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Page 1: Fair Registration Practices Report 2021

Q1

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

College of Naturopaths of Ontario

Erica Laugalys, Director, Registration & Examinations

Q2**No**

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

Q3**No**

New or consolidated class of certificates or licenses

Q4

Assessment of qualifications

Yes,

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

Amendments were made to the College's Prior Learning Assessment and Recognition (PLAR) program, including revised program eligibility requirements and assessment criteria for Stage 1 of the PLAR program, as well as revisions to the College's Language Proficiency Policy to ensure the assessment of language for any applicant seeking registration with the College adheres to OFC principles.

Q5

Timelines for registration, decisions and/or responses

No,

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

Applications for registration not requiring a referral to a panel of the Registration Committee (the Panel) continued to be processed, on average, within three business days, from point of receipt of a completed application for registration to issuance of a certificate of registration. Applicants whose applications were referred to the Panel were apprised verbally (by phone) of the outcome of the Panel's review, on average, within 2 hours of the decision being rendered and sent formal documentation regarding the decision within 2 weeks of the Panel meeting.

Q6

Registration and assessment fees

Yes,

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

A revised PLAR assessment fee schedule was proposed in the College's by-law consultation, released in October 2020 and approved by the Council of the College in January 2021. Amendments to the PLAR assessment fee schedule allow PLAR applicants to pay for each assessment component independently, as they move through the program, rather than the previous structure which required PLAR applicants to pay two larger lump sums to cover their completion of the paper-based and demonstration-based assessment components.

Q7

Resources for applicants

Yes,

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

The following pages of the College's website were added and/or updated to provide additional information to PLAR applicants and applicants for registration: -Principles of PLAR -Initiating PLAR -Paper-Based Assessment -PLAR Exams -Demonstration-Based Assessment -PLAR Decisions and Appeals -PLAR Process Flowchart -PLAR Timelines Table -Applicant Fees The following applicant resource documents were also created and/or updated and made available via the Applicant Resource page of the College's website: -PLAR Applicant Handbook -PLAR Document of Education and Experience Form -PLAR Document of Education and Experience Guide -PLAR Applicant Checklist -Application for Registration Handbook

Q8

Changes to internal review or appeal process

Yes,

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

A PLAR appeals policy was created and implemented which sets out appeal criteria and outcomes for each stage of the PLAR program. Applicants for registration continued to be apprised of their ability to appeal decisions rendered by a panel of the Registration Committee through the Health Professions Appeal and Review Board (HPARB), both through web content, within the Notice of Decision issued with the Panel's Decisions & Reasons, outlining the rationale for the decision, and within the Application for Registration Handbook.

Q9

Access by applicants to their records

No,

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

Applicants continued to be apprised of their ability to access their applicant file both via the College's Application Decision and Appeals web page, and in the Application for Registration Handbook.

Q10

Mutual recognition agreements

No

Q11

Training and resources for staff regarding registration

Yes,

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

The College launched its Volunteer Training Program, required of all College volunteers, and continued to conduct individual Council and Committee trainings. Both new staff and new volunteers also underwent the Ontario Human Rights Commission's training on the Ontario Human Rights Code (the Code) and the Accessibility for Ontarians with Disabilities Act (AODA), and as well as on the general topic of human rights, and unconscious bias through the Canadian Centre for Diversity and Inclusion (CDIC), which all existing staff and volunteers had previously completed.

Q12

Relationship with third party service provider(s)

Yes,

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

Memorandums of Understanding were established with WES, CES, ICAS and Prometric.

Q13

Accreditation of educational programs

No,

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

Not applicable; the College does not accredit educational programs.

Q14

Technological or digital improvements

Yes,

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

Following the College's move to a new database (Alinity) and new website in December 2020, a revised online application for registration form was launched in early 2021, allowing improved HealthForce Ontario data collection and reporting, and the ability for applicants to upload documentation to their application for registration which previously would have to be submitted independently of the application form (e.g., proof of CPR certification). Additionally, a new exam registration process was launched, allowing exam candidates to register for an exam via their College user account profile, replacing the previous process of candidates needing to locate and access the exam registration link posted on the corresponding exam page of the College's website on the day exam registration opened. The new database also allows candidates to view their examination results via their College user account profile, which are made available the same day as exam transcript release.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

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

In May 2021, the Council of the College agreed to undertake Equity, Diversity, Inclusion and Belonging (EDIB) initiatives, including the creation of an Equity, Diversity and Inclusion Committee to assist the College in its review of its regulatory rules, policies, and procedures within the regulatory framework such that it can identify and amend any that are or appear to be inherently or systematically racist, discriminatory or biased, train all volunteers and staff involved in the application of the framework to ensure that they are not applying them in a racist, discriminatory, or biased manner, and assist in establishing processes for recruitment, assessment, appointment, and training of volunteers to ensure that the College's practices promote EDIB. Appointments to the Equity, Diversity and Inclusion Committee were made in September of 2021 and the Committee's inaugural meeting was held in October 2021.

Q16

No

Organizational structure

Q17

No,

Contingency or continuity of operations plans

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

The College continued its continuity of operations plan, enacted at the start of the pandemic in 2020, which included but was not limited to moving the majority of operations remotely and conducting Committee and Council meetings through Zoom.

Q18

No

Documentation requirements for registration

Q19

Yes,

English / French language proficiency testing

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

The College's Language Proficiency Policy was amended to set out the various ways in which applicants and PLAR applicants can satisfy language proficiency requirements, and to include a section on exemptions for applicants and PLAR applicants who are unable to establish their language proficiency, as set out in the policy, but who believe that they can demonstrate a degree of proficiency through alternative objective evidence.

Q20

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

- | | |
|---|---|
| 1 | The continuous administration of all entry-to-practise examinations, including in-person Clinical (Practical) Examinations, despite pandemic-related lockdowns and changing restrictions both provincially and at the exam facility level. |
| 2 | Successful launch of the Ontario Biomedical examination, the second of two new entry-to-practise multiple choice examinations via an online exam administration and proctoring platform. With the launch of the Ontario Biomedical examination, the College was finally able to offer all of its entry-to-practise examinations and PLAR program examinations in French (upon request) and enforce legislative requirements around number of permitted examination attempts, and mandatory exam remediation. |
| 3 | Launch of a revised online application for registration through the College’s new Alinity database (see response to question 14). |
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Q21

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

- | | |
|---|--|
| 1 | Changing landscape of COVID-19 – While all entry to practise examinations were run in the 2021 reporting period, exam postponements and delays were experienced due to changing provincial restrictions and lockdowns and restrictions imposed at the exam facility level. To mitigate, the College reserved “exam contingency” dates to allow exams to be rescheduled rather than canceled outright and maintained lower exam registration caps throughout 2021 to ensure that outside of a full lock down, the running of in-person examinations would not be impacted. |
| 2 | n/a |
| 3 | n/a |
-

Q22

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

No

Q23

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

English ,

French,

Other (please specify below),

Other (please specify):

While the College’s website is in process of becoming fully bilingual (English and French), French documentation and information continued to be made available upon request. Staff of the College can converse in multiple languages (as noted on our staff directory webpage) and the College’s contracted translation services company, All Languages Ltd, was available to translate documentation into other languages as requested and offer live translator services as needed.

Q24

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

Total Male	308
Total Female	1448
Total Non-binary	0
Gender not provided	0
Overall Total	1756

Q25

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

No

Q26

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):

As required by the Ministry of Health via the Health Professions Database (HPDB) which includes year of birth, gender (as answered in question 24), education (in and outside of the profession) and employment information (e.g., practice status, number of practice weeks, hours etc.). Registrants are also required to have a photo of themselves (updated at regular intervals) displayed as part of their profile on the College’s public register.

2021 Fair Registration Practices Report

Q27

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

Yes,

If yes, please indicate the type::

While no firm decisions have been made on the collection of race-based data, the topic is being actively considered as part of the College's commitment to EDIB.

Q28

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

Full/Independent Practice	1579
Provisional/Limited License/Certificate	177
Emergency License/Certificate	0
All other classes	0
Overall Total	1756

Q29

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

Ontario	1729
Other Canadian Provinces and Territories	23
USA	4
Other Countries	0
Multiple and/or Unspecified Jurisdiction	0
Total	1756

Q30

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

1 **Not applicable**

Q31

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

Total Male	13
Total Female	79
Total Non-binary	0
Gender not provided	0
Overall Total	92

Q32

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

No

2021 Fair Registration Practices Report

Q33

Do you collect other identity-based or demographics data?

Yes,

If yes, please indicate the type: _____ :

See answer for question 26, the same data/information is collected during the application for registration process.

Q34

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

1

Q35

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

Number of Applicants	81
Number of Applicants Licensed/Certified	75
Average Time to Process Application in Weeks from First Point of Applicant Contact	1
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q36

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

Number of applicants	2
Number of applicants fully licensed/certified	2
Average Time to Process Application in Weeks from First Point of Applicant Contact	1
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q37

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

Number of applicants	9
Number of applicants fully licensed/certified	6
Average Time to Process Application in Weeks from First Point of Applicant Contact	1
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

2021 Fair Registration Practices Report

Q38

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

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

Q39

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

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

Q40

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

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

2021 Fair Registration Practices Report

Q41

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

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

Q42

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

The College's registration year runs April 1st to March 31st. As such, number of reported applications received differs from number of certificates issued due to calendar year reporting.

Average processing time in weeks is for non-referred applications for registration. Processing time in weeks for those requiring referral is 3 weeks.

Q43

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

1	not applicable
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Q44

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

83 initial certificates of registration in the General class

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	82
3 months – less than 6 months	1
6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q46

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

9

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	9
3 months – less than 6 months	0
6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0
TOTAL	9

Q48

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

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q49

Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

2021 Fair Registration Practices Report

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

Q51	Ontario	12
Number of Reviews and Appeals Processed	Other Canadian Provinces	0
State the number of reviews and appeals that your organization	USA	1
processed in the reporting year (January 1-December 31,	OtherCountries	0
2021). For applicants who were subject to an internal	Multiple and/or Unspecified	0
review or who were referred to a statutory committee of	Countries	0
your governing council, such as a Registration Committee.	TOTAL	13
Enter the data by the jurisdiction where applicants were		
initially trained in the profession, i.e. before they were		
granted use of the protected title or professional		
designation in Ontario.		

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

Q53	Ontario	0
State the number of reviews and appeals heard in the	Other Canadian Provinces	0
reporting year (January 1-December 31, 2021). Enter the	USA	0
data by the jurisdiction where applicants were initially	OtherCountries	0
trained in the profession, i.e. before they were granted use	Multiple and/or Unspecified	0
of the protected title or professional designation in Ontario.	Countries	0
	TOTAL	0

2021 Fair Registration Practices Report

Q54

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

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

Q55

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

1	Not applicable - no appeals initiated in this reporting period
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Q56

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

1	Not applicable - no internationally trained applicants in this reporting period
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Q57

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

1	Not applicable - no applicants denied issuance of a certificate of registration
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Q58

Please provide any additional comments you may have:

Applicant data reported in question 45 does not include certificates issued within the Jan 1 - December 31, 2021 reporting period where the application was made outside of the reporting period.
