

Fair Registration Practices Report

Veterinarians (2013)

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, labour mobility applicant) is publically available on the College's website.

The website section titled "Licensure of Veterinarians" contains (among other items) the following information about initiating the registration process:

- Application form for all licence types includes a checklist of requirements
- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
- Description of the College's licence types
- 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 Career Map was updated in 2013]
- 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 (among other items) the following information about registration requirements:

- Application form for all licence types, includes a checklist of requirements
- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
- Registration Requirements document, includes information about the registration requirements for all licence types and how these requirements can be met
- Registration Committee Policies, includes committee policies pertaining to Restricted Licensure, CVO Local Knowledge Exam and document considerations
- CVO Local Knowledge Exam Information Brochure
- Listing of National Board Exam fees and CVO Licensing fees
- Information on the Ontario Labour Mobility Agreement (OLMA)
- 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 (among other items) the following information about how to meet registration requirements:

- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
- Registration Requirements document, includes information about the registration requirements for all licence types and how these requirements can be met
- CVO Local Knowledge Exam Information Brochure
- Listing of National Board Exam fees and CVO licensing fees
- 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 Career Map was updated in 2013]
- 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 information about how 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 (among other items) the following information about the opportunities for internationally trained applicants to gain clinical experience:
- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
 - 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
 - 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 Career Map was updated in 2013]
 - Registration Committee Policies, includes committee policies pertaining to Restricted Licensure, CVO Local Knowledge Exam and document considerations

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 and the CVO Website (Registration Steps, Fee, Timelines document charts) advises applicants who do not satisfy the requirements stipulated in regulation of their option to proceed with an Internal Review by the Registration Committee. The Registration Committee can approve alternatives to the requirements for licensure and it may waive one or more requirements. Information about how to request an Internal Review is communicated directly to applicants on a case-by-case basis or through the Registration Committee policies listed on the CVO Website.

Please see item (h) for acceptable alternative documents.

f) the steps in the assessment process

*** SAME AS LAST YEAR ***

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 (among other items) the following information about the assessment process:

- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
- Registration Committee Policies, includes committee policies pertaining to Restricted Licensure, CVO Local Knowledge Exam and document considerations
- CVO Local Knowledge Exam Information Brochure
- Description of the College's licence types
- Listing of National Board Exam fees and CVO Licensing fees
- 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 Career Map was updated in 2013]
- 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 (among the following) the following information about the documentation of qualifications:

- Application form for all licence types, includes a checklist of requirements and documentation to be provided
- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
- Registration Requirements document, includes information about the registration requirements for all licence types and what documentation is required
- Registration Committee Policies, includes committee policies pertaining to Restricted Licensure, CVO Local Knowledge Exam and document considerations
- Listing of National Board Exam fees and CVO Licensing fees
- Information on the Ontario Labour Mobility Agreement (OLMA)

Internationally Trained Veterinarians (ITV) who graduate from acceptable non-accredited schools are required to complete the Basic and Clinical Sciences Examination (BCSE), the North American Veterinary Licensing Examination (NAVLE) and the Clinical Proficiency Examination (CPE). Graduates of accredited schools are required to complete the NAVLE and if they have failed the NAVLE more than twice, they are also required to complete the CPE). Evidence of passing the national examinations is required.

The Canadian Veterinary Medical Association-National Examining Board (CVMA-NEB), American Veterinary Medical Association-Educational Commission for Foreign Veterinary Graduates (AVMA-ECFVG) and National Board of Veterinary Medical Examiners (NBVME) 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 provides information about the acceptable alternatives to the documentation required by applicants 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
- Website information: information is publically available on the College's website.

The website section titled "Licensure of Veterinarians" contains (among the following) the following information about acceptable alternatives to required documentation

- Registration Committee Policies includes a section on document considerations. This section describes acceptable alternatives to demonstrating English/French language proficiency and presenting an original degree
- Application form for all licence types

The College plans to develop a written policy in 2014 that will fully describe what applicants must do if they cannot provide the required documentation for reasons beyond their control.

The CVMA-NEB, AVMA-ECFVG and NBVME will consider accepting alternative documents in cases when an individual is unable to obtain official documentation. These agencies 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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

Applicants are advised via the College website, as well as the CVMA-NEB, AVMA-ECFVG and NBVME 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

*** SAME AS LAST YEAR ***

The College provides a number of resources with information on the roles of third-party organizations involved in the assessment or exam process. 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 (among other items) the following information about the roles of third party organizations:

- Application form for all licence types, including a checklist of requirements
- Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
- Registration Requirements document, includes information about the registration requirements for all licence types and how these requirements can be met
- 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 a submitted application, the results of CVO's Local Knowledge Examination, and for Letters of standing from another jurisdiction. It also includes a Registration Steps, Fees and Timelines chart with schedule information from the CVMA-NEB, AVMA-ECFVG and NBVME. 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 by the Registration Steps, Fees and Timelines document on the College's website and/or on first contact with staff 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-NEB, AVMA-ECFVG and NBVME 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 Application fees" and "CVO Licensing 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-NEB, AVMA-ECFVG and NBVME 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 "National Examining Board 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

*** SAME AS LAST YEAR ***

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-NEB, AVMA-ECFVG and NBVME 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.

The College's Career Map was updated in 2013 and the link is available on the College's website and Immigration Ontario's website.

Amount of Fees (2 / 13)

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

*** SAME AS LAST YEAR ***

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. ITVs 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-NEB and AVMA-ECFVG).

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 made to the application fee or the CVO Local Knowledge Exam fee.

In 2013, it was announced by the College's council that there would be an increase to the 2014 annual licence fee of \$200.00. After an in depth study of the long term financial health of the College, the fee increase was made to ensure the College's financial viability. Taken into consideration were the registration/licence fees of other similar sized Ontario regulatory bodies and the fees of veterinary regulators across Canada. The new licensure fee for 2014 is \$875.00.

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

a) What are your timelines for making registration decisions?

*** SAME AS LAST YEAR ***

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 require review and decision by the Registration Committee, decisions are normally made on the Registration Committee's meeting date (unless the Committee requests further information from the applicant). These meetings occur approximately every 2 months and 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 ***

*** 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. Committee decisions are communicated via phone or email within 2 business days. Official written decision and reasons are sent to applicants within 4-6 weeks, as 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 ***

*** 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.

In 2013, the College changed the policy of issuing written decision and reasons documents to applicants from a 1 month window to a 4-6 week window. The reason for this change was that there were numerous complex applications and 2nd file reviews and this led to longer decision and reasons consultation and review with the Committee. Issuing written decision and reasons documents within 1 month was no longer realistic for all of the decisions that the Committee makes.

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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.

*** SAME AS LAST YEAR ***

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 honoured (within 1-2 days) at no charge.

The College's Council approved a revised privacy code in March 2012 and it is posted 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 ***

*** 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 College does not charge fees for this service.

d) List the fees for making records available.

*** SAME AS LAST YEAR ***

The College 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 College 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.

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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.

*** SAME AS LAST YEAR ***

The College provides many resources to assist applicants with the application process. 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 (among other items) the following resources for applicants:
 - Application form for all licence types, includes a checklist of requirements
 - Registration Steps, Fees and Timelines document (in flowchart and chart version), includes all steps to apply to take the National Board Exams and to achieve licensure
 - Registration Requirements document, includes information about the registration requirements for all licence types and how these requirements can be met

- Registration Committee Policies, includes committee policies pertaining to Restricted Licensure, CVO Local Knowledge Exam and document considerations
- CVO Local Knowledge Exam Information Brochure
- Description of the College's licence types
- Listing of National Board Exam fees and CVO licensing fees
- Appeal of Registration Committee decision process information
- 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 Career Map was updated in 2013]
- Information on the Ontario Labour Mobility Agreement (OLMA)
- Registration Department Contacts – English and French speaking staff Application Process flowchart, including all steps to achieve licensure
- 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
- The College's policy on Accessibility for Persons with Disabilities (AODA)
- The College's Privacy code
- 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-NEB and AVMA-ECFVG websites provide 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 ***

*** 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.

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.

Internal Review (for applications that do not meet all licensure requirements and require 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. Decisions are communicated via phone/email within 2 business days. Official decision and reasons documents are issued between 4-6 weeks after the Committee meeting.

2nd File Review (for decisions of the Registration Committee that applicant is not satisfied with (ie. the Registration Committee has refused to grant a licence or has granted a licence with conditions, limitations or terms): The applicant can submit a letter of request for review to the Committee if they have new information relevant to their application. The 2nd File Review request can be added to the Committee's next scheduled meeting date and as with internal reviews, decisions are normally made on the meeting date. Decisions are communicated via phone/email within 2 business days. Official decision and reasons documents are issued between 4-6 weeks after the Committee meeting

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

In 2013, the College changed the policy of issuing written decision and reasons documents to applicants from a 1-month window to a 4-6 week window. The reason for this change was that there were numerous complex applications and 2nd file reviews and this led to longer decision and reasons consultation and review with the Committee. Issuing written decision and reasons documents within 1 month was no longer realistic for all of the decisions that the Committee makes. In 2013, all applicants were notified of the Committee's decision within the established time line of 2 days.

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

In 2013, there was a total of 47 internal reviews. Of those 47 reviews, 24 were completed within the CVO's established timelines. 23 of those 24 were from internationally trained applicants. 23 reviews were completed outside of the timeline and of those, 17 were from internationally trained veterinarians.

The Registration Committee met 25 times in 2013 and this was the most significant factor leading to reviews that exceeding the College's timelines. In 2013, all applicants were notified of the Committee's decision within the established time line of 2 days. Licences were issued promptly as applicants do not have to wait for the official Decision and Reasons document.

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.

Internal Reviews (for applications that do not meet all licensure requirements and require review and decision by the Registration Committee): 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 in conducting the review.

2nd File Reviews (for decisions of the Registration Committee that applicant is not satisfied with (ie. the Registration Committee has refused to grant a licence or has granted a licence with conditions, limitations or terms): The applicant can submit a letter of request for review to the Committee if they have new information relevant to their application.

Information about requesting a review (internal or 2nd file review) and the process to make the request for review is available on the CVO licensure webpage (visit the Registration Committee policies and Appeal Process links). Information about requesting a 2nd file review is also included on the cover letter that is included with decision and reasons document sent to the applicant by mail.

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 CVO website (visit the Registration Committee policies and Appeal Process links) or by the Principal, Registration, either face-to-face, over the phone or via email. Applicants can make their 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.

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

b) if an applicant is not satisfied with the Committee's decision, they have the opportunity to request a 2nd file review and this referred to the Committee. Based on the new information submitted, the Committee makes a new 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. If an applicant wishes to appeal any decision of the Registration Committee (either Internal or 2nd File Review), the request for review must be submitted to HPARB.

e) Describe your internal review or appeal process.

Internal Review 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 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.

2nd File Review process: Once the applicant receives word of the decision, the applicant may submit a letter of request for review to the Committee if they have new information relevant to their application. The Principal, Registration places the application and its supporting documentation on the agenda for the next Registration Committee meeting. All applicant files are photocopied 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.

For all reviews - 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.

*** SAME AS LAST YEAR ***

In accordance with CVO legislation(the Veterinarians Act), 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 2013, one veterinarian committee member was an internationally trained veterinarian, who was not a council member.

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

The College formalized the 2nd file 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.

*** SAME AS LAST YEAR ***

*** 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.

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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.

*** SAME AS LAST YEAR ***

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-COE 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 BCSE, NAVLE, and 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 results are assessed by the examining boards of the CVMA-NEB, AVMA-ECFVG and the NBVME

All applicants must also:

- provide proof of proficiency in English or French, by submitting evidence of their proficiency (a test or other evidence) that is acceptable to the College, 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.

*** SAME AS LAST YEAR ***

On behalf of all veterinary regulators in Canada, the CVMA in conjunction with the AVMA'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-NEB/AVMA-ECFVG for 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 ***

*** 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.

*** SAME AS LAST YEAR ***

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. The contact between the CVO and its representative increased in 2013.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when

assessing credentials of applicants from the same jurisdictions or institutions.

*** SAME AS LAST YEAR ***

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 AVMA-ECFVG 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.

*** SAME AS LAST YEAR ***

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".

Applicants with documented disabilities identify their needs by contacting the Principal, Registration for information and guidance before they apply. Such applicants are accommodated on an individual basis by the CVO, with consideration given to their situation by the CVO's Registration Committee if necessary.

Just as the CVO provides accommodations, so do the CVO's third-party organizations. The CVMA-NEB/AVMA-ECFVG will ensure that reasonable accommodation will be made for a candidate with a documented disability, if the candidate identifies the disability and makes a request for such accommodation prior to or at the time of registration. The candidate will be required to present documentation in support of the request. The Board will consider the recommendation of health care providers in conjunction with all other circumstances, which might include the availability of the recommended accommodation. A copy of the procedures for requesting testing accommodations may be obtained by submitting a written request to the CVMA-NEB/AVMA-ECFVG.

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 CVMA-NEB or the AVMA-ECFVG & NBVME
 - a) Obtain CVMA-NEB or the AVMA-ECFVG Candidate App Kit: Decision time range is applicant driven
 - b) Take language exam (if needed): Decision time range is applicant driven
 - c) Submit completed application & documentation to the CVMA-NEB or AVMA-ECFVG: Decision time range is

applicant driven

d) Evaluation of documents by CVMA-NEB or AVMA-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 CVMA-NEB or AVMA-ECFVG's control.

2. Pass the required National Board Exams

a) 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

b) Take the NAVLE (available 2 times a year): Decision time range is 2 to 4 weeks

c) 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

a) Take the CVO Local Knowledge Exam (offered to the applicant during CVO office hours): Decision time range is same day as exam, results are provided immediately

4. Apply for a Provincial licence

a) Submit completed application & documentation to CVO

b) 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

c) Candidates who have not met all requirements for licensure are referred to the Registration Committee for deliberation and decision (i.e. granting exemptions and/or approving a Restricted Licence with conditions): Decision time range is within 1-6 weeks depending on when the file is complete in terms of the next scheduled meeting

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

*** SAME AS LAST YEAR ***

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 for General or other licensure 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.

Note - ITV applications that go to the Registration Committee for a Restricted licensure take the same time as accredited school graduates applications that go to the Registration Committee for Restricted licensure

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 ***

*** 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 ***

*** 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 ***

*** SAME AS LAST YEAR ***

See item 8/13 (b), above.

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

*** 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

The only evaluation done by the College is through the CVO Local Knowledge Exam. This exam was approved by the Registration Committee. The College is revising the exam and will be testing its validity and reliability. The revised exam will be launched 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 or are in the process of completing the national board exams may be eligible for a Restricted Licence, and the Registration Committee will take work experience into account as evidence of demonstrated competency for these applications.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

*** SAME AS LAST YEAR ***

The College does not conduct prior learning assessments, but for Restricted Licence applicants, prior experience will be reviewed as part of the candidate's submitted evidence of demonstrated competence.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable.

I) If your organization administers examinations:

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

The CVO Local Knowledge Exam was created and approved by the Registration Committee. The College is redeveloping the exam, and will be launching the exam online in 2015. It will be tested for validity and reliability through blueprint development processed and will be piloted.

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

*** SAME AS LAST YEAR ***

*** 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.

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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.

*** SAME AS LAST YEAR ***

Credential Assessor

The CVMA in conjunction with the AVMA'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-NEB and AVMA-ECFVG also manages language-testing/proficiency assessment for applicants seeking registration for the national board exams in Canada. Fourth-party language assessors that are acceptable to the CVMA-NEB/AVMA-ECFVG and also acceptable to the CVO include:

- Internet-based Test Of English as a Foreign Language (iB -TOEFL)
- 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

The CVO also accepts MELAB results and will consider other evidence of demonstrated language proficiency on a case-by-case basis.

Examiner

There are three components of the National Board Exams:

- BCSE
- NAVLE
- CPE)

The CVMA-NEB in conjunction with the NBVME conducts the NAVLE.

The CVMA-NEB and the AVMA-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 ***

*** 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 ***

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

iii. provides timely decisions, responses and reasons to applicants

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

iv. provides training to individuals assessing qualifications

*** SAME AS LAST YEAR ***

*** 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 ***

*** SAME AS LAST YEAR ***

See 9/13 b (i) above

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

*** SAME AS LAST YEAR ***

*** 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 CVMA in conjunction with the AVMA'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 AVMA-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 ***

*** 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:

- BCSE, to assess entry-level basic and clinical veterinary sciences knowledge
- NAVLE, based on two dimensions of job analysis conducted in 2009, these are activities and animal species
- 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.

*** SAME AS LAST YEAR ***

Basic and Clinical Sciences Exam

BCSE test content outline is based on the results of a job analysis conducted in 2006 by the ECFVG in consultation with 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. A job analysis was conducted again in 2012 and the results of the analysis will generate changes the BCSE test content.

North American Veterinary Licensing Exam®

The NAVLE is constructed using an examination blueprint, which was derived from a job analysis conducted by the NBVME in 2009. 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. 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.

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.

Each year, the CVMA-NEB and AVMA-ECFVG has a team of content experts from Canada and the USA that review candidate CPE results and rotating sections of the exam to determine if the content being tested is up-to-date and what practitioners perform in practice. This reviews leads to process adjustments that are captured in updates to the CPE Manual of Administration.

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

*** SAME AS LAST YEAR ***

*** 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 ***

*** 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 ***

*** 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 ***

*** 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.

*** SAME AS LAST YEAR ***

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

- BCSE
- NAVLE
- 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. 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 BCSE must retake the entire examination. Candidates will be permitted to take the BCSE three times within a 12 month period. Candidates must apply for each retest, meet the same registration deadlines as a first-time tester and pay the fee for each administration. 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. The NAVLE is designed to assess knowledge of veterinary medicine as it relates to entry-level private clinical practice. The examination covers all animal species commonly

seen by private practitioners in North America. Approximately 15%-20% of the NAVLE questions will include graphic or pictorial information (such as a photograph or radiograph). 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 in Canada, United States and 13 Prometric Inc. testing centres overseas.

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 seven (7) sections, each requiring between 45 minutes 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, Equine Practice, Food Animal Practice, Necropsy, Radiographic Positioning, Small Animal Practice and Surgery. The exam 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 in Canada. 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 of the examination must repeat the entire CPE and will be eligible to retake the full exam after a one-year waiting period. 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. Please note: only a total of two retake attempts are allowed for each failed section, regardless of whether those attempts are at an ECFVG- or NEB-approved CPE site.

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 ECFVG in consultation with 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. A job analysis was conducted again in 2012 and the results of the analysis will generate changes the BCSE test content.

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 NBVME in 2009. 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. 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. 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.

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 CVMA-NEB and the AVMA-ECFVG, 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.

Each year, the CVMA-NEB and AVMA-ECFVG has a team of content experts from Canada and the USA that review candidate CPE results and rotating sections of the exam to determine if the content being tested is up-to-date and what practitioners perform in practice. This reviews leads to process adjustments that are captured in updates to the CPE Manual of Administration.

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

*** SAME AS LAST YEAR ***

*** 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.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

*** SAME AS LAST YEAR ***

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. It also receives regular Continuing Committee Development items at each meeting to review and discuss (ex. jurisprudence, policy, legislative changes and NEB matters)

ii. individuals who make registration decisions

*** SAME AS LAST YEAR ***

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).

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. It also receives regular Continuing Committee Development items at each meeting to review and discuss (ex. jurisprudence, policy, legislative changes and NEB matters)

iii. individuals who make internal review or appeal decisions

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

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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 2013.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

N/A

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

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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	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	14
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
India	19
U.S.	11
Pakistan	10
Australia	9
Ireland	8
Scotland	7
France	5
Iran	5
Taiwan, Province Of China	5
Brazil	4

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	3214	390	115	779	0	4498

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).

	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 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	100	29	11	115	0	255
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	2	1	1	13	0	17
Inactive applicants (applicants who had no contact with your organization in the	5	3	0	19	0	27

reporting year)						
Applicants who met all requirements and were authorized to become members but did not become members	1	0	0	2	0	3
Applicants who became FULLY registered members	98	25	7	83	0	213
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	2	0	2
Applicants who were issued an alternative class of licence³	0	0	0	31	0	31

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>

<p>b)</p>	<p>Academic Licence</p>	<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. An academic licence terminates when the licensee ceases to hold the foregoing appointment.</p>
<p>c)</p>	<p>Post Graduate Licence</p>	<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 a postgraduate and resident 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 postgraduate and resident licence terminates when the licensee ceases to be enrolled as an intern, resident or Doctor of Veterinary Science student.</p>
<p>d)</p>	<p>Educational Licence</p>	<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 and Pathology. The educational licence terminates when the licensee ceases to be enrolled in a program of non-clinical postgraduate veterinary education.</p>
<p>e)</p>	<p>Public Service Licence</p>	<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	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 what extent required by the appointment for special purpose as a visiting veterinarian. A short-term licence 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).

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	3	2	1	67	0	73

as a Registration Committee						
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

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

Additional comments:

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

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Certification (13 / 13)

I hereby certify that:

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

Name of individual with authority to sign on behalf of the organization: Jan Robinson

Title: Registrar & CEO

Date: February 27, 2014

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