

COMPLETE

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 Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO)

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Q2

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.

Yes,

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

In the course of conducting its regular review of its policies and procedures, the College made a number of changes in 2021, designed to clarify and/or simplify its processes. These changes include the following: 1. The College introduced a new Application for Variation Guideline, specifically for members currently registered as Acupuncturists who want to become registered as TCM Practitioners. The Guideline lays out the requirements and the process, and is posted on the College's website for easy access. 2. To remain consistent with the College's by-law, we updated the Annual Renewal Policy by changing the renewal deadline from April 1 to March 31. 3. We updated our Criminal Background Check Policy to include vulnerable sector searches as acceptable. 4. Our Refresher Program Guideline for Applicants was updated with additional courses that have been pre-approved by the College's Registration Committee 5. In response to the ongoing pandemic, the Registration Committee extended approval of interim changes originally introduced in 2020 regarding registration requirements and processes. These interim changes included: • Online didactic courses offered during the pandemic have been recognized (on an interim basis) as equivalent to classroom theoretical instruction, as described under section 9 of the Registration Regulation. Similarly, the online didactic courses offered during the pandemic have been accepted for the purpose of approving candidates for the Pan-Canadian Examinations (the registration examinations). • To be eligible to write the registration examinations, candidates must meet the education and supervised clinical training requirements. However, due to the pandemic, some students were not able to complete their clinical training before the examination application deadline, as normally required. CTCMPAO granted provisional approval to write the registration examinations to all students whose supervised clinical training was delayed because of COVID-19. This temporary exception allowed students to continue the process toward registration without delay.

Q3

New or consolidated class of certificates or licenses

No,

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

The College did not introduce any new classes of certificates or licenses in 2021.

Q4

Assessment of qualifications

Yes,

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

Ordinarily, candidates must have completed their educational programs, including their clinical training, in order to qualify for the entry-to-practice examinations. However, as noted above, on a temporary basis and in response to the pandemic, the College continued to allow applicants to sit their Pan-Canadian Examinations prior to having completed their required supervised clinical training. Apart from that, the criteria for assessing qualifications did not change.

Q5

Timelines for registration, decisions and/or responses

Yes,

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

In response to the ongoing pandemic, the Registration Committee extended the provisional approval to allow applicants to submit required documentation in electronic format. This interim provision eased the process for applicants and allowed them to gather and submit the necessary documentation more quickly. In so doing, it helped keep the timeline from initial application to final registration shorter than it otherwise would have been.

Q6

Registration and assessment fees

Yes,

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

To lessen the financial burden on registrants during the pandemic, for 2021 the College reduced the annual registration renewal fee, lowering it from \$1300 to \$1000.

Q7

Resources for applicants

Yes,

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

Several new resources were made available for applicants. We posted an Application for Title Variation Guideline on our website, to assist R.Ac registrants wishing to register with the R. TCMP designation. We also updated the list of approved refresher courses in the Refresher Program Guidelines for Applicants on our website.

Q8

Changes to internal review or appeal process

No,

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

No change in 2021.

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Q9

Access by applicants to their records

No,

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

No change in 2021.

Q10

Mutual recognition agreements

No,

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

No change in 2021.

Q11

Training and resources for staff regarding registration

Yes,

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

Management attended the Canadian Network of Agencies for Regulation (CNAR) conference, as well as webinars hosted by the Council on Licensure, Enforcement and Regulation (CLEAR). All College staff members participated in training sessions on privacy and on sexual abuse, and in a session on Diversity, Equity and Inclusion (DEI).

Q12

Relationship with third party service provider(s)

Yes,

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

The College has continued to work on strengthening its relationship with the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA). CARB administers the entry-to-practice examinations for Ontario and other jurisdictions, and is also working with us to develop an education program approval process. The College's relationship with CARB is collaborative and productive, and will continue to be important in helping the College to maintain fair registration processes and also to protect the public interest.

Q13

Accreditation of educational programs

No,

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

Accreditation of educational programs is not yet in place. However, one of the key activities identified in the College's Strategic Plan is to identify approval criteria for education programs to ensure that they adequately support the development of competent practitioners. In 2020, the College partnered with the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) to initiate an accreditation program. This program is a collaborative initiative with other provincial regulators that will help the College form an education program approval process that will increase public confidence and further public safety. In 2021, CARB-TCMPA conducted a national consultation to solicit input on draft standards that were in development. Following the consultation, responses were reviewed by CARB-TCMPA, and an Accreditation Requirements Advisory Committee (ARAC). Revisions were made to the draft standards and a second consultation was sent out. The final standards were presented, and it was decided that consultations with each respective College Council be conducted to better understand how the project will be implemented. The program approval process continues in 2022 and beyond.

Q14

Technological or digital improvements

Yes,

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

The College continued the online-proctored delivery format for the Pan-Canadian Examinations and the Safety and Jurisprudence tests, making them more accessible to applicants by not requiring them to travel to a test centre. Also, as previously noted, in 2021 the College continued accepting electronic document submissions from applicants, to mitigate challenges they might have otherwise faced due to pandemic-related restrictions.

Q15

Anti-racism and inclusion-based policies and practices

No,

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

No change in 2021.

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Q16

Organizational structure

No,

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

No change in 2021.

Q17

Contingency or continuity of operations plans

Yes,

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

Throughout 2021 the College maintained a hybrid working environment, with staff working both remotely and at the head office location as needed. Access to systems, tools and information was optimized to maintain productivity and efficiency for staff when working remotely.

Q18

Documentation requirements for registration

Yes,

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

We continued accepting electronic versions of supporting documents that accompanied applications for registration (eg school transcripts, proof of ID). This was a temporary change initiated at the onset of the pandemic to simplify and streamline the process for applicants. We continued this interim practice throughout 2021. Continuation of these measures made it easier for applicants to gather and submit the documentation required with every step of the application process.

Q19

English / French language proficiency testing

No,

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

No change in 2021.

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 College moved from a single annual administration of the entry to practice examinations to a 2-session model, with exams now held in April and October. This new model gives candidates greater choice, and allows them to proceed toward registration more quickly.**
- 2 **The College maintained the online-proctored delivery format for examinations, which had been introduced in the previous year. Continuing this delivery format expanded accessibility of the exams for candidates and allowed them to move forward in the registration process, despite the restrictions that affected in-person examination centres.**
- 3 **To ease the challenges imposed on applicants by pandemic-related restrictions, on a temporary basis, the College permitted candidates to submit documentation electronically in support of their applications. Candidates were also permitted to sit the examinations prior to having completed the clinical component of their educational program. These temporary accommodations gave applicants greater flexibility in meeting the registration requirements under pandemic conditions.**

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 **The absence of accredited education programs adds complexity to the assessment of applicants' qualifications. The College has begun developing an accreditation process in collaboration with CARB-TCMPA. Once in place, the presence of approved education programs will help expedite the application review process and will help ensure that applicants have the necessary competencies.**
- 2 **The Registration Committee did not have public-member appointees, so lacked the fulsome public voice that the Committee is expected to have. The College flagged the matter with the relevant government officials, emphasizing the need for public members to be appointed to Council.**

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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,

Other (please specify):

The College does not have a Canadian Experience Requirement for applicants.

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):

French upon request.

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	966
Total Female	1619
Total Non-binary	0
Gender not provided	0
Overall Total	2585

Q25

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

No,

Other (please specify):

The College does not collect race-based data from members.

Q26

Do you collect other identity-based or demographics data?

No,

Other (please specify):

The College does not collect other identity-based demographic data.

Q27

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

No,

If yes, please indicate the type::

The College does not have plans to collect race-based data.

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	2226
Provisional/Limited License/Certificate	200
Emergency License/Certificate	0
All other classes	159
Overall Total	2585

Q29

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

Ontario	General: 2401; Student: 2; Inactive: 139
Other Canadian Provinces and Territories	General: 21; Inactive: 18
USA	General: 1; Inactive: 2
Other Countries	General: 1
Multiple and/or Unspecified Jurisdiction	N/A
Total	2585

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	China 356
2	Hong Kong 20
3	Korea 18
4	USA 17
5	Japan 6
6	Australia 4
7	Israel 3
8	Russia 2
9	Moldova 1
10	Pakistan 1
11	U.K. 1
12	Taiwan 1

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	57
Total Female	171
Total Non-binary	0
Gender not provided	0
Overall Total	228

Q32

No

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

Q33**No**

Do you collect other identity-based or demographics data?

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:

4

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	192
Number of Applicants Licensed/Certified	144
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
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	36
Number of applicants fully licensed/certified	20
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
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	8
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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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	16
Number of applicants fully licensed/certified	3
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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	211
Number of applicants fully licensed/certified	162
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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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

Respondent skipped this question

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

Q43

Jurisdiction where applicants obtained their initial educationPlease 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	China 10
2	Hong Kong 1
3	U.K. 1
4	Japan 1
5	USA 1
6	Unknown 3

Q44

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

51 (General class with no terms, conditions or limitations)

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	44
3 months – less than 6 months	6
6 months – less than 12 months	1

Q46

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

38 (including incomplete and in-progress applications)

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	14
3 months – less than 6 months	15
6 months – less than 12 months	9

Q48

Other Licenses/Certificates of Registration
ProcessedPlease 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	131
Other Canadian Provinces and Territories	22
Certificate to Certificate (Labour Mobility)	2
USA	1
Other International	6
Multiple and/or Unspecified Jurisdictions	1
TOTAL	161

Q49

Other Licenses/Certificates of Registration
ProcessedPlease 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

Q50

Other Licenses/Certificates of Registration
ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were 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	73
Other Canadian Provinces and Territories	15
Certificate to Certificate (Labour Mobility)	1
USA	1
Other International	6
Multiple and/or Unspecified Jurisdictions	1
TOTAL	97

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Q51	Ontario	10
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. 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.	Other Canadian Provinces	1
	USA	0
	OtherCountries	6
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	17

Q52	Ontario	0
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. 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.	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	0

Q53	Ontario	8
State the number of reviews and appeals heard 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.	Other Canadian Provinces	1
	USA	0
	OtherCountries	3
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	12

Q54	Ontario	0
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.	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	0

Q55	
List the top three reason for appeals (by percentage) of a registration decision	

1	N/A
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Q56

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

1	N/A - no applications rejected in 2021
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Q57

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

1	N/A - No applications rejected in 2021
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Q58

Respondent skipped this question

Please provide any additional comments you may have:
