

Fair Registration Practices Report

Traditional Chinese Medicine Practitioners and Acupuncturists (2015)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACKTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACKTA
- 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.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

Pursuant to section 2 of the Ontario Regulation 27/13 Registration (the "Registration Regulation"), the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) has five classes of registration:

- Grandparented
- General
- Student
- Temporary
- Inactive

In 2015, CTCMPAO received applications for two of those classes: General and Inactive. General Class is intended for members who are normally entitled to the independent practice of traditional Chinese medicine. Inactive class is intended for existing members who have currently ceased practising the profession but wish to remain members of the College.

Effective April 1, 2014, entry to the Grandparented Class was closed as per section 6(1)2 of the Registration Regulation. Section 6(1)2 of the Registration Regulation is a non-exemptible registration requirement for a Grandparented certificate of registration. As entry to the Grandparented class is now closed, all future applicants will be required to meet the General Class requirements for entry to practice.

CTCMPAO ensured that practitioners of TCM were made aware of this deadline by way of newsletters, public Council meetings, press releases, and numerous information sessions.

In addition, commencing on February 28, 2014, CTCMPAO embarked on an extensive public media campaign to remind practitioners that April 1, 2014 was the deadline for receipt of applications for Certificates of registration in the Grandparented Class. To reach out to all eligible candidates for Grandparented Class, CTCMPAO posted a notice on its website in five different language groups: English, Chinese, Russian, French and Korean; and executed several email notifications to members, applicants and associations. Moreover, CTCMPAO reached out to the TCM community, placing over 50 advertisements in local and mainstream newspapers targeting nine different language groups: English, Cantonese, Mandarin, Russian, French, Korean, Vietnamese, Indian, and Iranian. The campaign was successful in encouraging applicants to submit their applications in advance of the deadline. Approximately 500 applications for the Grandparented Class were received in the month of March 2014. Moreover, nine in-person advising sessions were held throughout the year at CTCMPAO's office for over 570 applicants providing them with the opportunity to submit the additional documents required to complete their applications. Applicants could personally attend CTCMPAO's office during this time period to receive one-on-one support from staff with the processing of their application materials.

ii. Describe the impact of the improvements / changes on applicants.

There are no impacts of improvements to report.

iii. Describe the impact of the improvements / changes on your organization.

There are no impacts of improvements to report.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

Adhering to the continuous improvement approach that the Office of the Fairness Commissioner (OFC) requires of regulators, CTCMPAO conducted a comprehensive review of its processes. As a result, in 2015, CTCMPAO was able to decrease decision making timelines.

Once an application meets all the registration requirements and all of the documents (criminal background report, statutory declaration, proof of professional liability insurance, etc.) have been submitted, the file is considered complete and applicants are issued a Certificate of Registration. Applicants were provided with written confirmation of their registration via email within two to four weeks of CTCMPAO's receipt of a complete registration application. In previous years, the timeline was three to eight weeks.

If the applicant does not meet all the registration requirements (e.g. currency requirement), or if the Registrar has doubts that a Certificate of Registration should be issued, the Registrar will refer the application to a Panel of the Registration Committee for consideration (s. 15(2) of the Code). The Chair of the Registration Committee will then select a panel to review the application (s. 17 of the Code). The ability of the Registration Committee to review and finalize decisions (and sometimes reasons) for applications are dependent on the Registration Committee's meeting schedule. The Registration Committee typically meets every six weeks, although a teleconference may be held in the interim should it be necessary to deal with urgent matters.

In 2015, once the application was referred to the Registration Committee (and the Chair selected the Panel) it took the Panel one to four months to reach a decision. This can be contrasted to the two to six months which was required in previous years.

Applicants are first sent the Panel's decision. Once the Reasons are finalized by the Panel, they are then forwarded to the applicant. The Panel wants the applicant to be aware of its decision as soon as possible hence the bifurcated process. Panel decisions are sent to the applicant in writing via mail within one to three weeks of a Panel decision. In previous years, this timeline was two to four weeks.

If reasons are required, the Panel provides them ten to twelve weeks from the date of the decision. Once the full decision and reasons are provided, the applicant is made aware of his or her right to appeal the decision to the Health Professional Appeal and Review Board within thirty days of the date of the letter issued (s 20(2) of the Code).

CTCMPAO was able to decrease the above noted timelines by taking the following steps:

- Developing a checklist of registration requirements to assist staff and committee members for making registration decisions more efficiently and effectively. These checklists, once completed, are used to inform and validate assessment decisions;
- Holding regular Registration Committee meetings and by informing Committee members of time-sensitive issues as soon as possible;
- Tracking timelines by using a logbook, which tracks the timeline for providing written decisions by CTCMPAO's Panel of the Registration Committee;
- Tracking timelines on the database to monitor the time it took to process each registration application, to help ensure the timelines are met;
- Although Registration Committee met every six weeks, the Panel sometimes met every four weeks to deliberate on applications;
- Hiring additional full-time temporary staff throughout the year for a period of time to assist with the processing of applications;
- Staff working overtime to process applications in due time; and
- Maintaining an inventory of precedent assessments and reasons and decisions based on Applicants from same institutions/similar issues and using this information to ensure consistency while still ensuring that each application was assessed individually.

CTCMPAO regularly reviews its processes against published criteria to decide whether changes are needed. The "audit" processes included:

- Collection of feedback from staff;
- Reviewing tracking system for data which includes spreadsheet, automated calendar and bring forward system;
- Regular meeting of all College staff to enhance efficiency in the registration process;
- Running of administrative audits including reviewing of human resource and financial resources allocated for registration purposes;
- Reviewing the logbook which tracks the timeline for providing written reasons;
- Reviewing the legislative requirements.

ii. Describe the impact of the improvements / changes on applicants.

The result is a more efficient and accessible registration process. Applicants saw quicker results and were able to enter the profession faster.

iii. Describe the impact of the improvements / changes on your organization.

The improved registration process further helped the CTCMPAO avoid an influx of inquiries from applicants in respect of status of applications due to

the shorter time line. This allowed staff more time to focus on application processing. The process and tools established by the CTCMPAO helped to eliminate unnecessary steps and thus, yielded consistent results.

d) Fees

i. Describe any improvements / changes implemented in the last year.

The registration fee structure is explained in the CTCMPAO's By-laws. As per section 200 of the College By-Laws, each year each fee is increased by the percentage increase in the Consumer Price Index for goods and services in Ontario as published by Statistics Canada or any successor organization plus two percent (2%).

The applicable By-law is posted on the CTCMPAO's website and is provided to all potential applicants. The applicable fee structure (as set out in the By-law) is also explained in the Registration Application Form/Candidate's Guide.

According to the CTCMPAO's By-laws, 2015 Registration Fees are (HST is added to all fees):

- The application fee is \$263.87 (non-refundable)
- The registration fee for the General Certificate is \$897.16

There are certain fees that are not listed in the by-laws, however, applicants are provided with this information, at every step thereafter, via written communications, as well as over the phone/email/in person. Some of those fees include the following (HST is added to all fees):

- The fee for Jurisprudence Accommodation is \$200.00
- The fee for Safety Accommodation is \$200.00
- The application fee for 2015 Pan- Canadian Acupuncturists Examinations is \$300.00 (non-refundable)
- The application fee for 2015 Pan-Canadian TCM Practitioners Examinations is \$300.00 (non-refundable)

"Entry-level competencies for the practice of Chinese medicine in Canada" has been adopted as the minimum entry standards for the profession in Ontario. Unlike the approval of educational programs, the assessment focuses on the cumulative competencies Applicants have obtained through their formal education. As a part of the Registration Examinations application process, each applicant's completed education program is assessed by CTCMPAO to identify the extent of the relevance to the approved and published competencies for traditional Chinese medicine practice in Canada.

On May 13, 2015 the Registration Committee engaged in extensive deliberation to decide whether to change the registration examinations application fees. During its deliberation, the Committee reviewed and considered the registration examinations application fees charged by other provincial TCM regulatory bodies for the registration examinations. The Committee further evaluated and identified that the current application fee charged by CTCMPAO is not adequate to cover the cost of resources involved in the applicant's competency assessment process including the training of staff, processing timelines and coordination with the third party examinations administrator to ensure a smooth and efficient examination process for applicants. As a result of the comprehensive research, on July 6, 2015 the Registration Committee, in consultation with the College Council, agreed to increase the 2015 Registration Examinations application fee to \$300 plus HST from \$200 plus HST to contribute greater efficiency in the registration process. Please note that the College's By-Laws do not apply to the Pan-Canadian Examinations application fees (as set out above), therefore consultation under the By-Laws was not required.

ii. Describe the impact of the improvements / changes on applicants.

This fee increase took place later in 2015 and thus, we are unable to report on its impact.

iii. Describe the impact of the improvements / changes on your organization.

This fee increase took place later in 2015 and thus, we are unable to report on its impact.

e) Timelines

i. Describe any improvements / changes implemented in the last year.

In 2015, CTCMPAO was able to respond to Applicant inquiries in two to three business days. This can be contrasted to the five to seven business days it would take in previous years. This decrease in time can be attributed to establishing an internal timeline and monitoring process.

The CTCMPAO receives inquiries in person, in writing, by email and by telephone. Upon receipt of an application, CTCMPAO staff responds to the applicant with a letter of acknowledgement within two to three days of receiving an application. CTCMPAO notifies the applicant of any errors or omissions in their package. When an application meets all the registration requirements, applicants are provided with written confirmation of their registration via email within a week of CTCMPAO's receipt of a complete registration package.

College operation and systems assisted in adhering to these timelines. These include:

- Continuously monitoring and evaluating the service standard and timelines;
- Grouping of applications from similar issues/jurisdictions to one evaluator so that efficiencies are achieved;
- Monitoring staff goals for providing reasonable processing turnaround times are monitored;
- Tracking all general inquiries in a logbook and replying within two to three business days;
- Conducting over 100 in-person appointments to help applicants with their applications;
- More efficient processing when applicants were provided with the option to pay fees via credit card. It further helped the College to accommodate the diverse needs of Applicants.

ii. Describe the impact of the improvements / changes on applicants.

The change in the timeline to respond to inquiries assisted applicants to get information faster in respect to the registration process and requirements.

iii. Describe the impact of the improvements / changes on your organization.

There are no impacts of improvements to report.

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

In 2015, the College undertook a number of initiatives, as noted below, to help applicants better understand the registration process, streamline the process, and improve access and communication with applicants.

Credit Card Payment Method:

In 2015, the College provided the option of paying fees with a credit card. During the reporting period, 50% of the new applicants paid fees using a credit card. This payment option assists the College in ensuring efficient processing of payments, ameliorating financial risks, avoiding staff having to carry large numbers of cheques to the bank and avoiding situations that had cheques with incorrect amount.

This also helped applicants save time and money from having to obtain certified cheques or money orders. Processing a payment by credit card verses certified funds reduces staff processing and reconciliation time by approximately 25%.

General Class Registration Policy:

During the reporting year, the College amended the General Class registration policy to enable applicants to submit applications for a General certificate of registration with CTCMPAO at any time with or without successful completion of the registration examinations. However, the applications will be considered as incomplete until the applicants successfully complete registration examinations. The College expects to implement the above policy in 2016 with the intention to enable new graduates to enter the profession immediately after completing the registration examinations on their first attempt, subject to compliance with all other requirements.

In support of the above policy, effective 2016, instead of charging the registration fee upfront, the registration fee will be collected upon successful completion of the registration process. This may provide additional support to applicants with immediate financial needs.

The above policy will be implemented in 2016 and as such, we are unable to report on the impact of the change.

Registration Examinations Accommodation Policy:

The College reviews each applicant's eligibility to write the Registration Examinations-Pan-Canadian Examinations. The College collects examinations application forms and fees. However, the College relies on the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA), the national organization of provincial and territorial regulatory bodies and its examination administration firm on decisions about the Examinations Administration policy, procedures and process. The College is a member of CARB-TCMPA and has input in policy decisions.

In March 2015, the CARB-TCMPA in collaboration with its third party examinations administrator amended its Testing Accommodation policy to provide reasonable accommodations to candidates with religious reasons that prevents them from writing on the scheduled examination date. The College adopted the policy. Applicants will be required to provide supporting documentation to the College prior to the examination date. The revised policy can be found here.

The new policy change assists the College in accommodating the diverse needs of its applicants. During the reporting period, only four candidates requested accommodations to write the 2015 Registration Examinations.

Guideline to Evaluate Applicants Lacking Currency:

The Registration Regulation mandates that if an applicant (General Class) does not apply to the College for registration within 12 months of successfully completing the educational requirements, then the applicant must demonstrate currency by either practising the profession and conducting a minimum of 500 TCM patient visits or successfully completing a refresher program prior to submission of application. Any applicant who cannot provide sufficient evidence of currency will have their application referred to the Registration Committee.

Following consultation with legal counsel, on October 29, 2015 the Registration Committee developed a transparent, objective, impartial and fair decision making criteria to assist the Committee with its decision making process. This will help determine whether to exempt an applicant from the exemptible registration requirement and subsequently, establish a process to ensure that the applicant will be deemed as current.

This guideline helps the College make fair, objective and consistent decisions based on the evidence provided by applicants. Applicants can readily identify the options available to them.

Enabling New Graduates to initiate Registration Process before Graduation:

Effective 2016, CTCMPAO will allow new graduates to apply for the registration examinations after they have fulfilled education and clinical experience requirements - but before graduation. This practice offers ways to streamline registration for newly graduating applicants. The College is considering accepting applications for processing, on the condition that applicants successfully complete their programs and their respective educational institutions provide the College with the student's transcripts and other required documents by a date to be established by the College.

However, if the final transcripts and documents are not received by the established date, the applicant will not be able to sit the examinations. The applicant will have to reapply with the College, if he/she wishes to take the examinations at the next date. However, the proposed process is subject to any restrictions required by the third party and CARB-TCMPA.

The above process will be implemented in 2016 and thus, the College is unable to report on the impact of this change.

Making Information Available to Applicants-Registration Examinations Results of Ontario Classified by Schools

CTCMPAO is making great strides in providing information to applicants in a greater variety of ways. As of 2015, Ontario did not have any government accredited or certified TCM education program.

In the spirit of promoting and enhancing transparency and informed choices between the College and its stakeholders, the College will be posting on its website the registration examination results of both written and clinical case-study examination classified by Ontario Schools. Results will be posted for registration examinations held in 2013, 2014 and 2015. The information is being posted for the benefit of the public. This will assist applicants with making informed decisions when choosing amongst various TCM schools in Ontario. This will reduce the potential for confusion and frustration.

The results were made available on the College website on January 15, 2016. Thus, we are unable to report on the impact.

ii. Describe the impact of the improvements / changes on applicants.

Please refer to f) i.

iii. Describe the impact of the improvements / changes on your organization.

Please refer to f) i.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

During the reporting year, the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) updated its Blueprint document. The updating of performance indicators and Assessment Blueprints was a decision made by the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) and it was not the CTCMPAO's decision.

The CARB-TCMPA is the national organization of the provincial and territorial regulatory bodies that govern and monitor the practice of Traditional Chinese Medicine (TCM) Practitioners, TCM Acupuncturists and/or TCM Herbalists. The Blueprint document describes the Registration Examinations- Pan-Canadian Examinations for applicants applying to enter the College under General Class registration.

On March 2015, based on examination performance review, and feedback from third party examinations administrator, CARB-TCMPA decided to adjust the weighting of examination content items for Safety, Acupuncture techniques, and Professionalism competencies in the Blueprints for Pan-Canadian Examinations.

The Pan-Canadian Examinations described in the blueprint are developed based on the *Entry-Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada*. The updated *Blueprint* was made available on the College website in March 2015.

During the same year, following psychometric analysis, CARB-TCMPA in collaboration with its third party examination administrator revised the performance indicators and Assessment Blueprints. These were based upon *Entry-Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada*. It was developed in 2009-2010 by the Canadian Alliance of Regulatory Bodies for TCM Practitioners and Acupuncturists (CARB).

Updates to the Performance Indicator document focused on three key activities:

- Updating the introduction section of the document
- Reviewing the performance indicators so that they more closely reflect the Clinical Case methodology. Existing performance indicators were not edited.
- Updating the appendices of the performance indicator document to ensure that the latest version of the information is used.

The Performance Indicators (PIs) describe actions that regulators will require of registration candidates in order to demonstrate proficiency in the occupational competencies. These were based upon *Entry-Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada*. It was developed in 2009-2010 by the Canadian Alliance of Regulatory Bodies for TCM Practitioners and Acupuncturists (CARB).

The updated *Performance Indicators (PIs)* document was made available on the College website in May 2015.

ii. Describe the impact of the improvements / changes on applicants.

There are no impacts of improvements to report.

iii. Describe the impact of the improvements / changes on your organization.

There are no impacts of improvements to report.

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

During the reporting period, following the election of the Council members in February 2015, the newly elected Registration Committee Members received an orientation provided by the College legal counsel before participating in any registration decisions. The College also invited OFC representatives Ms. Nuzhat Jafri and Ms. Jennifer Louis to provide an overview on the *Objectives of the Fair Access to Regulated Professional and Compulsory Trades Act, 2006* to the newly elected Registration Committee and staff.

The orientation provided by the legal counsel included a review of:

- Overview of *Regulated Health Professions Act 1991, Traditional Chinese Medicine Act, 2006* and its regulations
- the roles of staff, Committee chair and Committee members;
- a resource binder for Committee members
- a transparent, objective, impartial and fair assessment process;
- tools, checklists and criteria used for assessment;
- policies and procedures for file assessment;
- a sample file;
- conflicts of interest;
- confidentiality of information;
- Council code of conduct;
- Human Rights Code;
- Occupational Health and Safety Act;
- media communications;
- transparency requirements;
- legislation, ethics and standards of practice;
- registration processes
 - issues to be determined on new applications
 - registration Policies
 - assessment criteria
- Delegation Policy;
- Referral Process;
- Common concerns for referring applications; and
- Appeal process

All new hires will receive an orientation to the CTCMPAO, including relevant legislation, policies and procedures. Legal counsel was available throughout the year to provide additional training or support to the committee/staff as needed. Each staff member has a resource manual for registration policies and procedures, relevant legislation aid in making consistent, fair and impartial decisions. All staff attended a workshop on "Differences in Cultural Backgrounds" and "Building an Inclusive Regulatory Environment Workshop – Module 2" offered by the Ontario Regulators for Access Consortium (ORAC). Staff further attended reasons and decision writing training, facilitated by Society of Adjudicators and Regulators of Ontario (SOAR).

Senior staff also attended a conference hosted by OFC "Learning Day" and shared learnings with other staff of the College. Senior staff regularly attends ORAC meeting to learn and share best practices from other regulatory bodies to continue to improve access by international candidates to the TCM profession.

College staff works closely with OFC to ensure registration practice complies with the Schedule 2 of the *Regulated Health Professions Act, 1991*. Throughout the year, the Registrar organized and attended multiple meetings with the Interim Fairness Commissioner, Executive Director and other OFC staff to provide updates on the activities of the College to enhance transparency, objectivity, impartiality and fairness in the registration practices of the College.

ii. Describe the impact of the improvements / changes on applicants.

Please refer to j) i.

iii. Describe the impact of the improvements / changes on your organization.

Please refer to j) i.

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

The College does not have any mutual recognition agreements.

ii. Describe the impact of the improvements / changes on applicants.

Please refer to k) i.

iii. Describe the impact of the improvements / changes on your organization.

Please refer to k) i.

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

During the reporting year, the College undertook the following steps to enable a continuing improvement strategy in respect to its registration practices.

SIMPLIFYING APPLICATION FORMS

Based on the most reported deficiency noted during the application assessment process, the College has simplified the questions on the Registration Examinations application and General Class registration application forms to ensure applications can be processed in a more efficient way and applicants can provide relevant information more effectively.

The revised applications will be available on the College website in 2016. The updated forms are expected to decrease the number of incomplete and inaccurate applications received by the College.

DATABASE AND COLLEGE WEBSITE:

The College is making increased transparency a priority. In 2015, the College implemented the following transparency measures to improve communication with applicants:

- Conducting a complete review of the College website to ensure that it describes in plain and accessible language all of the programs, registration information and activities of the College;
- Developing a new and well organized website. The website will clearly identify wide range of registration information easy to find and easy to understand. Information will include but not limited to;
 - registration requirements;
 - entry to practice competencies;
 - registration process;
 - registration examinations ; and
 - registration fees.

This may contribute to transparency and reduce the burden of responding to individual inquiries and questions.

- Upgrading to a new database management system (CRM). This will increase the capacity to:
 - monitor how long it takes to register and inform applicants;
 - keep a record of registration meetings and of response times to applicants;
 - chart weekly/daily number of new applications;
 - process applications in a timely manner;
 - track the status of application online;
 - monitor the workload of staff.

These practices will increase the College's ability to monitor its timelines and will help it address efficiency challenges.

REACHING OUT TO TCM EDUCATIONAL INSTITUTIONS IN ONTARIO

The College engaged in discussions with existing and new TCM schools in Ontario to provide registration information as a part of its strategic effort to improve the registration practices. The information provided by the College would assist the education institutions to determine how their programs may meet the definition of the full time education, registration entry-level occupational competencies for the practice of TCM in Canada and the supervised clinical experience to prepare their students for the Registration Examinations-Pan-Canadian Examinations required by the Registration Regulation.

The College expects to offer a training session to all TCM Schools in Ontario in 2016, to demonstrate how applicants can submit completed application

forms to the College to yield faster processing time. This session may help to resolve inquiries from schools and their students.

REFRESHER PROGRAMS

The College follows a competency based assessment process to ensure a fair and objective evaluation process of both internationally-trained and Canadian-trained applicants.

Based on competency gaps identified during the qualification assessment process, the Registration Panel may require an applicant to complete a refresher program to demonstrate their knowledge, skill and judgement in the practice of TCM profession.

An applicant who is required to undertake further refresher programs (education or training or the combination of education and training) required by a panel of the Registration Committee, must submit the completed details of his or her proposed learning activities, in conjunction with a description of the teacher/supervisor's information, to the CTCMPAO for approval before starting the refresher program.

In 2015, to assist applicants to meet the above registration requirements, CTCMPAO drafted a guideline outlining the expectation of a proposal for the College's approval. An applicant's proposal should include the course details and length of the course, name of the institution, supervisor, and alignment with the entry level competencies for the practise of TCM profession in Canada. Upon receiving approval, the applicant will be required to successfully complete the proposed program to meet the registration requirements.

The guideline developed helps applicants with finding programs that can meet and demonstrate the registration requirements. Providing this new information made it easier for applicants to find refresher programs that are in compliance with the College's requirements.

JURISPRUDENCE COURSE HANDBOOK:

Successful completion of the CTCMPAO's approved jurisprudence course is one of the registration requirements to be eligible for registration. Jurisprudence course handbook and examination questions were developed in 2012 by our legal counsel, Richard Steinecke of the law firm Steinecke, Maciura LeBlanc.

Following OFC's continuous improvement approach, during the reporting year, CTCMPAO worked with legal counsel to update the handbook and examination questions to reflect the new and revised legislative and policy changes. The updated handbook and examination questions are currently under review and will be available in 2016.

Although CTCMPAO took efforts to update the current jurisprudence handbook and bank of examinations questions, the existing bank of questions is sufficient in providing questions for the tests for next few years.

LANGUAGE FLUENCY ASSESSMENT PROCESS:

Section 4(1) 4 of the Registration Regulation, sets out the registration requirement for all classes "applicant must be able to speak, read and write either English or French with reasonable fluency". This is an exemptible requirement.

Currently, CTCMPAO will consider that a General Class applicant has attained the language fluency requirement if he/she can successfully complete the registration application form, the Jurisprudence Course and Safety Program tests (in English), the Registration Examinations – Pan-Canadian Examinations, and is able to understand and comprehend communications coming from CTCMPAO.

The College is currently gathering information to determine the language level of the Jurisprudence, Safety and Registration Examinations and identify how these levels would align with the language fluency benchmarks used by other regulatory Colleges.

Offering a French Language Services Program:

To better assist the diverse need of applicants, on May 4, 2015 the College Council approved to operate a bilingual workplace. CTCMPAO undertook activities to build capacity to support this initiative. It evaluated its resources and compared it to the service demand. Given that, Council amended its plans for serviceability in French, and decided to build capacity in phases with the first phase being that certain pages of the website be available in French. However, CTCMPAO has not received any request for services or communications in French language in 2015.

It is important to note that CARB-TCMPA offers the Registration Examinations-Pan-Canadian Examinations in French upon request of Candidates. However, to date, no request has been made from Ontario applicants to write the Registration Examinations in French.

ii. Describe the impact of the improvements / changes on applicants.

Please refer to I) i.

iii. Describe the impact of the improvements / changes on your organization.

Please refer to I) i.

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	No

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	16
Female	42
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	1328
Female	1830
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
40	8	1	China 5 Australia 1 Total 6	3	58

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
90	13	4	Australia 1 China 29 Taiwan, Province Of China 1 Viet Nam 1 Total 32	22	161

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
283	41	9	Australia 4 China 116 Hong Kong 2 Israel 2 Japan 2 Pakistan 1 Russia 1 Korea, Republic Of 6 Taiwan, Province Of China 4 U.K. 2 Viet Nam 1 Total 141	2684	3158

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in 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)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	40	8	1	6	3	58
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	11	1	1	3	5	21
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	90	13	4	32	22	161
Applicants who were authorized to receive an alternative class of licence ³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence ³	39	8	1	6	0	54

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
		Description (a)
a)	General Class	intended for applicants who have formal education and training in the TCM profession, however may not have substantial work experience.

Additional comments:

i) Reviews and appeals processed

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

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	11	1	1	3	5	21
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	10	1	1	3	5	20
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

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, one full-time employee and one 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	16.5
Staff involved in appeals process	2
Staff involved in registration process	4

Additional comments:

We have counted temporary staff as part time staff. The College hires temporary staff during peak period to help with registration workload. Our temporary staffs are returning staff previously trained in registration process and policies.

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3. Submission

I hereby certify that:

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

Allan Mak

Title:

Interim Registrar and CEO

Date:

2016/03/01

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