

Fair Registration Practices Report

Dental Technologists (2016)

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 (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- 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.

Index

1. [Qualitative Information](#)
2. [Quantitative Information](#)
3. [Submission](#)

1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

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

b) Assessment of qualifications

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

On September 11, 2015, Council recognized George Brown College's (GBC) dental technology program as the approved program for dental technology in Ontario. Ontario graduates applying to the 2016 Registration Examinations, and thereafter, would benefit from a more streamlined application process. Ontario graduates would no longer be required to submit their transcripts to the International Credential Assessment Service of Canada (ICAS) to have their education assessed and instead would have their official transcripts submitted by GBC directly to the CDTO.

The assessment process for all other applicants (i.e. applicants from outside Ontario who did not attend GBC and are not applying through the Agreement on Internal Trade), did not change. However, international applicants are now required to obtain an ICAS assessment prior to paying the non-refundable examination application fee. Previously, international applicants would pay the examination application fee prior to obtaining an ICAS assessment and, in some cases, the ICAS assessments were received after the March 31st examination application deadline and made them ineligible. The international applicant would not be able to receive a refund of their examination application fee and would have to pay the subsequent examination application fee. This new requirement would

ensure that international applicants do not have to pay an excess in fees and would see a reduction in delays.

Under Development: The College continues to work with its Canadian counterparts (CADTR) on a funding proposal for a national gateway for international applicants and a national examination for all applicants across the country.

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

Graduates of the GBC's dental technology program applying for the Registration Examinations experience a simplified application as they were not required to have their education assessed by ICAS. Instead GBC graduates requested an official transcript from GBC be sent directly to the CDTO. This reduced the application timeline and costs to applicants.

Graduates from International programs would not have to pay the examination application fee if their assessments were not completed by the March 31st deadline. Applicants could apply to ICAS at their convenience and were not delayed by the availability of the CDTO Registration Examination Application form. The College continues to encourage applicants to start the assessment process as early as possible to meet the March 31st deadline.

Under Development: A national gateway for all international applicants to Canada - one entry point with all partners (CADTR) having access to applicant's education assessments as needed. Reduces international applicants stress if they decide to move to another Canadian province their records will be easily accessible to the recipient province. In addition, a national examination provides applicants with a common set of entry-to-practice competencies.

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

GBC graduates were required to provide official transcripts instead of ICAS assessments in 2016 which has resulted in reduced storage and printing costs for CDTO. The application verification process has not changed.

International graduates must have their ICAS assessments completed prior to applying for the Registration Examination and as a result can avoid unnecessary costs. Some international applicants have had to pay the non-refundable examination application fee more than once as their ICAS assessments were received after the examination application deadline making them ineligible. This could potentially improve their perception of CDTO.

Under Development: One entry point for all international applications would streamline the applicant process for these individuals and allow for easy access to their education assessments for this College. In addition, a national examination would demonstrate to applicants that the entry-to-practice competencies are equal across Canada.

c) Provision of timely decisions, responses, and reasons

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

d) Fees

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

As of April 2016, there was a 1.7% increase in the CDTO Fee Schedule as per the Consumer Price Index (CPI) for goods and services in Canada published by Statistics Canada. Additional fee increases were not required to sustain the level of operations for 2016-2017. The approved budget, based on sound fiscal management, supported the day-to-day operations of the College including various program and decision making areas for the public, professional members and prospective members, and is consistent with the established direction and goals of CDTO as approved by Council.

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

Applicants for examinations and registration receive value for their payment in fees because of CDTO's improved budgeting process and justifiable annual fee increases mitigate the need to increase fees substantially in any one year.

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

Improvements to CDTO's budgeting process has positively impacted the setting of fees for examinations and registration, creating a cycle of continuing improvements. The 2016-2017 fee increase was set at the April 2016 CPI (or 1.7%).

e) Timelines

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

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

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

PROCESSES:

Establishment of an Examinations Committee (non-statutory) commencing 2017:

The Registration Committee is responsible for making decisions on registration matters, and developing and maintaining registration processes. It's mandate is to assess an applicant's educational background, qualifications and suitability to practice dental technology in Ontario in an equitable and consistent manner for all applicants and ensure that registrants meet the requirements. The Registration Committee determines whether to register an applicant, the eligibility of candidate's for examinations, and can grant candidates additional attempts or extend the period over which exams may be written. The Registration Committee also sets and/or approves the examinations for registration, and makes decisions with respect to approving examination results of the CDTO's Registration Examinations.

CDTO established a non-statutory committee, the Examinations Committee, to manage CDTO's Registration Examination Program. By separating out decisions for examinations and examination appeals from the Registration Committee decisions, CDTO is creating a layer of administration which gives applicants more touch points, does not preclude an individual from applying for registration if they have not met all the examination requirements and reduces concerns of the potential for real or perceived bias.

POLICIES:

1. Examination Appeals Policy (E02): The policy was revised to provide additional clarity and to reflect that the Examinations Committee now oversees appeals. Revisions were approved by Council on December 9, 2016 and take effect on January 1, 2017.

Examination related responsibilities previously held by the Registration Committee will form part of the Examinations Committee mandate commencing January 1, 2017, as follows:

- Approving the examinations for registration.
- Overseeing the "Examination Task Force" and the "Written Examination Task Force".
- Ensuring that the examinations are fair and consistent and assess agreed upon standards of knowledge, skills and competencies.
- Ensuring the reliability and validity of examinations for registration.
- Making recommendations to Council on any changes to the content and structure of examinations for registration.
- Reviewing and maintaining policies and procedures related to examinations.
- Determining the eligibility of examination applicants referred by the Registrar where there are doubts, on reasonable grounds, about whether the applicant fulfils the examination application requirements.
- Ensuring that examination appeals are handled in a timely manner, and that appeal policies and procedures are transparent, fair and consistently applied.
- Considering and making recommendations to Council for changes to applicable legislation, regulations, By-laws, policies, program, Rules of Procedure, standards and guidelines that fall within the scope, and purpose of the Committee.

2. Registration Examination Program Policy (E05): The purpose of the Registration Examination Program Policy is to provide a clear and structured overview to CDTO's registration examination program, including the development and regular review, to ensure objectivity, validity and reliability of all examinations offered by CDTO. CDTO is committed to fairness in the application of policy and decisions that affect an applicant's and candidate's career in the practice of dental technology in Ontario to ensure they are of high standards, protect the public, and reflect the integrity of the profession.

3. Rescind Jurisprudence & Ethics (J&E) Examination Exemption for George Brown College (GBC) Graduates: At its June 10, 2016 meeting, Council approved rescinding the exemption of the J&E examination for GBC graduates. Applications received from the 2017 Registration Examination session and onward would be impacted. This change will ensure that the public interest is protected, applicants meet the entry-to-practice requirements and reflects CDTO's commitment to fair registration practices.

Granting exemptions is a complex process which includes the full and continuous evaluation of the exams, the courses and the providers including:

- appropriate depth and coverage of curriculum
- quality and coverage of exam
- exam reliability and security
- time gap between completions of exempted course and applicant becoming a registered member
- College resources
- ensure that the public interest is served if an exemption is granted

To comply with CDTO's commitment to fairness and the OFC fair registration practice principles, all requests for exemption for examinations administered by CDTO would need to be considered. Council agreed that providing examination exemptions is a costly and time consuming process, and may result in the erosion of CDTO's

entry-to-practice standards. This could jeopardize the quality and safety of Dental Technologists practising in Ontario.

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

POLICIES:

1. **Examination Appeals Policy (E02):** Revisions to the policy provide applicants with additional clarity and demonstrate procedural fairness. Appeals will now be considered by the Examinations Committee independently from the Registration Committee whom consider registration matters.
2. **Registration Examination Program Policy (E05):** Clearly articulates CDTO's commitment to developing, approving and administrating fair and consistent Registration Examinations. CDTO is committed to providing a reliable and valid measure of a candidate's competency in knowledge, skills and ability for the practice of dental technology in Ontario.
3. **Rescind Jurisprudence & Ethics (J&E) Examination Exemption for George Brown College (GBC) Graduates:** Demonstrates CDTO's commitment to equitable, consistent and fair standards for all applicants and ensures that registrants meet the requirements in the registration regulations.

PROCESSES:

Provides applicants with more touch points during the examination and registration application processes.

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

POLICIES & PROCESSES:

The three policies described in **section i** demonstrate CDTO's commitment to fairness in the application of policy and decisions that affect an applicant and candidate's career in the practice of dental technology in Ontario to ensure they are of high standards, protect the public, and reflect the integrity of the profession. In addition, the establishment of an Examinations Committee further demonstrates the College's dedication of fair registration practices in policy, process and procedure.

g) Resources for applicants

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

The 2016 Examination Handbook included additional information for the written and practical examination sites including:

- links to:
 - google maps of exam sites,
 - TTC website and
 - TTC trip planner
- details of:
 - nearest subway station,
 - nearest intersection,
 - parking and
 - food services available on site.

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

The Examination Handbook provides candidates with detailed information including links to online maps and the TTC trip planner tool.

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

The Examination Handbook supports candidates with examination details and is in line with CDTO's fair testing objectives.

h) Review or appeal processes

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

Refer to answer provided in **section f) i.**

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

Refer to answer provided in **section f) ii.**

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

Refer to answer provided in **section f) iii.**

i) Access to applicant records

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

Implemented a form for applicants to request the release of personal information which includes:

- consent of applicant
- documents to be released
- recipient of information (regulatory authority and/or the applicant)

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

Standardized format assists applicants who are requesting a release of information. Ensuring applicants' rights are protected including accessibility to the applicant records.

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

Ensures that CDTO receives proper consent prior to the release of personal information and that all requests are documented.

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

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

During 2016, CDTO continued its commitment to professional development for Council and staff through participation in a number of professional development and training opportunities:

- International Conference: Council on Licensure, Enforcement & Regulation (CLEAR) held in Portland, Oregon.
- National Conference: Canadian Network of Agencies for Regulation (CNAR) held in Toronto, Ontario.
- Seminars and online training (i.e. Assessing Good Character at Registration, OFC online training modules)
- Registration Committee:
 - Training by Staff at three of four meetings held in 2016
 - Committee Toolkit useful resources for committee members

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

When Council and staff have a greater understanding of best registration practices, they are able to apply fair and transparent decision making to benefit applicants. Ensuring applicants' rights are protected including accessibility to the profession for all applicants.

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

Professional development and training of Council and Staff positively impacts CDTO through an improved understanding of registration matters, knowledge exchange including best practices, and improves communication to applicants for enhanced transparency.

k) Mutual recognition agreements

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

l) Other (include as many items as applicable)

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

Implementation of a Decision Tree for the Registrar and the Registration Committee to use when considering applications where there are doubts whether the applicant meets all requirements for a General Certificate of Registration. The Decision Tree documents the issues, registration requirements, whether those requirements are exemptible or not, consider whether the exemptible requirement should be exempted, identifies alternatives to meeting the requirement, etc. The Decision Tree assists the Registrar in making all the appropriate considerations when deciding whether to refer an application to the Registration Committee. The Registration Committee would also use a Decision Tree to reach a decision and write its reasons.

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

Facilitates consistency in considering registration requirements by the Registrar and the Registration Committee when determining if an applicant is eligible for registration with CDTO. Also, ensures applicants' rights are protected including accessibility to the profession for all applicants.

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

Demonstrates CDTO's commitment to the principles of transparency, accessibility, openness and fairness by facilitating a consistent approach for reviewing applications for registration. Registration Committee's improved understanding of exemptible and non-exemptible registration requirements specified by the Registration Regulation (O.Reg. 874/93).

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

No changes this year

[BACK TO INDEX](#)

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	Yes

Other (please specify)

Additional comments:

Materials will be made available to applicants upon request.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	43
Female	35
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	433
Female	123
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
60	5	0	Albania 1	0	78

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Armenia 1		
			Egypt 1		
			Iran 1		
			Israel 1		
			Korea, Republic Of 2		
			Romania 2		
			Syrian Arab Republic 3		
			S. Africa 1		
			Total 13		

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
11	0	1	China 1		
			Colombia 1		
			Korea 2	0	16
			Total 4		

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
285	16	7	Albania 1	110	556
			Bosnia And Herzegovina 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Bulgaria 1		
			Chile 1		
			China 2		
			Colombia 1		
			Czech Republic 2		
			Ecuador 1		
			Egypt 3		
			Fiji 1		
			Germany 8		
			Greece 4		
			Hong Kong 5		
			Hungary 2		
			India 2		
			Indonesia 1		
			Iran 2		
			Iraq 1		
			Israel 7		
			Japan 1		
			Jordan 1		
			Korea 2		
			Korea, Republic Of 4		
			Latvia 1		
			Lebanon 6		
			Peru 1		
			Philippines 2		
			Poland 26		
			Romania 9		
			Russia 2		
			Scotland 2		
			Serbia 1		
			Singapore 1		
			S. Africa 3		
			Syrian Arab Republic 2		
			Trinidad 1		
			U.K. 14		
			Ukraine 2		
			Uruguay 2		
			OTHER 9		
			Total 138		

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:

OTHER: Nine (9) membrs were initially trained in former Yugoslavia.

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	26	3	1	4	0	34
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	60	5	0	13	0	78
Inactive applicants (applicants who had no contact with your organization in the reporting year)	1	0	0	0	0	1
Applicants who met all requirements and were authorized to become members but did not become members	30	2	0	5	0	37
Applicants who became FULLY registered members	11	0	1	4	0	16
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

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

Indidcate 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
a)	General Certificate of Registration	Description (a)
		A member of the College and may use the protected title "dental technologist", "dental technician" or "RDT" and practice dental technology independently.
b)	Inactive Certificate of Registration	Description (b)
		An individual who previously held a general certificate but does not practice as a dental technologist in Ontario, or retires or currently resides in another country/province but wishes to retain the protected title "dental technologist" is issued an Inactive Certificate of Registration. It is a condition of an inactive certificate of registration that the member not practice as a dental technologist in Ontario.

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	71	5	1	17	0	94
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

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	7
Staff involved in appeals process	2
Staff involved in registration process	2

Additional comments:

[BACK TO INDEX](#)

3. Submission

I hereby certify that:

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

Judy Rigby

Title:

Registrar

Date:

2017/03/01

[BACK TO INDEX](#)