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Q1

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

College of Dental Technologists of Ontario (CDTO)
Judith Rigby, Registrar & CEO
jrigby@cdto.ca

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:

Initial Registration Fee Policy: In April 2022, Council approved a temporary registration fee policy change for new applicants eligible for registration from January 1, 2022, to August 31, 2022 of the 2021 – 2022 registration year. The change was driven by: the shift from an entry-to-practice examination that was held once a year to a national competency assessment held more than once a year; and, the financial barriers for potential applicants to register at different times in the registration year but still required to pay a full year fee. This policy change resulted in 25 of 36 eligible candidates registering by May 31, 2022. Historically these individuals would delay registration, practice under supervision and may never seek licensing to practice as a regulated health professional. Based on the uptake Council approved a permanent policy change to prorate initial registration fees on a quarterly basis. The change to the fee schedule in the By-laws took effect starting from the 2022 – 2023 registration year. A formal policy was presented by the Registration Committee and approved by Council on September 23, 2022. This policy change demonstrates fair, equitable and reasonable practices for aspiring RDTs (Registered Dental Technologists) resulting in more accessibility to the profession for both applicants and Ontarians requiring dental technology services. Links to resources: • Initial Registration Fee Policy • Fee Schedule 2022-2023 (page 79 - June 24, 2022, meeting of Council package) • Council Meeting Packages: o April 1, 2022 o April 22, 2022 o June 24, 2022 o September 23, 2022

Q3

Assessment of qualifications

Yes,

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

In response to the Ministry of Health consultations on Bill 106 the CDTO reported that it did not offer a Prior Learning Assessment Recognition (PLAR), a credentialing alternative to formal education. An environmental scan conducted with the dental technology regulators across Canada and other health professions in Ontario showed that limiting credentialing pathways to formal education only is a significant barrier for many, including those who are internationally educated, to becoming a regulated health professional. In October 2022 the Canadian Alliance of Dental Technology Regulators (CADTR) agreed to explore developing a national PLAR and in December 2022 approved drafting a funding proposal to submit to the Government of Canada. In order for the CDTO to recognize PLAR as an equivalent to formal education, changes to the Registration Regulation are necessary. CDTO has plans to submit amendments to the Registration Regulation to recognize PLAR as a credentialing pathway at the same time as the Emergency Class amendments.

Q4

Timelines for registration, decisions and/or responses

Yes,

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

In 2022, the CDTO responded to the MOH Bill 106 consultation for timelines of registration, decisions and responses. Our analysis shows that the CDTO currently complies with the timelines specified by O.Reg. 508/22, under the Regulated Health Professions Act, 1991, and Schedule 6 of the Pandemic and Emergency Preparedness Act, 2022, which comes into effect on January 1, 2023, which are:

- within 15 days of receiving an application for registration, applicants receive written acknowledgement informing them that either all required items have been received, or additional item(s) are required to complete their application, and
- within 15 days of receiving additional item(s) request, the applicant receives written acknowledgement informing them that either all required items have been received, or additional item(s) are required to complete their application.
- within 30 days of receiving a complete application, the Registrar reaches a decision to register the applicant or refer the application to the Registration Committee (s.15(1) of the Code).

Q5

Registration and assessment fees

Yes,

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

In April 2022, Council approved a temporary registration fee policy change for new applicants eligible for registration from January 1, 2022, to August 31, 2022 of the 2021 – 2022 registration year. The change was driven by: the shift from an entry-to-practice examination that was held once a year to a national competency assessment held more than once a year; and, the financial barriers for potential applicants to register at different times in the registration year but still required to pay a full year fee. This policy change resulted in 25 of 36 eligible candidates registering by May 31, 2022. Historically these individuals would delay registration, practice under supervision and may never seek licensing to practice as a regulated health professional. Council considered this uptake along with the longer-term financial implications before approving a permanent policy change to prorate initial registration fees on a quarterly basis. The change to the fee schedule in the By-laws took effect starting from the 2022 – 2023 registration year. A formal policy was presented by the Registration Committee and approved by Council on September 23, 2022. This policy change demonstrates fair, equitable and reasonable practices for aspiring RDTs (Registered Dental Technologists) resulting in more accessibility to the profession for both applicants and Ontarians requiring dental technology services. When setting the registration and assessment fees the CDTO engages in a zero-based budgeting process, capturing the known and anticipated expenditures for the upcoming year. The types and level of expenditures are based on economic trends (inflation/CPI and interest rates), legislative directives, registrant numbers, operational efficiencies, and strategic initiatives that are now operational. To gain financial efficiencies, we work collaboratively with provincial and national system partners and seek external funding opportunities such as the Foreign Credential Recognition program and Canada Summer Jobs program.

Q6

Resources for applicants

Yes,

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

The CDTO's website "For Applicants" continues to be regularly updated with important information on the following: • Links to valuable CADTR credentialing, competency assessment, and policy information for all entry-to-practice pathways. • Jurisprudence & Ethics Examination - exam application instructions, resources, and key examination dates. • Application for a General Certificate of Registration instructions.

Q7

Changes to internal review or appeal process

No

Q8

Access by applicants to their records

No

Q9

Mutual recognition agreements

No

Q10

Training and resources for staff regarding registration

Yes,

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

In 2022, staff and Council participated in education and training on various topics that impact fair registration outcomes. • Numerous registration and examination related webinars offered by CNAR (Canadian Network of Agencies of Regulation), CLEAR (Council on Licensure, Enforcement and Regulation), Meazure Learning (formerly Yardstick), Steinecke Macuire Leblanc (SML), Field Law, and WES (World Education Services) • Numerous EDI (Equity, Diversity, and Inclusion) webinars and townhalls offered by CNAR and HPRO (Health Profession Regulators of Ontario) • CLEAR and CNAR Conferences • Numerous presentations at Council meetings: o Governance Refresher – J. Rigby o Strategy Development – S. Goodwin / R. Far o OFC Agency Mandate, the Fair Registration Ecosystem, and our new Risk-Informed Compliance Framework – I. Glasberg o Developing a Risk Register – S. Goodwin o COVID-19 Updates – R. Far o Equity, Diversity, and Inclusion – I. Koltermann o Indigenous Issues and Reconciliation– P. Baxter • ORAC (Ontario Regulators for Access Consortium) and TAPP (Testing Accommodations, Policies and Processes) meeting and environmental scan contributor • Registration Committee Training and Orientation materials – slide decks, toolkit and learning modules

Q11

Relationship with third party service provider(s)

Yes,

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

A Memorandum of Understanding (MOU) between CADTR and CDTO which came into effect on January 1, 2021, sets out the credentialing and competency assessment services for applicants and defined performance standards and benchmarks. During the year:

- CADTR CAS provided regular reports and updates on the number of applicants, credentialing outcomes and competency assessment pass/fail rates that were presented to the Board.
- CADTR appointed a Competency Assessment Committee to review the existing Performance Based Assessment (PBA) stations to ensure testing of competencies is at the entry-to-practice level identified in the Master Blueprint and oversee the development of new stations.
- The PBA marking guides were also reviewed and training was provided to lead markers.
- New Knowledge Based Assessment (KBA) items were developed and forms reviewed which allows for multiple administrations each year.
- CDTO explored developing a national PLAR as a new pathway for credentialing and in December 2022 approved drafting a funding proposal to submit to the Government of Canada. CDTO is satisfied that CADTR is performing the credential and assessment services in a manner that complies with TOIF principles and applicable laws in Ontario. It is important to note that the MOU in no way affects the accountability of CDTO regarding its registration decisions.

Q12

Accreditation of educational programs

No

Q13

Technological or digital improvements

Yes,

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

In early 2022, the CDTO revised its online portal to accept applications from individuals who successfully completed the national credentialing and competency assessments. We also moved to a virtually proctored Jurisprudence & Ethics exam which provides greater access to candidates in remote communities and is more cost effective.

Q14

Anti-racism and inclusion-based policies and practices

Yes,

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

Anti-Racism and Equity, Diversity and Inclusion (EDI) continue to be a priority for the CDTO: In 2022, our work focused on: Education and training to provide foundational knowledge on EDI and its importance in delivering the CDTO's mandate. • Unconscious Bias (September 2022) - Learning about bias from both personal and organizational perspectives. As a health profession regulator, to move from symbolic or cosmetic change to systemic change, we recognize that unconscious bias remains a significant challenge in the registration policies and practices and that these hidden barriers hinder fair decision-making. • Equity, Diversity, and Inclusion (September 2022) – understanding EDI and why it is important, how to connect EDI to strategic priorities and develop a systems approach (organization vs. individuals), led by a consultant who assists non-profit organizations in maximizing and leveraging the benefits of their workforce diversity. • Truth and Reconciliation (September 2022) – education and awareness on Indigenous communities, the meaning of reconciliation and calls to action, and improving CDTO's land acknowledgement, facilitated by a member of the First Nations. Developing the HPRO Anti-Racism in Health Regulation project deliverables, funded by CSMARI and Health Profession Regulators of Ontario (HPRO) in-kind contributions. CDTO is actively supporting the work of the HPRO as it develops supports for Colleges to advance their work in EDI within policies, guidelines, standards, etc. Specifically, the September 2021 report commissioned by HPRO from Dr. Javeed Sukhera recommended that regulators should critically appraise existing policies, including an inclusive approach to policy co-design with racialized and minoritized stakeholders. The HPRO Anti-Racism in Health Regulation project provides valuable information for CDTO to use in conducting these reviews, including engagement with stakeholders. Current HPRO project activities are designed to provide a set of guiding indicators and tools or an equity impact assessment that CDTO will use in future reporting periods to ensure we apply an EDI lens in reviewing, developing, and amending our practices, prioritized according to our particular needs. Specifically, we will identify priority areas for a more thorough review of strengths and gaps, for action planning and implementation of actions to close the gaps. CDTO also continues its work from 2021 in developing the following framework and tools to ensure that EDI is reflected in all aspects of dental technology practice: • Standards Framework: The standards framework utilizes principles of

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EDI incorporated within ethical principles and professional standards. This framework will utilize EDI principles to inform and impact all activities of RDTs in practice. See pages 96-98 of the September 23, 2022 Board Package. • Policy Framework: The framework outlines policies and procedures that support CDTO's mission, vision, and values and ensures that in the process of policymaking and drafting, the applicable EDI toolkits (e.g., EDI lens and policy, Equity Impact Assessment) will be utilized. • CDTO's EDI Framework: The EDI framework includes principles, tools, a lens, and policy to ensure that EDI is reflected in all aspects of CDTO's activities and dental technology practice. It aims to address systemic barriers, fairness, and competing interests, and encourages the use of inclusive language.

Q15

Organizational structure

No

Q16

Contingency or continuity of operations plans

Yes,

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

The ability to hold the in-person Jurisprudence & Ethics Examinations was impacted by the COVID-19 pandemic. In February 2022, the CDTO moved to an online virtually proctored examination to prevent this from happening in the future. A total of 30 candidates registered to take the examination which was administered three times to eligible candidates.

Q17

Documentation requirements for registration

No

Q18

English / French language proficiency testing

Yes,

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

Drafted an evidence informed policy to:

- Accept language tests approved under the Immigration and Refugee Protection Act for immigrants to Canada.
- Prevent duplication of language proficiency requirements for applicants set by CDTO and the Canadian Alliance of Dental Technology Regulators (CADTR).
- Recognize language proficiency demonstrated by the successful completion of the national knowledge-based and performance-based competency assessments and the Jurisprudence and Ethics Examination.
- Comply with the language proficiency testing requirements specified by O.Reg 508/22, under the Regulated Health Professions Act, 1991, and the Pandemic and Emergency Preparedness Act, 2022 (Schedule 6), which came into effect on January 1, 2023. The draft policy will be reviewed for approval by the Registration Committee in 2023.

Q19

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

1

Implemented the Proration of Initial Registration Fees Policy.

2

Shifted the Jurisprudence & Ethics Examination from in person to a virtually proctored exam format.

3

Led a collaborative initiative with CADTR to submit funding proposal to the Foreign Credential Recognition Program (FCRP) through ESDC to develop a Prior Learning Assessment Recognition project and new pathway to registration.

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 | Risk: New applicants are not challenging the competency assessments and becoming registered with CDTO. Mitigating Measure: Development of outreach strategies and tools (i.e., videos, webinars, townhalls, focus groups). |
| 2 | Risk: Ability to hold in-person Jurisprudence & Ethics examination due to COVID-19. Mitigating Measure: Switching to virtual proctoring for the CDTO’s Jurisprudence & Ethics Examination allowing candidates to take exam from home or location of their choice. |
| 3 | Risk: CDTO’s registration program has not been assessed for the impacts on Equity, Diversity and Inclusion. Mitigating Measure: Collaboration with HPRO colleges anti-racism initiatives and CDTO’s completion of HPRO’s Equity Impact Assessment (HPRO-EIA) to identify and monitor equity impacts and outcomes of policies, programs, and standards on applicants. |

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

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,
 Other (please specify):
 n/a

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	379
Total Female	145
Total Non-binary	0
Gender not provided	0
Overall Total	524

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Q24

No

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

Q25

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):

The CDTO collects limited identity-based data for date of birth (age) and gender. The CDTO also collects demographic data for level of education, home address, employment information including employment status, immigration status and languages of care.

Q26

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

Yes,

If yes, please indicate the type::

During 2022, we have not yet identified the type of race-based data that the CDTO should collect to inform inclusive registration practices and policies. The CDTO continues to monitor the work of HPRO and HPDB to ensure effective use of resources.

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	496
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
All other classes	28
Overall Total	524

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	320
Other Canadian Provinces and Territories	14
USA	6
Other Countries	140
Multiple and/or Unspecified Jurisdiction	44
Total	524

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	Poland (18)
2	South Korea (15)
3	Romania (10)
4	United Kingdom (10)
5	Serbia (8)
6	Lebanon (6)
7	South Africa (6)
8	Germany (5)
9	Russia (5)
10	Bulgaria (4)
11	Iran (4)
12	Israel (4) and Syria (4)

Q30

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	19
Total Female	19
Total Non-binary	0
Gender not provided	0
Overall Total	38

Q31

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

No

Q32

Do you collect other identity-based or demographics data?

Yes,

If yes, please indicate the type: :
 The CDTO collects limited identity-based data for date of birth (age) and gender. The CDTO also collects demographic data for level of education, home address, employment information including employment status, immigration status and languages of care.

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:

Zero (0) applicants for registration voluntarily/involuntarily. withdrew.

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Q34

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	25
Number of Applicants Licensed/Certified	23
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q35

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	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

Q36

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	2
Number of applicants fully licensed/certified	2
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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Q37

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	10
Number of applicants fully licensed/certified	10
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q38

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

Q39

Please indicate the total number of applicants from 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	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

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Q40

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	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

Q41

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

Questions #34 – 40 do not include applicants from USA. CDTO received one (1) application from the USA.

The total number of applicants from the USA who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

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

Active files: The CDTO keeps applications open for a period of three years from last date of activity.

Application Types: The CDTO receives applications for examination and registration. Only applications for registration have been included in the statistics provided in this report.

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	South Korea (6)
2	Germany (1)
3	Iran (1)
4	Iraq (1)
5	Jordan (1)
6	Philippines (1)
7	Syria (1)
8	n/a
9	n/a
10	n/a
11	n/a
12	n/a

Q43

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

36

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	36
3 months – less than 6 months	0
6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q45

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

38

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Q46	0 – less than 3 months	37
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.	3 months – less than 6 months	1
	6 months – less than 12 months	0
	12 months – less than 18 months	0
	18 months – less than 24 months	0
	24 months and greater	0
	TOTAL	38

Q47	Ontario	0
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, 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.	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

Q48	Ontario	0
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, 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.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q49	Ontario	0
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, 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.	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

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Q50		25
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.	Ontario	25
	Other Canadian Provinces	0
	USA	1
	OtherCountries	12
	Multiple and/or Unspecified Countries	0
	TOTAL	38

Q51		0
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.	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q52		0
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.	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q53		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, 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.	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q54	
List the top three reason for appeals (by percentage) of a registration decision	
1	n/a
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	Failed exams required for registration
2	n/a
3	n/a
4	n/a
5	n/a

Q56

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

1	Failed exams required for registration
2	Application initiated but not completed
3	n/a
4	n/a
5	n/a

Q57

Respondent skipped this question

Please provide any additional comments you may have:
