, use and benefit fairly and equitably from its programs and resources. It is recognized that persons with disabilities may require accommodation in order to obtain this objective. The College will provide and strive to exceed the required accommodation experience when evident or requested. The College's Accessibility Policy can be found on CVO website under "Licensure of Veterinarians".

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 required to complete the entire registration process is described below:

1. Apply to the NEB or the ECFVG & NBVME

- Obtain NEB or ECFVG Candidate App Kit - Decision time range is applicant driven
- Take language exam (if needed) - Decision time range is applicant driven
- Submit completed application & documentation to NEB or ECFVG - Decision time range is applicant driven
- Evaluation of documents by NEB or ECFVG - Decision time range is 1 to 3 weeks from the time a complete application is received.

Applications from graduates of DVM programs not yet recognized by the CVMA/AVMA require a longer time due to variables beyond the NEB or ECFVG's control.

2. Pass the required National Board Exams

- Take the BCSE (available on continuous basis), must be taken before either the NAVLE or CPE for graduates from non-accredited schools - Decision time range is 2 to 4 weeks
- Take the NAVLE (available 2 times a year) - Decision time range is 2 to 4 weeks
- Take CPE (available at multiple time and sites in Canada & US / yr), must be taken by graduates of non-accredited schools and by graduates of accredited schools who fail the NAVLE more than once - Decision time range is 2 to 4 weeks

NOTE: The process of completing all of the National Board Examinations can take between 3 and 5 years for ITV candidates.

3. Pass the Provincial exam

- Take the CVO Local Knowledge Exam (offered to the applicant individually at his/her convenience during CVO office hours). Decision time range is same day as exam, results are provided immediately

4. Apply for a Provincial license

- Submit completed application & documentation to CVO
- Candidates who submit complete applications and meet all requirements for a general licence are assessed the same day. Decision time range is within 1 to 5 days

Complete applications from candidates who have not met all requirements for a general licence are referred to the Registration Committee for deliberation and decision re: granting exemptions and/or approving a Restricted Licence with conditions.

If approved, decisions are sent within 2 days

If not approved, decisions are sent within 10 to 30 days

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

Of all applicant streams, only those internationally trained veterinarians from non-accredited but acceptable schools are required to complete all three national board exams (BCSE and CPE, in addition to the NAVLE—which all applicants must complete). Due to this difference in requirements and the related scheduling constraints, applications from this group require more time to compile, submit, and receive a decision on than those applications from the accredited school stream.

The average time to issue a licence by the College is the same for graduates of accredited veterinary schools as those from non-accredited schools, once the College is in receipt of proof that all requirements have been met - regardless of the country where training was completed.

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.

*** SAME AS LAST YEAR ***

See 8/13 (i), above.

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.

*** SAME AS LAST YEAR ***

The CVO does not assess academic program qualifications of applicants for licensure in Ontario; it only verifies that the applicant's veterinary degree is from a veterinary school, as per the categories above. See Item 8/13 (b), above.

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

*** SAME AS LAST YEAR ***

See item 8/13 (b), above.

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

Work experience is not required for registration in Ontario.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

Competency is assessed via 1, 2, or 3 national board exams, which are managed by the CVMA and AVMA on behalf of the CVO.

The only evaluation conducted by the College is the CVO Local Knowledge Exam, which is based on provincial legislation and practice requirements. All applicants must pass the CVO Local Knowledge Exam.

The exam tests candidates on:

- The Veterinarians Act, Regulation 1093, By-Laws, and Minimum Standards
- Diagnosis, recognition and regulations referable to reportable and contagious diseases.

The CVO Local Knowledge Exam is a paper test with 130 True/False questions. One mark is given for each correct answer. The Pass mark is 60%.

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

The only evaluation done by the College is through the CVO Local Knowledge Exam. This exam was approved by the Registration Committee. The College plans to revise the exam, test its validity and reliability, and will launch it online by 2015.

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

*** SAME AS LAST YEAR ***

Work experience is not required by CVO legislation for registration with a General Licence. However, applicants who have not completed the national board exams may be eligible for a Restricted Licence, and the Registration Committee will take work experience into account for these applications.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

The College does not conduct prior learning assessments.

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

*** SAME AS LAST YEAR ***

Not applicable.

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

*** SAME AS LAST YEAR ***

Not applicable.

l) If your organization administers examinations:

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

The only examination administered by the College is the CVO Local Knowledge Exam. All applicants must pass the CVO Local Knowledge Exam.

Format: The CVO Local Knowledge Exam is a paper test with 130 True/False questions.

Scoring: One mark is given for each correct answer. The Pass mark is 60%.

Rewrites: As many re-writes as necessary to pass the exam are permitted, but there has not been a need for a single rewrite.

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

The CVO Local Knowledge Exam was created and approved by the Registration Committee. The College plans to redevelop the exam, and will initiate the Request for Proposals of Interest in 2013, develop it through 2014, and then launch online in 2015.

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

*** SAME AS LAST YEAR ***

See 8/13 I (ii) above.

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

There were no changes to these practices in 2012.

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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.

Credential Assessor

The Canadian Veterinary Medical Association (CVMA) in conjunction with the AVMA (American Veterinary Medical Association)'s Council of Education (COE) accredits veterinary schools and maintains a directory of acceptable non-accredited veterinary schools on behalf of all veterinary regulators in Canada. All accredited schools and those included on the Acceptable List of Non-Accredited schools are deemed to be equivalent by the CVMA/AVMA and thus the CVO, and therefore assessment is automatic and in the applicant's favour.

The CVMA/AVMA also manages language-testing/proficiency assessment on behalf of all veterinary regulators in Canada. Fourth-party language assessors that are acceptable to the CVMA/AVMA and thus the CVO include:

- Internet-based Test Of English as a Foreign Language (iB -TOEFL), including test of spoken English
- International English Language Testing System (IELTS)
- Canadian Academic English Language (CAEL)
- Exam of French of the Office de la langue française (OLF) of the Government of Quebec

Examiner

There are three components of the National Board Exams:

- Basic and Clinical Sciences Examination (BCSE)
- North American Veterinary Licensing Examination (NAVLE)
- Clinical Performance Exam (CPE)

The CVMA's National Examination Board (NEB) in conjunction with the AVMA's National Board of Veterinary Board of Medical Examiners (NBVME) conducts the NAVLE.

The CVMA's NEB and the AVMA's Educational Commission for Foreign Veterinary Graduates (ECFVG) conduct the CPE and the BSCE.

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

*** SAME AS LAST YEAR ***

The CVO monitors the provisions of information by the CVMA and AVMA through:

- Participation on the NEB by a CVO Council-appointed veterinarian, whose involvement includes the provision of reports and minutes of NEB Board Meetings to the CVO;
- Meetings of the Registrars from all Canadian jurisdictions; and
- Staff practices of scanning/visiting their websites and reading bulletins.

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

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

iii. provides timely decisions, responses and reasons to applicants

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

iv. provides training to individuals assessing qualifications

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

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

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

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

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

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.

*** SAME AS LAST YEAR ***

On behalf of all veterinary regulators in Canada, the Canadian Veterinary Medical Association (CVMA) in conjunction with the AVMA (American Veterinary Medical Association)'s Council of Education (COE) sets the standards for programs in veterinary medicine. Using these standards, CVMA/AVMA-COE accredits veterinary schools that offer an undergraduate degree in veterinary medicine, all of which are acceptable as a requirement for eligibility to take the NAVLE board examination. Accreditation is valid for up to 5 years.

The CVMA/AVMA-COE accreditation program involves initial approval, and then regular evaluations of curriculum, resources, faculty qualifications, assessment methodology, and administrative procedures for each school. It carries out on-site inspections to ensure that the DVM programs provided meet the standards established by the Council on Education. In order to be considered for accreditation by the CVMA/AVMA-COE, the school's program must lead to an undergraduate (i.e., baccalaureate level) degree in veterinary medicine. In most countries, such a degree is granted upon graduation from a four to five year program (in some cases, six years) at a post-secondary institution (i.e., university).

The CVMA/AVMA-COE also maintains a directory of non-accredited schools that are deemed to be acceptable as undergraduate degree programs, though graduates must complete the BSCE and CPE examinations in addition to the NAVLE. These lists are periodically reviewed by the CVMA/AVMA-COE to determine ongoing eligibility.

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

*** SAME AS LAST YEAR ***

The COE has developed standards for substantial equivalency based on the minimum requirements of accredited schools in veterinary medicine. The criteria include:

- That the program is equivalent to a baccalaureate degree (or higher);
- That the program is recognized by the appropriate authority within the home country; and
- That the program contains appropriate content in veterinary medicine.

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

Work experience is not required for admission to the National Examining Board process.

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

i. Describe the methodology used to evaluate competency.

*** SAME AS LAST YEAR ***

The National Board Examinations are used to evaluate competency. There are three components of the National Board Exam:

- Basic and Clinical Sciences Examination (BCSE), to assess entry-level basic and clinical veterinary sciences knowledge
- North American Veterinary Licensing Examination (NAVLE), based on two dimensions of job analysis conducted in 2002 – 2003, these are activities and animal species
- Clinical Performance Exam (CPE), to assess entry-level hands-on skills in the context of private clinical practice in North America

All three examinations may be taken in either English or French.

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

Basic and Clinical Sciences Exam

BCSE test content outline is based on the results of a job analysis conducted in 2006 by the Educational Commission for Foreign Veterinary Graduates in consultation with Thomson Prometric. For the job analysis survey, more than 3,500 veterinarians provided input related to the level of importance for a recent graduate of an AVMA-accredited US or Canadian veterinary school to be proficient in specific basic and clinical sciences knowledge areas.

North American Veterinary Licensing Exam®

The NAVLE® is constructed using an examination blueprint, which was derived from a job analysis conducted by the National Board of Veterinary Medical Examiners in 2002-2003. There are two dimensions to the blueprint; activities and animal species. Activities are tasks that veterinarians perform in practice, and they are grouped into three main categories. Weights are assigned to each category and subcategory, based on their relative importance in practice. These weights are used to guide NAVLE® development in the practice role/sub-role dimension of the blueprint. Weights are not assigned to specific criterion statements. Animal species is the other dimension of the NAVLE® blueprint. Weights are assigned based on the relative importance of the various animal species categories to the overall practice of veterinary medicine in North America. A new blueprint is in the process of being developed following the most recent job analysis survey

conducted in 2009.

Clinical Proficiency Exam

In 2009, the CPE underwent a comprehensive review by content experts and veterinarians in private practice, academia and government from Canada and the USA. The review process was directed with the assistance of exam development specialists from Prometric Inc., with a view to ensuring the CPE is a valid assessment tool of entry-level hands-on skills in the context of private clinical practice in North America.

Previously, from 2004 to 2007, a comprehensive, sequential review of each section of the CPE was conducted with the participation of content experts from all Canadian and US exam sites, including final review and approval by the NEB and the ECFVG.

The Clinical Proficiency Exam has a team of veterinarians from Canada and the USA assessing candidate results and refining the process for the entry level practical exam on an ongoing basis.

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

*** SAME AS LAST YEAR ***

Not applicable

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

i. Describe the methodology used to evaluate prior learning.

*** SAME AS LAST YEAR ***

Prior learning is not assessed by the CVO or any of its third parties.

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

*** SAME AS LAST YEAR ***

Prior learning is not assessed by the CVO or any of its third parties.

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

*** SAME AS LAST YEAR ***

Prior learning is not assessed by the CVO or any of its third parties.

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

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

There are three components of the National Board Exam, these are:

- Basic and Clinical Sciences Examination (BCSE)
- North American Veterinary Licensing Examination (NAVLE)
- Clinical Performance Exam (CPE)

All three examinations may be taken in either English or French.

Internationally Trained Veterinarians who graduate from acceptable non-accredited schools are required to complete the BCSE; also, ITVs and graduates of accredited schools who have failed the NAVLE more than twice are required to complete the CPE.

Basic and Clinical Sciences Exam

Format

The BCSE is designed to assess basic and clinical veterinary sciences knowledge. The knowledge level expected to receive a passing score on the BCSE is that of an entry-level veterinarian (i.e., a new graduate of an accredited veterinary school). The knowledge being assessed on the exam is that which one would typically acquire during the first years of a veterinary degree program at an accredited school. The computer-based BCSE consists of 225 multiple-choice questions, many with graphics, which must be completed within a 220-minute test session. In addition, the four-hour testing appointment will include a brief tutorial to introduce you to computer-based testing and an exit evaluation at the end. The BCSE must be completed first before being eligible to proceed to the North American Veterinary Licensing Exam® and the Clinical Proficiency Exam.

The Basic and Clinical Sciences Exam is available on a continuous basis. The exam is administered at Prometric Inc.™ test centres throughout Canada and the USA, as well as overseas.

Scoring method

A criterion referenced method is used to determine the passing score for the BCSE. Scores on the BCSE are determined by converting the number of questions answered correctly out of the number of questions administered to a scale that ranges from approximately 300 to beyond 900. The passing score on this scale has been set at 580, which corresponds to a level of achievement judged to represent minimum competency.

Rewrites Permitted

Candidates who fail the examination must retake the entire examination and, currently, there is no limit on the number of attempts. Failing candidates receive a report with a scale score (between 300 and 579) and a diagnostic report for the domains included in the examination. The diagnostic indicators are intended to help identify areas of strength and weakness for failing candidates for further study; they are not to be used for pass/fail determination or any other use. The diagnostic indicators for each of the seven domains (test content areas) on the BCSE will be reported to failing candidates as follows:

1. Below the level of minimum competence
2. At or above the level of minimum competence

North American Veterinary Licensing Exam®

Format

The North American Veterinary Licensing Examination (NAVLE®) comprises 360 multiple choice questions, which are administered one at a time by computer. About 10 percent of the questions will include relevant graphic or pictorial information (photograph, radiograph, chart, etc.). This exam is designed to measure one's general knowledge base in the various scientific and clinical disciplines required in veterinary medicine, as they apply to private clinical practice of the profession in North America. The NAVLE® requires one full day to complete.

The NAVLE® is offered during a two-week testing window in April and a four-week testing window from mid-November to mid-December of each year. It is available at about 14 Prometric Inc. testing centres in Canada, over 250 in the USA and a handful overseas, including London (UK), Dublin (Ireland), Arnhem (The Netherlands), Sydney and Melbourne (Australia) and Auckland (New Zealand).

Scoring method

In scoring the NAVLE®, one point is awarded for each correct answer. Test questions are not weighted, and additional points are not subtracted for incorrect responses. After all responses are recorded, an analysis is conducted for each examination question that produces statistics descriptive of difficulty and discrimination. When such analysis and/or candidate comments indicate the need, specific questions are reviewed again by one or more test committee members to ensure that the answer key is correct. Any question that fails to perform acceptably may be dropped from both the score and from the test question pool. Examinations are then scored for all candidates.

The minimum passing score for the NAVLE® is established by criterion-referenced (also known as content-based) methods. Using content-based standard setting means that an established level of proficiency in the content is required in order to pass. If all candidates meet this criterion (passing standard), then all candidates will pass; if only 50% meet the passing standard, then only 50% will pass. Whether a candidate passes or fails is not influenced by the relative performance of others taking the exam. Equating methods are used to maintain the same passing standard from administration to administration, despite potential differences in ability levels of candidate groups and/or question difficulty across administrations. Calculating the scores in this manner facilitates both comparisons of individual performance and comparisons of examinations from year to year.

The NAVLE® score is expressed on a scale that ranges from 200 to 800. On this scale, a score of 425 is equivalent to the criterion-referenced passing score.

Rewrites Permitted

Candidates may take the NAVLE® no more than five times and they may not sit for the examination at a date that is later than five years after their initial attempt. Each of the final two attempts must be at least one year from the previous attempt. This policy took effect beginning with the fall 2007 NAVLE administration. Any previous attempts by a candidate to pass the NAVLE prior to the fall 2007 administration do not count toward the five attempt limit.

Clinical Proficiency Exam

Format

The CPE is a practical examination of the candidate's medical and surgical skills. It is designed to assess the candidate's ability to handle actual medical, surgical and diagnostic problems in a clinical or hospital setting. The CPE consists of six (6) sections, each requiring between three to four hours to complete, which are administered over a period of several days depending on the exam administration site.

In each of the major topic areas, the candidate will be evaluated on the clinical skills and behaviour appropriate to that subject/discipline. Throughout the CPE there are frequent requirements of the candidate to communicate with a client (a role played by the Examiner), to demonstrate the ability to take a history by asking relevant questions and to communicate a clinical message.

The major topic areas are: Anaesthesia, Diagnostic Techniques, Equine Practice, Food Animal Practice, Small Animal Practice and Surgery requires four days to complete and involves the examination/treatment of live animals and the performance of routine laboratory procedures.

The CPE is currently available about ten (10) times per year in English, at the four Canadian colleges of veterinary medicine. The CPE is available in French only at the Faculté de médecine vétérinaire (St-Hyacinthe, Québec) usually two (2) times a year.

Scoring method

Passing scores in all sections of the CPE are required to pass the examination. With the exception of the Surgery and Anaesthesia sections, which are marked on a Pass/Fail basis, each section is based on a scale from 100 (superior) to 0 (incapable), with the candidate requiring a score of 60 to pass.

Rewrites Permitted

A candidate who fails 4 or more sections must repeat the entire CPE. Candidates who fail 1, 2 or 3 sections of the CPE are allowed two additional opportunities to retake and successfully pass the failed sections as long as the candidates apply for retake within 6 months of each failure and accept one of the first available retakes offered. Failure to successfully pass the retake sections within these 2 attempts or failure to accept the first available retakes will necessitate the candidate retaking the entire CPE.

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

*** SAME AS LAST YEAR ***

Basic and Clinical Sciences Exam

The BCSE is designed to assess basic and clinical veterinary sciences knowledge. The knowledge level expected to receive a passing score on the BCSE is that of an entry-level Canadian or US veterinarian (i.e., a new graduate of an AVMA-accredited veterinary school).

BCSE test content outline is based on the results of a job analysis conducted in 2006 by the Educational Commission for Foreign Veterinary Graduates in consultation with Thomson Prometric. For the job analysis survey, more than 3,500 veterinarians provided input related to the level of importance for a recent graduate of an AVMA-accredited US or Canadian veterinary school to be proficient in specific basic and clinical sciences knowledge areas.

New questions are written and reviewed each year by veterinarians with the assistance of exam development specialists and psycho-metricians of Prometric Inc.

North American Veterinary Licensing Exam®

The NAVLE® is constructed using an examination blueprint, which was derived from a job analysis conducted by the National Board of Veterinary Medical Examiners in 2002-2003. There are two dimensions to the blueprint; activities and animal species. Activities are tasks that veterinarians perform in practice, and they are grouped into three main categories. Weights are assigned to each category and subcategory, based on their relative importance in practice. These weights are used to guide NAVLE® development in the practice role/sub-role dimension of the blueprint. Weights are not assigned to specific criterion statements. Animal species is the other dimension of the NAVLE® blueprint. Weights are assigned based on the relative importance of the various animal species categories to the overall practice of veterinary medicine in North America. A new blueprint is in the process of being developed following the most recent job analysis survey conducted in 2009.

Test questions for the NAVLE® are written each year by veterinarians representing all aspects of the profession, including academicians and private practitioners, many of whom are members of specialty boards recognized by the American Board of Veterinary Specialties. With the assistance of staff of the National Board of Medical Examiners (NBME®), each test question is reviewed by a test development committee. Questions that seem problematic are revised or discarded. All accepted questions are then reviewed and validated by at least three experts in the field of veterinary medicine for accuracy, content relevance, importance, and difficulty. The NAVLE® is prepared in a manner to meet the testing standards of the American Psychological Association.

Clinical Proficiency Exam

The CPE is shared by the National Examining Board /Canadian Veterinary Medical Association and the Educational Commission for Foreign Veterinary Graduates /American Veterinary Medical Association, which are each responsible for overseeing the administration of the exam in Canada and the USA, respectively. In 2009, the examination was the subject of a comprehensive review by content experts and veterinarians in private practice, academia and government from Canada and the USA. The review process was directed with the assistance of exam development specialists from Prometric Inc., with a view to ensuring the CPE is a valid

assessment tool of entry-level hands-on skills in the context of private clinical practice in North America.

Previously, from 2004 to 2007, a comprehensive, sequential review of each section of the CPE was conducted with the participation of content experts from all Canadian and US exam sites, including final review and approval by the NEB and the ECFVG.

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

*** SAME AS LAST YEAR ***

See f) ii

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

The only change to this section in 2012 is that the BCSE is offered on a continuous basis as opposed to only being offered 4 times per year.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

The Principal, Registration, who assesses the results of the CVO Local Knowledge Exam, receives orientation on duties and training in accordance with the Veterinarian Act and its Regulations, the Registration Administration manual, attends relevant seminars/workshops/webinars, and liaises with other provincial licensing bodies to stay abreast of changes in the external environment.

The Registration Committee, which assesses qualifications of applicants who do not meet all licensing requirements, receives orientations on its duties and training in accordance with the Committee Manual. It also receives legal advice on a case-by-case basis, and undergoes Legal Audits every 6 years, the results of which serve both educational and professional-development purposes.

ii. individuals who make registration decisions

The Principal, Registration, who brings applications that meet all requirements to the Registrar for approval, is trained according to the Registration Administration manual.

The Registrar maintains competency in this domain in many ways (for example, participation in frequent meetings of the Ontario Regulators for Access Consortium, working closely with legal counsel, and

attending/presenting at national and international conferences).

iii. individuals who make internal review or appeal decisions

The Registration Committee, which makes internal review decisions (i.e., registration decisions) for applicants who do not meet all licensing requirements, receives orientations on its duties and training in accordance with the Committee Manual. It also receives legal advice on a case-by-case basis, training in Human Rights and Cultural Differences and fairness in decision making.

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

The Registration Committee Manual was extensively revised in 2012 and training for the Registration Committee was formally introduced.

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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.

No changes were made in 2012.

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

N/A

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

N/A

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	No
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	13
Staff involved in appeals process	0
Staff involved in registration process	3

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your 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
U.S.	17
India	11
Australia	11
Iran	7
Pakistan	7
Scotland	7
Egypt	6
Bangladesh	5
Grenada	5
Brazil	3

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	3182	382	119	717	0	4400

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:

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	96	30	17	94	0	237
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	2	5	0	10	0	17
Inactive applicants (applicants who had no contact with your organization in the reporting year)	5	4	0	25	0	34
Applicants who met all requirements and were authorized to become members but did not become members	1	2	0	4	0	7
Applicants who became FULLY registered members	94	25	17	56	0	192
Applicants who were						

authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	5	0	5
Applicants who were issued an alternative class of licence³	0	0	1	36	0	37

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)	Restricted Licence	<p>A restricted licence is a licence with conditions or limitations on the practice of veterinary medicine imposed by a committee under the Veterinarians Act, most often the Registration Committee.</p> <p>The conditions most often placed on a restricted licence are the requirement to be supervised, restricted to practicing a specific scope of veterinary medicine or restricted to a specific employer. There are three defined levels of supervision - immediate, direct or indirect.</p>
b)	Academic Licence	<p>A holder of an academic licence may engage in the practice of veterinary medicine only in the department of the Ontario Veterinary College of the University of Guelph in which he or she holds a professorial appointment and to the extent required by that appointment. An academic licence terminates when the licensee ceases to hold the foregoing appointment.</p>

c)	Post Graduate Licence	<p>The holder of a postgraduate and resident licence must be enrolled as an intern, resident or Doctor of Veterinary Science student at the Ontario Veterinary College of the University of Guelph. The holder of the PGR licence may engage in the practice of veterinary medicine only as required by the program in which he or she is enrolled and only at the Ontario Veterinary College. A PGR licence terminates when the licensee ceased to be enrolled as an intern, resident or Doctor of Veterinary Science student.</p>
d)	Educational Licence	<p>The holder of an educational licence must be enrolled in a non-clinical program of postgraduate veterinary education provided by the Ontario Veterinary College of the University of Guelph. Examples are Epidemiology, Pathology. The educational licence terminates when the licensee ceases to be enrolled in a program of non-clinical postgraduate veterinary education.</p>
e)	Public Service Licence	<p>The holder of a public service licence may engage in the practice of veterinary medicine only in the course of employment as a veterinarian by the Crown in right of Canada (Federal employee)</p>
f)	Short Term Licence	<p>The holder of a short-term licence may engage in the practice of veterinary medicine only under the supervision of the member whose undertaking has been given, and to the extent required by the appointment for special purpose as a visiting veterinarian. A short-term licence</p>

can be issued for not more than 30 days.

g)		
h)		
i)		
j)		

Reviews and appeals your organization processed in the past year

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

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
from January 1 st to December 31 st of the reporting year	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	0	0	1	54		55
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions						

changed following an appeal	0	0	0	0	0	0
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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.

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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: Jan Robinson

Title: Registrar

Date: February 28, 2013

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