

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 27, 2023 5:02:54 PM
Last Modified: Thursday, July 27, 2023 5:59:46 PM
Time Spent: 00:56:51
IP Address: 24.138.158.106

Page 1: Fair Registration Practices Report 2022

Q1

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

Royal College of Dental Surgeons of Ontario (RCDSO)
Hilary Bauer, Manager, Registration
hbauer@rcdso.org

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), 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:

The regulated registration requirements for dentists did not change in 2022. As noted in previous reports, the General Regulation to the Dentistry Act 1991 (“Registration Regulation”) sets out the requirements to obtain a certificate of registration with the RCDSO. The regulation includes several different classes of certificate of registration and the requirements for each class. However, in 2022, the College made changes to its application requirements in anticipation of the new registration regulation introduced through amendments to the Regulated Health Professions Act, 1991. The aim of these changes was to increase efficiency to ensure compliance with the regulation as of January 1, 2023. The College reviewed internal processes and removed application requirements where: 1) collecting the information was duplicative; and/or 2) was otherwise unnecessary to meet our registration requirements. Changes included:

- Removing a requirement to collect “time gap” information from applicants. Previously, where an applicant did not have an active registration in another jurisdiction, the College asked the applicant for details on their activities since graduating dental school (e.g., working in another profession, attending school, volunteering, interning). This requirement was not necessarily relevant to whether they had met registration requirements.
- Removing the requirement for a letter from the Director of a dental program confirming that they had not been the subject of a complaint or academic misconduct investigation at the educational institution where the applicant had completed additional dental education. The applicant was not required to be registered in that jurisdiction during the course of their program. Removing these requirements streamlined the application process and reduced application processing times. Paired with the technology updates outlined in question 13, the College has been able to maintain the 15-day regulated processing timelines since January 1, 2023

Q3

Assessment of qualifications

No,

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

There are no changes to the report related to how applicant qualifications are assessed. As noted on previous reports, the RCDSO does not administer assessment of qualifications, academic credentials, competencies or practical experience. The National Dental Examining Board of Canada (NDEB) assesses qualifications for candidates in general dentistry as well as dental specialists. As reported in previous reports, the NDEB carries out assessment services nationally for all dental regulatory authorities in Canada. Throughout 2022, the RCDSO maintained close communication with the NDEB and other national partners about NDEB's assessment and exam delivery services, particularly for internationally-trained dentists. These discussions largely focused on challenges experienced with exam delivery in the equivalency process as a result of COVID-19 public health restrictions and an incidence of widespread cheating reported in our 2021 OFC Report. In February 2022, the Fairness Commissioner notified the RCDSO that it would be exercising its authority under section 22.5(1)(g) of the Schedule 2 to the Regulated Health Professions Act to provide advice to the College. This advice related specifically to the College's relationship with the NDEB, and the third-party service it provides for qualification assessment and exam delivery. Since receipt of this advice, the RCDSO has been engaged in the drafting of a Memorandum of Understanding ("MOU") with the NDEB in order to strengthen the accountability relationship related to these services. The MOU is complete and was signed in 2023; it complies entirely with the OFC's advice. Further details about the College's third-party relationship with the NDEB and the MOU are included in this Report under question 11.

Q4

Timelines for registration, decisions and/or responses

Yes,

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

Over 2022, the RCDSO continued to engage in continuous quality improvement with the aim of reducing registration timelines, improving applicant experience and ensuring our registration processes and decisions are risk-based. This work builds on what was described in the 2021 FRP Report. Highlights of this work included: • Updating our application tracker to improve data collection and analysis • Removing documentation requirements • Moving our application process online • Providing applicants with an opportunity to share feedback about their experience via online surveys. The RCDSO experienced an increase in the volume of applications in 2022. The increase in applications is reflected in the quantitative data section of this report. The College received the bulk of 2022 applications between June and September (triple the number of applications compared to the same period in 2021). The application volume was atypical, and likely resulted from the backlog in NDEB examinations during the COVID-19 pandemic, which stemmed from challenges in offering exams during that time due to public health restrictions. These challenges were reported in previous correspondence with the OFC, and in the 2021 OFC Report. Due to the influx of applications, processing times increased through the second half of 2022. The College reported on processing times in the quantitative section of this report. In anticipation of the introduction of regulated timelines in registration (effective January 1, 2023), staff worked diligently to reduce our backlog and processing times. By the end of 2022, staff had successfully processed the application backlog. Paired with changes to application requirements and digital improvements to our application process reported in Question 13, the College has maintained the required 15-day processing times since January 1, 2023. The College also made improvements to its data tracking tool in 2022, which enabled more effective data collection, analysis and reporting related to processing times and registration decisions. The work to update the application tracking tool was completed in anticipation of the introduction of regulated timelines and has enabled staff to track compliance with regulated timelines in 2023.

Q5

Registration and assessment fees

Yes,

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

The RCDSO annual fee increased in 2022 by \$485, from \$2510 to \$2995. RCDSO Council approved the fee increase in 2022 for the 2023 calendar year. Both the semi-annual and quarterly annual fees also increased at the same rate from \$1255 to \$1500, and \$740 to \$865, respectively. Note that the semi and quarterly annual fee are only available to new registrants. This fee increase enabled the RCDSO to fully fund its Professional Liability Program, as liability insurance is included with the cost of the annual fee. The fee increase has also helped fund resource requirements on the regulatory side after five years of operating in a deficit. In addition, the operating reserve, which is a requirement in the College Performance Management Framework, was underfunded by over \$5 million in 2021. The fee increase allowed the College to contribute additional funds to this required reserve.

Q6

Resources for applicants

Yes,

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

1) Website Updates The RCDSO launched a new public-facing website in June 2022. In advance of the website launch, staff reviewed and updated all registration and application-related content in the "Become a Registered Dentist" section of the RCDSO website. This included:

- Streamlined content
- Re-vamped site architecture to make it easier for users to find what they need
- Added keywords in a search tool so that common keyword searches take users to the correct area of the website
- Updated resource documents and FAQs to align with updated policies

2) French Resources The RCDSO website, including all registration and applicant content, is now available in French. In December 2022, the College implemented a new AI translation tool (Weglot) for all website content, including the public register, which enables website visitors to choose whether they wish to view website content in French or English. Prior to the introduction of AI translation tool, registration content in the Become a Dentist Section was professionally translated and available in French. Additionally, RCDSO contracted MCIS Translation Services in July 2022 to facilitate additional French support for the registration process.

Q7

Changes to internal review or appeal process

No,

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

No changes. According to the requirements of the RHPA, reviews or appeals of application decisions are conducted by an external review body, the Health Professions Review and Appeal Board, and are not conducted internally.

Q8

Access by applicants to their records

No,

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

In 2022, applicants could access information about their application status through the RCDSO member portal. An applicant can log into the portal to find out the status of their application. For example: "in process"; "pending approval"; "approved pending final payment"; or "application referred to registration committee". These statuses are based on key application milestones so that applicants can track progress. Those milestones are:

- When an application has been submitted but is not yet in process;
- When an application is in process (at this stage staff correspond with the applicant about outstanding documents or information)
- When an application is processed/complete and is pending manager approval;
- When an application has been approved but the applicant has not yet paid the fees; or
- When an application has been referred to the Registration Committee

The College continues to provide information about expected application processing wait times on both the public website and in the applicant portal. Applicants are now advised that they can expect a response within two weeks as is required by the new regulated timelines.

Q9

Mutual recognition agreements

No,

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

No changes.

Q10

Training and resources for staff regarding registration

Yes,

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

In 2022, staff continued to review and update process and training documents to ensure resources are current and reflect the most up-to-date processes. The process documents have significantly improved the training resources for onboarding permanent or temporary staff and will be updated as processes change.

Q11

Relationship with third party service provider(s)

Yes,

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

On June 1, 2023, the RCDSO and its third-party service provider, the National Dental Examining Board of Canada (NDEB), signed a Memorandum of Understanding. On February 17, 2022, the OFC issued advice to the RCDSO to strengthen its accountability relationship with the NDEB. The MOU complies entirely with the OFC's advice. The MOU aims to ensure that the credentialing and assessment services the NDEB provides on behalf of the RCDSO are conducted in a way that is transparent, fair, and impartial, according to our obligations under section 22.4(2) of the Code to the Regulated Health Professions Act. The MOU includes accountability measures and establishes best practices for the services the NDEB provides on behalf of the RCDSO, including:

- Agreement for the NDEB to establish, maintain and publish service standards acceptable to the RCDSO on processing times for credential verification, exam availability and delivery. These service standards are available on the NDEB website
- A commitment to continuous quality improvement to reduce timelines for its services
- The need to keep up-to-date a risk assessment and mitigation framework
- Commitment to maintain an adequate inventory of exam questions to offer an exam within a reasonable period of time should one need to be cancelled unexpectedly
- Promoting constructive engagement between the NDEB and its stakeholders, including representatives from the internationally-trained dentist community
- Reporting responsibilities on services, examination data and stakeholder engagement.

The MOU unequivocally strengthens the accountability relationship between the RCDSO and NDEB. Through the RCDSO's work with the NDEB over 2022, the NDEB has consistently demonstrated a commitment to continuous quality improvement and a commitment to build increased resiliency in its processes. The MOU has established an avenue for the RCDSO to ensure accountability in that work. Additionally, the RCDSO's efforts with the NDEB have also sparked related work at the national level. In October 2022, the Canadian Dental Regulatory Authorities Federation (CDRAF) launched a multi-stakeholder working group to review the certification processes for graduates of non-accredited (international) dentistry programs. The RDSO is leading this work. Further, the RCDSO-NDEB MOU will be used as a model for an enhanced MOU between the NDEB and all dental regulatory authorities across Canada. On June 20, 2023, the RCDSO wrote to Fairness Commissioner Glasberg to inform him of the College's success in signing the MOU with the NDEB. A

2022 Fair Registration Practices Report

College's success in signing the MOU with the NDEB. A copy of the MOU was provided with that letter.

Q12

Accreditation of educational programs

No,

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

No changes.

Q13

Technological or digital improvements

Yes,

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

The College continually reviews its applicant portal to improve the digital experience for applicants. As was reported on the RCDSO's 2021 FRP Report, in 2021 the College's application process moved online. Applicants submit their application through the online applicant portal. This includes uploading all supporting documents; paying their fees; and reviewing their application status as it moves through the RCDSO registration process. The College made further changes to the online application portal in 2022 in anticipation of the new regulated timelines for processing applications and decisions, in effect January 1, 2023. Changes to the application portal included:

- Created branching eligibility question workflow to help direct applicants to the correct certificate type; the certificate type chosen now drives application questions specific to that type of certificate
- Introduced AI-technology which drives a dynamic document upload checklist specific to each applicant:
 - a) The checklist generated is based on the application type selected, as well as the information the applicant enters on the application form.
 - b) The checklist provides specific instructions for the documents the applicant is required to upload before submitting an application. Where documents are to be obtained from a third party, such as a Certificate of Professional Standing, the document upload page provides instructions on how to obtain those documents.
- Introduced mandatory document upload before an application can be submitted
- Application questions were added related to language proficiency, such that applicants can provide evidence of language proficiency at the document upload stage before submitting their application. Previously, staff asked these questions after the application was submitted, which extended the application processing time
- Customer Management Software was updated so that internal systems mirrors the document upload checklist generated in the portal for each applicant.
- Applications for provisional, or temporary, license types were moved online; all RCDSO applications are now completed online. In addition, in response to feedback obtained through our applicant experience survey, staff reviewed and updated the questions on the application form to enhance clarity. These digital improvements have enabled the RCDSO to offer a more streamlined end-to-end application service. Due to these enhancements, the applicant submits the majority of the required application documents at the time that an application is submitted online. Previously, staff collected documents by email after the application had been submitted, which required back-

and-forth correspondence between the applicant and staff, which increased processing times. Staff can now process applications more efficiently and haven been able to maintain our regulated timelines of 15 days since the regulated timelines came into force on January 1, 2023. The improvements have also had a positive impact on our applicant experience. The online application portal is now more uniquely tailored to each specific applicant, including the questions and document checklists generated by the application form.

Q14

Anti-racism and inclusion-based policies and practices

Yes,

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

The RCDSO is committed to understanding the diverse patient landscape in Ontario to better inform our role in regulating dentists. We assess diverse applicants to the College for competent, safe and ethical practice. The RCDSO worked in partnership with The Canadian Centre for Diversity and Inclusion (CCDI) to conduct an assessment of the College's Equity, Diversity and Inclusion (EDI) practices. As a part of the assessment, CCDI reviewed the College's current approach to EDI, and identified opportunities for improvement. As a part of this assessment, CCDI engaged the College in an extensive internal discovery period to better understand internal culture and leadership from an EDI lens. CCDI completed its foundational internal review in 2022 and analyzed all data collected. This early work supported the development of training and action plans. With strong support from the senior leadership team, Council and staff, the internal scan included:

- A diversity census & inclusion survey of staff
- Focus groups
- Leadership interviews – focused on leadership perceptions of EDI, commitments and understanding of concepts
- A Council & committee diversity questionnaire – a voluntary diversity survey deployed during the election period. Actions flowing from the internal discovery work included:
- A formalized staff-led EDI Committee consisting of diverse staff from across the organization. This group holds an essential role in co-developing plans and policies that embed EDI into how the College works
- All people leaders participated in a personal Intercultural Competency Development Plan delivered by CCDI coaches
- In November 2022, the RCDSO appointed a College Equity Officer. This role was created to support the organization in embedding equity, diversity, and inclusion principles in its regulatory processes, policies and practices, and they are a member of the Senior Leadership Team
- We implemented mandatory training for all employees, Council and Committees to bring awareness about systemic discrimination, racism, inequity and bias in the workplace and the broader healthcare system
- The College's 2023-2025 Strategic Plan expresses the organization's commitment to integrating EDI principles in all that we do. Notably, one of our six strategic projects for 2023-2025 is focused on EDI. Progress on this project work will be regularly reported to Council. This project has four focus areas: 1) Nurturing an internal culture where diverse voices, perspectives and experiences are the organization's strength 2) Establishing and deepening our partnerships with Indigenous communities 3) Building EDI accountability into

daily operations and regulatory work, including registration
4) Supporting efforts to improve access to oral health care in Ontario. While the College has taken a number of steps related to EDI, we know there is more to be done and the College is committed to continuing our journey of learning and unlearning.

Q15

Organizational structure

Yes,

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

Over the past few years, the RCDSO has undergone significant positive organizational changes. As mentioned earlier, in November 2022 the College appointed a College Equity Officer. Additionally, the College formed an Equity, Diversity and Inclusion staff committee to support leading organizational change initiatives related to EDI. This multi-disciplinary staff group brings a range of lived experiences and professional expertise to the College's discussions, training and decision-making. Service experience is another priority for the College. Registration has undergone modernization of some tools to simplify and improve the user experience applicants have with the RCDSO. Applicants have directly benefited from the College's continued commitment to service delivery in interactions with staff, updated avenues to provide feedback (such as the service experience survey) and updated resources and access to information.

Q16

Contingency or continuity of operations plans

No,

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

No changes.

Q17

Documentation requirements for registration

Yes,

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

As outlined in question 4, the College continued to engage in Continuous Quality Improvement (CQI) work throughout 2022 to improve the applicant experience, reduce processing times and ensure processes are risk-based. As was reported in the 2021 FRP Report, the College started a review of its documentation requirements, enacted in 2022, including: 1. Removing the requirement for proof of completion of a medical examination (per Immigration Refugee and Citizenship Canada's requirement) where an applicant has an open work permit 2. Removing the requirement for an affidavit for international applicants where an international jurisdiction will not complete the College's certificate of standing (COS) form, but will still send their own COS form with the required information 3. Removing the requirement to ask applicants who were 25 or older when starting their dental degree for additional information about their work experience and activities before they started their program. When the new regulated timelines were introduced, the College again reviewed its process requirements. The aim was to reduce processing times while continuing to ensure applicants could demonstrate their compliance with our registration requirements through a process that is transparent, fair, and impartial. This resulted in the removal of an additional documentation requirement for a program director letter from applicants not registered in a jurisdiction during the course of a continuing dental education program. This information was duplicative as the application form, which is a legal attestation, already asked applicants whether they were the subject of a complaint or academic misconduct during the course of a program. Further, collecting program director letters delayed processing times. Where an applicant is registered during the course of continuing education, a certificate of professional standing from the jurisdiction in which they were registered is required according to the College's registration regulation.

Q18

English / French language proficiency testing

Yes,

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

In 2022, the College made revisions to its language proficiency policy to permit additional language proficiency tests as evidence of proficiency under the policy. The College made these changes to ensure compliance with the new regulation changes made under the RHPA requiring colleges to include any language proficiency test accepted by Immigration, Refugee and Citizenship Canada (IRCC) for immigration purposes. The College added the following tests to its language proficiency policy in December 2022: • International English Language Testing System (IELTS) – General Format • Canadian English Proficiency Index Program (CELP) – General Test • Test de connaissance du français pour le Canada (TCF Canada) All other language proficiency tests accepted by the IRCC were already included under the existing policy.

Q19

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

1

Strengthening the accountability relationship with the College’s third-party service provider, the NDEB, at both the provincial and national level, through the development of an RCDSO-NDEB Memorandum of Understanding (details in question 11)

2

Successfully processing the College’s application backlog by the end of 2022, which had resulted from NDEB examination delays during the COVID-19 pandemic

3

Technology and process improvements to online application systems, which have allowed the RCDSO to fully comply with the new registration regulation to the RHPA as of January 1, 2023.

Q20

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 unanticipated increase of application volumes between June and September 2022, as reported in question 4, which resulted in longer than normal processing times for applicants**
 - 2 **The need to divert departmental resources to focus on processes updates to respond to the rapid and substantial changes introduced through the new registration regulation to the RHPA. Staff put other on-going projects and process updates on hold.**
 - 3 **Lack of French language skills to assess the proficiency of applicants applying with French language proficiency. This risk has since been addressed with the appointment of a French speaking non-Council Committee member in 2023, as well as the College’s partnership with MCIS Language Services to provide on-demand translation support. Applicants can also now access web content in French on demand, including registration materials, with the new AI technology referred to in question 6.**
-

Q21

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):

As reported on the 2021 OFC Report, the RCDSO does not believe it has a CER. And if the College does have a CER, it falls under the exemption in section 4(1) of the registration requirements regulation to the RHPA. The RCDSO's registration regulation contains a requirement for continuous practice in Canada or the United States if it has been three or more years since an applicant for a general certificate was certified by the National Dental Examining Board of Canada. The registration regulation has a similar provision for specialty applicants that requires continuous practice for three or more years since completion of a specialty program. The RCDSO's Registration Committee has extended the list of accepted international jurisdictions through policy to include any jurisdiction that has a reciprocal agreement with Canada. An applicant who received their experience in an international jurisdiction that does not have a reciprocal agreement with Canada would be considered by our Registration Committee for equivalence. As such, the RCDSO permits applicants with equivalent experience in another country to meet the continuous practice requirement.

Q22

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

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	6080
Total Female	4649
Total Non-binary	0
Gender not provided	0
Overall Total	10729

Q24

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

Yes,

Other (please specify):

The College does not collect race-based data of applicants or from registrants in general. However, the College does collect race-based data on Council and Committee members. During the 2022 Council election eligibility process, the RCDSO launched a voluntary diversity self-identification questionnaire. The purpose was to collect information on perspective Council and Committee members to identify gaps in representation, inform recruitment strategies and enhance onboarding and training requirements.

Q25

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):

The College does not collect identity or demographic-based data of applicants, but the College does collect identity-based data on Council and Committee members. During the 2022 Council election and eligibility process, the RCDSO launched a voluntary diversity self-identification questionnaire. The purpose was to collect information on perspective Council and Committee members to identify gaps in representation, inform recruitment strategies and enhance onboarding and training requirements. Demographic data is collected from the membership per the requirements of the Ministry of Health in the Health Professions Database Questionnaire which is included in the membership renewal each year

Q26

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

Yes,

If yes, please indicate the type::

The RCDSO plans to review and consider how to collect additional race and identity-based data in the future. So far, the College has faced technology limitations with its customer management software to collect this data effectively and mindfully. Staff are exploring new software applications to provide the best method to obtain race and identity-based data from the membership under the leadership of RCDSO's Equity Officer.

2022 Fair Registration Practices Report

Q27

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	10707
Provisional/Limited License/Certificate	22
Emergency License/Certificate	0
All other classes	0
Overall Total	10729

Q28

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	5266
Other Canadian Provinces and Territories	1390
USA	1437
Other Countries	3782
Multiple and/or Unspecified Jurisdiction	0
Total	11875

Q29

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	United States: 1437
2	India: 969
3	Iran: 423
4	Iraq: 255
5	Australia: 225
6	Egypt: 195
7	Philippines: 122
8	Romania: 119
9	Pakistan: 106
10	Syria: 105
11	China: 95
12	Ireland: 91

2022 Fair Registration Practices Report

Q30	Total Male	397
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 Female	398
	Total Non-binary	2
	Gender not provided	0
	Overall Total	797

Q31	No
In relation to the applications, you received: Do you collect race-based data?	

Q32	No
Do you collect other identity-based or demographics data?	

Q33	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, 2022:
------------	--

28

Q34	Number of Applicants	246
Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.	Number of Applicants Licensed/Certified	224
	Average Time to Process Application in Weeks from First Point of Applicant Contact	7

Q35	Number of applicants	128
Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.	Number of applicants fully licensed/certified	114
	Average Time to Process Application in Weeks from First Point of Applicant Contact	7

Q36	Number of applicants	36
Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.	Number of applicants fully licensed/certified	34
	Average Time to Process Application in Weeks from First Point of Applicant Contact	7

2022 Fair Registration Practices Report

Q37		380
Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.	Number of applicants	
	Number of applicants fully licensed/certified	326
	Average Time to Process Application in Weeks from First Point of Applicant Contact	9

Q38		78
Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.	Number of applicants	
	Number of applicants fully licensed/certified	63
	Average Time to Process Application in Weeks from First Point of Applicant Contact	8

Q39		332
Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.	Number of applicants	
	Number of applicants fully licensed/certified	297
	Average Time to Process Application in Weeks from First Point of Applicant Contact	11

Q40		28
Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.	Number of applicants	
	Number of applicants fully licensed/certified	3
	Average Time to Process Application in Weeks from First Point of Applicant Contact	12

Q41

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

- The College is unable to report on average time to process applications from receipt of all required documents (complete application) to registration as requested in questions 34-40. We are working to update our CRM to capture this data for reporting in the 2023 OFC report.
 - The data in this series of questions is reported based on numbers of certificates of registration that were applied for, rather than based on the number of persons who applied. The reason for this is because one applicant can submit more than one certificate of registration (i.e., a general and a specialty application). This explains why question 28 has a larger number than question 27.
-

Q42

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	India: 138
2	United States: 93
3	Australia: 53
4	Iran: 39
5	Ireland: 33
6	Egypt: 24
7	Syria: 20
8	Pakistan: 13
9	Iraq: 9
10	Hungary: 6
11	Jordan: 6
12	Saudia Arabia: 6

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

701

Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	626
3 months – less than 6 months	43
6 months – less than 12 months	3
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

13

2022 Fair Registration Practices Report

Q46		
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	4
	3 months – less than 6 months	4
	6 months – less than 12 months	1
	12 months – less than 18 months	0
	18 months – less than 24 months	0
	24 months and greater	0
	TOTAL	9

Q47		
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, 2022). 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	2
	Other Canadian Provinces and Territories	6
	Certificate to Certificate (Labour Mobility)	0
	USA	2
	Other International	14
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	24

Q48 **Respondent skipped this question**

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, 2022). 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.

Q49 **Respondent skipped this question**

Other Licenses/Certificates of Registration Processed Please 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, 2022). 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.

2022 Fair Registration Practices Report

Q50		3
<p>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, 2022). 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.</p>	Ontario	3
	Other Canadian Provinces	5
	USA	1
	OtherCountries	5
	Multiple and/or Unspecified Countries	0
	TOTAL	14

Q51		0
<p>State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). 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.</p>	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q52		3
<p>State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). 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.</p>	Ontario	3
	Other Canadian Provinces	5
	USA	2
	OtherCountries	5
	Multiple and/or Unspecified Countries	0
	TOTAL	15

Q53	Respondent skipped this question	
<p>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, 2022). 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.</p>		

Q54		
<p>List the top three reason for appeals (by percentage) of a registration decision</p>		
	1	N/A - no appeals
	2	N/A
	3	N/A

Q55

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

- 1 **Application expired – An application expires after being inactive for three months. Inactive means the applicant has not responded to staff correspondence regarding their application. If an applicant wishes to continue with their application, they may be required to submit updated information or documents to ensure the application is accurate and up-to-date. They would not be required to pay the application fee again.**
 - 2 **Application was approved for registration on a future date in the subsequent year**
 - 3 **Application withdrawn – application was submitted and subsequently withdrawn by applicant**
 - 4 **Discarded/cancelled – applicant discarded application before it was submitted (no application fee paid), or submitted an application in error and it is cancelled by staff (application fee would be refunded)**
 - 5 **Application deferred or refused by the Registration Committee where registration requirements were not met**
-

Q56

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

- | | |
|---|--|
| 1 | Application withdrawn – application was submitted and is subsequently withdrawn by applicant |
| 2 | Application was approved for registration on a future date in the subsequent year |
| 3 | Application expired - An application expires after being inactive for three months. Inactive means the applicant has not responded to staff correspondence regarding their application. If an applicant wishes to continue with their application, they may be required to submit updated information or documents to ensure the application is accurate and up-to-date. They would not be required to pay the application fee again. |
| 4 | Discarded/cancelled – applicant discarded application before it was submitted (no application fee paid), or submitted an application in error and is cancelled by staff (application fee would be refunded) |
| 5 | Application deferred or refused by the Registration Committee where registration requirements were not met |
-

Q57

Please provide any additional comments you may have:

- The number in question 43 represents additions to the register in 2022 – it does not include existing members who renewed.
 - The data reported in question 43 was pulled only from those applications with complete information; the College does not have a complete data set from every application submitted, which is why the number reported in question 44 is lower than in question 43.
 - The number in questions 45 and 46 differ because four (4) of the applications still in process as of Dec 31, 2022, were subsequently withdrawn.
 - The RCDSO did not have an emergency class of registration in 2022. An emergency class will be developed in 2023 according to requirements of the new registration regulation to the RHPA
 - The College is unable to report on the data in question 48 and 49 at this time.
 - Questions 50 and 51 report on applications referred (50) and heard (51) by the RCDSO's Registration Committee. As noted, the College does not have an internal appeal process. Appeals are managed by an external body, HPARB, as required by the RHPA.
 - The differences in totals between question 51 and question 53 is because one of the files considered by the Registration Committee in 2022 had been referred in 2021.
-