

# Fair Registration Practices Report

## Dental Technologists (2014)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACKTA) s. 20 and 23 (1), for regulated professions named in Schedule 1 of FARPACKTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

### Provision of Information About Registration Practices (1 / 13)

**Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:**

#### a) steps to initiate the registration process

The College of Dental Technologists of Ontario (the "College" or the "CDTO") makes information about the steps to initiate the registration process available to individuals applying or intending to apply for registration in several ways.

##### **A. Online**

Information about the College's registration practices is easily accessed on the CDTO website at [www.cdto.ca](http://www.cdto.ca). Under the "Registration" tab a drop down menu allows individuals to access information on six specific areas of interest in a clear and transparent manner. By selecting the "How do I become a member of the CDTO?" option individuals, with the exception of provincial transfers, have detailed information on how to initiate the registration process, the amount of time an application normally takes, the documents required, and the applicable fees at their fingertips. The information is available 24/7 and is updated regularly.

The "How do I become a member of the CDTO?" selection is broken down into eleven (11) sections as follows:

1. REQUIREMENTS TO BECOME AN RDT IN ONTARIO
2. APPLYING FOR THE CDTO REGISTRATION EXAMINATION
3. WHO IS INVOLVED IN THE APPLICATION PROCESS?
4. WHAT IS THE APPLICATION TIME FRAME?
5. HOW MUCH WILL THIS COST?
6. CDTO REGISTRATION EXAMINATION PACKAGE
7. ICAS INFORMATION AND APPLICATION PACKAGE
8. MAY I START THE APPLICATION PROCESS OUTSIDE OF CANADA?
9. REGISTRATION AS A DENTAL TECHNOLOGIST
10. ADDITIONAL INFORMATION (includes necessary forms, Classes of Registration, Competency Profile, Examination information, important policies and appeal information, and third party reference/contact details)
11. HELP (contact information for the College)

Under section 2 of "How do I become a member of the CDTO?" is a clearly outlined six step process on how to initiate the registration process to practise dental technology in Ontario titled "the Ontario Dental Technologists CAREER MAP" and includes:

- Step One - Request an Application
- Step Two - Apply to CDTO
- Step Three - Qualification Assessment (Apply to ICAS)  
Results of ICAS Assessment – What happens now?
- Step Four - Complete Application Requirements for CDTO Exam
- Step Five - Sit CDTO Registration Examination
- Step Six - Apply for a Certificate of Registration

In addition to the written steps, the College provides a visual rendering of how to initiate registration process in a flow chart and a one page checklist that applicants can use as a simple guide and reminder to keep themselves on track during the registration process.

#### **B. Direct contact by phone, e-mail, fax or in person**

All inquiries regarding the steps to initiate the registration process can be handled by 60% of College staff, the Coordinator of Registration, the Coordinator of Examinations and the Registrar. Support is provided to “drop-ins” or by appointment during our regular business hours of Monday to Friday between 9:00 a.m. to 5:00 p.m.

#### **C. Mail outs**

On request the College mails out hard copies of the Registration Examination application, the Guide to Dental Technology, Accommodation Request Forms and Registration applications.

#### **D. Presentations**

2014 was the year of “Building Relationships” for the College. We partnered with George Brown College to make a presentation to the 3rd year students about role of the College, the importance of becoming a registered dental technologist to service and protect the public and how to initiate the registration process. George Brown College is currently the only education institution in Ontario that offers a post-secondary education program in dental technology and is the main source of applicants to the CDTO.

#### **E. Other Websites**

Information is available to all individuals interested in dental technology as a profession and the licensing requirements through the following websites:

Association of Dental Technologists of Ontario - link to CDTO website  
[www.adto.ca](http://www.adto.ca)

Federation of Health Regulatory Colleges of Ontario (FHRCO) – link to CDTO website  
[www.regulatedhealthprofessions.on.ca](http://www.regulatedhealthprofessions.on.ca)

HealthForceOntario makes available the College’s Career Map [www.healthforceontario.ca](http://www.healthforceontario.ca)

International Credential Assessment Service (ICAS) of Canada – link to CDTO website under Assessment Reports - Professional Registration  
[www.icascanada.ca](http://www.icascanada.ca)

Ontario Canada Immigration makes available the College’s Career Map  
[www.ontarioimmigration.ca](http://www.ontarioimmigration.ca)

Applicants who are licensed to practise dental technology in a province other than Ontario and wish to practise in Ontario must contact the College to receive an application and initiate the registration process. The same applies to applicants who have previously held a certificate of registration which has lapsed. 2015 is a year of transformation for the College. The Council of the College is committed to introducing new transparency initiatives which will allow for more information to be made available on the College’s website. Resources (financial and staffing) have been earmarked for a new Registrants database and an integrated website allowing for increased online presence for applicants to the College. Robust policies will also be developed in the area of Registration to help the College implement its overhauled By-laws and guide the College in its day to day operations.

## b) requirements for registration

Individuals who wish to practice as a licensed Dental Technologist in Ontario must meet the following minimum requirements to comply with the Registration Regulation under the Dental Technology Act, 1991. For first time applicants to the College, excluding Provincial Transfers, these are:

1. Successful completion of Grade 12 or equivalent general education;
2. Successful completion of a dental technology program at an accredited post-secondary educational institution the curriculum of which covers at least 80% of the required Competency Standards set for the Registration Examination;
3. Successful completion of the eligibility exam and/or upgrading ordered by the Registration Committee where the ICAS assessment is less than 80%;
4. Successful completion of the Registration Examination which includes a:
  - „ « 2-hour written dental technology theory examination,
  - „ « 1 and a 1/2-hour written examination on Jurisprudence and Ethics, and
  - „ « 4 and a 1/2-day practical examination;
5. Eligibility to acquire professional liability insurance prior to registration being approved by the Registrar;
6. Submit two (2) references that provide reasonable grounds for belief that the applicant,
  - „ « does not have any quality or characteristic, including mental or physical condition or disorder, that could affect his or her ability to practise dental technology in a safe manner,
  - „ « will practise dental technology with decency, integrity, honesty and in accordance with the law, and
  - „ « will display professional behaviour;
7. Be a Canadian citizen or a permanent resident of Canada or be authorized under the Immigration and Refugee Protection Act (Canada) to engage in the practice of the profession;
8. Be able to speak and write either English or French with reasonable fluency;
9. Disclose charges under any federal, provincial, territorial or municipal law or law of a jurisdiction outside Canada which resulted in a conviction, a finding of guilt, a verdict of unfit to stand trial, or a verdict of not criminally responsible on account of mental disorder;
10. Disclose a finding of professional misconduct, incompetency or incapacity in Ontario in relation to another health profession, or in a jurisdiction in relation to the profession or another health profession;
11. Disclose a current proceeding for professional misconduct, incompetency or incapacity in Ontario in relation to another health profession, or in another jurisdiction in relation to the profession or another health profession;
12. Disclose an unsuccessful application for registration as a dental technologist in Ontario or another jurisdiction;
13. Disclose an attempt to pass a licensing examination in Ontario or another jurisdiction that has not, at the time of application, resulted in a passing grade.

The College also requires two (2) colour passport sized photographs taken within twelve months of applying for the examinations and registration as proof of identity plus the applicable fees.

Under the Labour Mobility Act provincial transfer applicants, licensed in a province other than Ontario to practice dental technology, are required to submit the "Application for Transfer from a Canadian Province", two (2) colour passport sized photographs taken within twelve months of applying for the examinations and registration as proof of identity plus the applicable fees. Additionally, a Letter of Good Standing must be requested from the regulatory authority in the Canadian province/ jurisdiction where they currently hold a license and issued to the College directly. Provincial transfer applicants must write only the Jurisprudence & Ethics examination as a requirement for registration.

Applicants who have previously held a certificate of registration with the College which has lapsed must submit an application with applicable fees and successfully complete a course of training as a dental technologist, that in the opinion of the Registration Committee, is substantially similar but not equivalent, to completing a dental technology program at an accredited post-secondary educational institution the curriculum of which covers at least 80% of the required Competency Standards set for the Registration Examination.

Changes to the requirements for Registration or the Registration process are posted on the College's website.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

### **Education:**

Applicants must have successfully completed Grade 12 or its equivalent and an approved program in dental technology at a recognized post-secondary institution. Currently there are five (5) educational institutions in Canada that provide training in Dental Technology:

Vancouver Community College, Vancouver, British Columbia – two year diploma  
Northern Alberta Institute of Technology, Edmonton, Alberta – two year diploma  
George Brown College (GBC), Toronto, Ontario – three year diploma  
College Edouard-Montpetit, Montreal, Quebec  
CDI College, Vancouver, British Columbia – two year diploma

All international and domestic applicants, with the exception of provincial transfer applicants, must have their educational programs assessed by International Credential Assessment Service of Canada (“ICAS”) regardless of where they complete their grade 12 and post-secondary dental technology program. Dental Technology programs are assessed by ICAS against the Competency Profile for Canadian Dental Technicians/Technologists (approved by CDTO Council and effective as of September 1, 2011). Dental Technology programs must meet a minimum of 80% equivalency to the Competency Profile. Any programs assessed below 80% equivalency or assessed at a high school level will be considered by the Registration Committee to determine an appropriate course of action for the applicant. This can range from an upgrading knowledge and skills by taking relevant courses, writing the eligibility examination or completing the Dental Technology program at George Brown College in Toronto, Ontario.

### **Work Experience:**

Practical work experience is not required to sit for the Registration examination or register for a certificate of registration with the College. The College’s Registration Regulation (Ontario Regulation 874/93) was amended in February 2012 to remove the requirement for applicants to have 1,950 hours of work experience before sitting for the Registration examination.

### **Program content:**

In order to meet the “entry to practice” requirements of the Canadian Alliance of Dental Technology Regulators (CADTR), a dental technologist must be able to demonstrate an understanding of the prescription of an authorized practitioner and competency in the nine techniques and procedures. The core competencies are detailed in the Competency Profile for Canadian Dental Technicians/Technologists as was approved by CDTO Council effective as of September 1, 2011). ICAS assesses all post-secondary dental technology programs against the Competency Profile for Canadian Dental Technicians/Technologists and determines whether or not the post-secondary program meets the minimum equivalency of 80%.

### **Registration Examination Exemptions:**

Until 2007 the College required all applicants eligible to sit for the Registration examinations to write a two-day written component which included a Jurisprudence and Ethics examination. As part of the core curriculum, students attending the GBC had to complete a course and pass an examination in Jurisprudence, Ethics and Professional Responsibilities in their 3rd year to be eligible to graduate. After ensuring the GBC course content and examination was equivalent to the College’s, the Council of the College approved the GBC programs in Jurisprudence and Ethics as an alternative to the College examination. Since 2008 graduating students from GBC who attain a minimum of 80% in the ICAS assessment are exempted from writing the CDTO Jurisprudence & Ethics examination.

In 2014, the Coordinator, Examinations conducted a review of the GBC's fall 2014 Jurisprudence, Ethics and Professional Responsibilities course which included: (1) course outline, (2) presentation slides/handouts and (3) course examinations. The CDTO's Guide to Dental Technology includes twenty-two (22) major concepts of jurisprudence and ethics which were used as the assessment criteria. Of the twenty-two (22) concepts which cover governing legislation, regulations, by-laws, policies, standards and guidelines, only two deficiencies were identified. The CDTO has shared its findings with the GBC and requested updates to be completed prior to September 2015.

As part of the Council's 2015 Strategic Priorities the College will develop curriculum review policies to ensure accuracy and currency of programs that result in Registration examination exemptions.

Currently the College website provides detailed information about how the requirements for registration are met. During 2015 the College will enhance the information about the education requirements and program content and rearrange it on the website to be clear, transparent and in user friendly language.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

The College's Registration Regulation (Ontario Regulation 874/93) was amended as of February 17, 2012 and practical experience is no longer a registration requirement.

e) requirements that may be satisfied through acceptable alternatives

The College's Registration Regulation (Ont. Reg. 874/93), states that the applicant must have "successfully completed an approved program in dental technology at a College of Applied Arts and Technology in Ontario, or at an educational institution outside of Ontario that the Registration Committee considers to be the equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario".

The Registration Committee considers equivalency to the Ontario College program to be: (1) a dental technology program completed at a post-secondary institution, and (2) an assessment of 80% or greater assessed against the Competency Profile for Canadian Dental Technicians/Technologists.

When an assessment is below 80% the Registration Committee reviews the applicants' file to determine next steps to help bridge the gap in the dental technology program. Examples of possible next steps:

- „ « Required to attempt and pass the CDTO Eligibility Examination,
- „ « Additional education/training is required, and/or
- „ « Other requirement(s) as determined by the Registration Committee.

Once an applicant has fulfilled all requirements set by the Registration Committee they may proceed to the Registration Examination and once successful may apply to become registered with the College.

If an applicant is unable to obtain required documentation relating to their dental technology program for reasons beyond their control the Registration Committee considers individual circumstances on a case-by-case basis and may accept alternatives. Applicants are encouraged to contact the College to discuss documentation alternatives.

f) the steps in the assessment process

The steps in the assessment process for applicants, with the exception of Provincial Transfer applicants, are as follows:

1. Applicants must first apply to the College by completing the CDTO Registration Examination Application and paying the minimum payment, a non-refundable application fee (\$231.00). The College then provides the ICAS Application.

The CDTO Registration Examination Application Package may be downloaded from the College's website or requested by mail, email, fax, telephone or in-person.

2. All applicants must apply to have their education assessed by International Credential Assessment Services of Canada (ICAS). Both the College and GBC provide applicants with the ICAS application package.

Applicants must submit the application, fees and the following educational documents to start the assessment process:

„ « Secondary school graduation document (diploma/ certificate) and transcript (record of study, mark sheets/indeks etc.).

„ « Graduation document (diploma/degree/certificate) for the dental technology program and a complete transcript (record of study, mark sheets/indeks etc.) for the program.

„ « Accurate word-for-word translations for all documents not originally issued in English or French.

Documents must also be submitted in the original language as translations alone are not sufficient.

„ « Other country specific documents for the country where the education was completed as indicated on the [icascanada.ca](http://icascanada.ca) website.

For any other qualifications the applicant chooses to submit, both the graduation document (diploma/degree/certificate) as well as the transcript (record of study, mark sheets, indeks, etc.) and a translation (if applicable) must be provided.

3. Once ICAS completes assessments a copy of the assessment report is sent to the College and to the applicant.

4. Applicants must submit any outstanding College application requirements by the March 31st deadline, such as:

„ « Two (2) identical passport-sized photographs.

„ « Balance of registration examination fees.

„ « Proof of Citizenship, Permanent Resident Status or authorization under the Immigration and Refugee Protection Act (Canada) to engage in the practice of the profession.

„ « Two (2) Professional References.

5. Each application is reviewed by the College's Coordinator of Examinations.

„ « If all requirements are met, candidate proceeds to the Registration Examination.

„ « If any application requirements are missing the applicant is not confirmed as a candidate. However, when all requirements are met applicants may sit the Registration Examination as long as the March 31st deadline has been adhered to.

„ « If the applicant's ICAS assessment falls below 80% or assessed at a high school level the file will be considered by the Registration Committee to determine an appropriate course of action for the applicant. This can range from an upgrading knowledge and skills by taking relevant courses, writing the eligibility examination or completing the Dental Technology program at George Brown College in Toronto, Ontario.

6. Examinations – Currently the CDTO uses the Registration Examination to assess the applicants' knowledge, skills and judgement with respect to the theoretical and practical components in the practise of dental technology. All examinations, excluding the Jurisprudence & Ethics examination, are developed and assessed using the Competency Profile for Canadian Dental Technicians/Technologists (approved by CDTO Council and effective as of September 1, 2011). In 2015 the CDTO will address gaps in information about qualifications assessment such as:

a. Clarifying the criteria for the registration exams (e.g. weighting of content areas);

b. Explaining how the criteria for the registration and eligibility examinations are linked to the Competency Profile for Canadian Dental Technicians/Technologists.

7. Registration – The College assesses the application for the General Certificate of Registration against the

legislative requirements set out in the RHPA, 1991 and the Registration regulation including evidence of Professional Liability Insurance and statement of good character.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

All candidates whether trained within Ontario or outside of Ontario (Internationally) must submit the same documentation.

Documents that must accompany applications:

- Completed CDTO Registration Examination application form
- Two (2) identical colour passport-sized photographs taken within 12-months (signed by one of the applicants' references)
- Proof of Citizenship, Permanent Resident Status or authorization under the Immigration and Refugee Protection Act (Canada) to engage in the practice of the profession (certified copy)
- Two (2) Professional References
- Examination and Application Fees

Deadline for receipt of all application requirements for the Registration Examination is March 31st and no later than 5:00pm.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

If an applicant is unable to obtain the required documentation relating to their dental technology program for reasons beyond their control the Registration Committee considers individual circumstances on a case-by-case basis and may accept alternatives. Applicants are encouraged to contact the College to discuss documentation alternatives.

i) how applicants can contact your organization

Individuals applying or intending to apply for registration may contact the College by mail, email, telephone, fax, and in-person during regular business hours Monday to Friday, 9:00am to 5:00pm.

Website: [www.cdto.ca](http://www.cdto.ca) includes a staff listing with their contact information

General email: [info@cdto.ca](mailto:info@cdto.ca)

Mailing address:  
2100 Ellesmere Road, Suite 300  
Scarborough, Ontario, Canada M1H 3B7

Telephone: 416-438-5003  
Toll-Free (within Ontario): 1-877-391-CDTO or 1-877-391-2386

Fax: 416-438-5004

j) how, why and how often your organization initiates communication with applicants about their applications

The College communicates with applicants throughout the registration process to notify them when aspects of their application have been received, accepted or when there are any outstanding documents or issues need to be resolved. If it is determined that certain documents remain outstanding, the applicant is advised by either mail or email.

Once all required documentation is submitted, the application is processed and the next communication initiated by the College informs the applicant that they are confirmed as a Registration Examination candidate. Examination results are mailed out to candidates and successful candidates are provided with an application form for a General Certificate of Registration and informed of registration requirements (e.g. fees, professional liability insurance and good character statements, etc.).

Approved applicants for a Certificate of Registration are listed on the College's public register. New members are provided with a Welcome Letter, Certificate of Registration and an information package.

If applicants do not complete the application process a written notice is sent by mail or email annually to remind them of their status for a period of three years. Files are destroyed after three (3) years of inactivity. Applicants for the CDTO Registration Examination must reapply annually.

k) the process for dealing with documents provided in languages other than English or French

The College requires documents to be translated into English if they are not issued in English or French. Applicants are responsible for the cost of translations.

If an applicant's documents submitted to ICAS are not in English or French the following instruction is provided in the FAQ's:

"What if my documents are not in English or French?

If your documents were not originally issued in either English or French, you must provide word-for-word translations of your documents in the same format as the original. The translation does not need to be completed by a certified translator but MUST be a literal translation not an interpretive translation. Please note that applicants who submit documents and an application in English will receive an assessment report in English. Applicants who submit an application and/or documents in French will receive an assessment report in French.

Please submit both the original documents and translations. Do not submit only the translations."

**Excerpt from ICAS of Canada's website under FAQ - FOR APPLICANTS as posted on: February 17, 2015**

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process



## **International Credential Assessment Service (ICAS) of Canada:**

ICAS is the only third party organization recognized by the College to complete dental technology assessments based on the Competency Profile for Canadian Dental Technicians/Technologists (approved by CDTO Council and effective as of September 1, 2011). The College has an agreement with ICAS detailing how assessments of dental technology program must be completed. Applicants apply to ICAS for an assessment of their educational credentials (high school and dental technology education).

## **Canadian Language Benchmark (CLB) testing organizations:**

Applicants who are required to take the Eligibility Examination must provide a certificate of competency according to the Canadian Language Benchmark (CLB) of 6 or greater from an organization approved by the Registration Committee which provides English as a Second Language (ESL) testing; required for your first attempt only.

### **m) any timelines, deadlines or time limits that applicants will be subject to during the registration process**

All important timelines, deadlines, and time limits are clearly communicated to all applicants on our website and in all Registration information and Examination Guides & Applications. Individuals applying or intending to apply for registration must adhere to the following timelines:

Registration Examination Application – Deadline: March 31st by 5:00pm

Jurisprudence & Ethics Examination Application (for Provincial Transfer Applicants) – Deadline: 30 days before the posted examination date

Eligibility Examination (for International Applicants required to take the examination by the Registration Committee) – Deadline: 30-days before the posted examination date

Accommodation for Examination Candidates with Disabilities – Deadline: submit request for accommodation with examination application form

Appealing Examination Results – Deadline: Within thirty (30) calendar days from the date of notification of examination result/ decision

Application for a General Certificate of Registration - once applicant successfully challenges the College's examinations – Deadline: Three-years from the date of notification of examination result/ decision

Appeal a decision of the Registration Committee to the Health Professions Appeal and Review Board – Within thirty (30) days from the date of notification of the Registration Committee's Decision and Reasons for Decision

The application files remain open for a period of three-years from the date of last file activity after which files are destroyed at the College's discretion.

### **n) the amount of time that the registration process usually takes**

The process begins when the applicant submits a complete portfolio of information in application for the

Registration Examination which would occur a minimum of three (3) months before the Registration Examination is held. An applicant has a maximum of three (3) years to submit information and successfully complete the exam. Following successful completion, an applicant may apply for registration which is reviewed (if necessary) by the Registration Committee and a decision is rendered within 2 weeks. Appeal of Registration decisions may extend the process by the time allowed for appeals. Those who fail the Registration Exam have 2 years to successfully complete the failed components.

The College provides information on the application time frame on its website under the Registration tab, selection "How do I become a member of the CDTO?", and topic number "4. WHAT IS THE APPLICATION TIME FRAME?"

#### Access to Examination Application

- Mail out CDTO Registration Examination Application Package or immediate download of application package our website.
- NB: If the current application is not available the CDTO website will reflect this information. Applications are available in the fall the year prior to the Registration Examination dates. You may request to be placed on the application mailing list and an application package will be sent to you once it becomes available. 1-2 weeks

ICAS Assessment - Additional time will be required for any documents requiring translation.

- 15-20 business days after receipt of all necessary documents. Additional time may be required during peak periods.
- NB: Time frame for educational institute completion and return of requested materials is unknown – delays may be experienced

#### Registration Committee Review

- The Committee meets approximately 4 times per year – College staff will inform you of tentative meeting dates when possible.
- Meetings are usually held 4 times a year

#### Registration Committee Decision

- Letter issued by the CDTO indicating Registration Committee's decision
- 1-2 weeks from date of Registration Committee review/decision

#### Eligibility Examination Results

- Letter issued by the CDTO indicating results, further information, application and/or copy of appeal policy
- 1-2 weeks from date of Eligibility Examination

#### Registration Examination Results

- Letter issued by the CDTO indicating results, further information, registration application and/or copy of appeal policy
- 4-6 weeks from last day of the CDTO Registration Examination

#### Application for Registration Results

- Letter and information package issued by the CDTO confirming registration or indicating application deficiencies or referral to Registration Committee

- 2-3 weeks from date a complete application for a Certificate of Registration is received by CDTO

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Fees associated with the College's application, examination and registration processes are reviewed and approved by Council on an annual basis, as part of the budget approval, and are set out in the CDTO's Schedule 2 of By-law No. 5. All fee changes for the payment of fees upon application for a certificate of authorization and for the issue or renewal of a certificate of authorization are circulated to every member at least 60 days before it is approved by the Council.

Circulation of proposed fee changes to members is done via e-mail, the CDTO web-site and the Association of Dental Technologists of Ontario (the "ADTO") newsletter.

p) accommodation of applicants with special needs, such as visual impairment

CDTO is committed to fairness in the application of the policy and decisions that affect an applicant's, candidates and members career in the practice of dental technology in Ontario.

The CDTO has a policy in place which provides a clear and structured approach in the provision of reasonable examination accommodations for examination candidates with disabilities in a fair and timely manner. This policy applies to all examination candidates of the College who are required to attempt one or more of the eligibility, entry-to-practice and upgrading examinations prepared and administered by the College and require examination accommodations.

A candidate with a documented disability (physical or mental impairment) that substantially limits one or more major life activities (e.g. a visual, orthopedic, speech or hearing impairment, other health/physical impairment, or a specific learning disability), who are seeking modifications to the usual examination taking conditions may request examination accommodations (e.g. one hour extra time or a reader) to take the examination on the regularly scheduled test dates.

The candidate's examination application must be accompanied by a request for accommodation and required documentation and forms.

The Accommodation for Examination Candidates with Disabilities Policy is posted online, links are included in the Registration Examination Application Guide, and both the Eligibility and Jurisprudence & Ethics Examination Applications include information of where to locate the policy on the College's website or to contact the College to request a copy.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

**Communication:**

The website is managed in-house which allows changes to be made immediately. Registration staff ensures the information is current and accurate as noted above. Updates are made when staff becomes aware of any lack of clarity or conflict in information on requirements or process. Questions and comments received by the College through any mechanism (e.g. calls, emails, feedback at presentations), practices of other health regulators, and reports from the OFC are monitored and used to help assess the need for changes on the

website. These changes will be implemented in 2015 with the design and implementation of a new website that is in line with the Colleges communication strategy.

### **Policy Updates:**

In 2014 the College revised its policies for Examinations Appeals and Accommodation for Examination Candidates with Disabilities which met with the Action Plan filed with the Office of the Fairness Commissioner (the "OFC"). The revisions provide for the appeal or request for accommodations for all examinations offered by the College. Previously, the policies excluded the appeal or request for accommodation for the Eligibility Examination and Jurisprudence & Ethics Examination.

While conducting a review of these policies we undertook a review of policy development and guidelines to structure a standardized policy template and separate procedures documents which are tied to the policy. Before developing a policy template for the College, we conducted research and benchmarked other organizations policies (i.e. regulatory health colleges, teaching universities and colleges, other regulatory organizations). This is a strategic priority for the CDTO in 2015/2016.

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### **Amount of Fees (2 / 13)**

Are any of the fees different for internationally trained applicants? If yes, please explain.

The fees for registration with the College, including application, examination, and certificates of registration, are the same for all domestic and internationally trained applicants.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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### **Provision of Timely Decisions, Responses and Reasons (3 / 13)**

a) What are your timelines for making registration decisions?

The timeline for making registration “decisions” depends on the completeness and accuracy of the submission documents by the applicant and the outcome of assessments and results.

### **Examinations:**

Receipt of examination applications are acknowledged within five (5) business days. Any deficiencies in the submission are detailed in the same correspondence with a request to submit before the March 31st deadline.

Applicants are notified by ICAS within 6-8 weeks of receipt of the educational documents of their assessment results. Applicants are informed if they have or have not met the eligibility requirements to sit for the Registration examination by April 15th. Applicants who do not meet the 80% equivalency criteria are presented to the Registration Committee meeting scheduled at the end of April for review and decision.

If there is a decision to refuse an applicant or refer an application to the Registration Committee then our governing statute, the Regulated Health Professions Act, stipulates that the applicant must have thirty (30) days to make submissions to the Committee. The Committee typically makes a decision the day of the meeting and the decision will be given the applicant within ten (10) business days. The notice of decision is mailed to the applicant. The Committee meets approximately four (4) times a year. One of the meetings is scheduled to take place no later than thirty (30) business days after the Registration Examination application deadline.

Applicants whose files are to be reviewed and a decision rendered by Committee are notified in writing well in advance of the Committee dates.

Results of all examinations taken, denoted as a Pass/Fail, are made available to applicants within ten (10) to thirty (30) business days of writing the examination, depending on the examination.

A Committee meeting is scheduled no later than thirty (30) days after the Registration Examination (written/practical) to review the examination results and authorize the Coordinator, Examinations to communicate the final results to candidates.

Applicants who do not pass one or more of the four (4) day practical component of the Registration Examination are invited to review results of projects with an RDT.

All applicants are informed of the Examination Appeals policy prior to taking the examination and, for unsuccessful candidates, again at the time the results are provided.

### **Examination Appeals and Accommodations:**

1. Exam Appeals: Within twenty (20) business days of receiving a request for an appeal the Registrar will inform the applicant whether an appeal will be heard by the Appeal Panel. If an Appeal Panel is struck then the Registrar will advise the appellant of the panel's decision and reasons within thirty (30) days of the date of the letter that informed the appellant that the matter will be considered by an Appeal Panel.

#### **2. Exam Accommodation:**

- Written Examinations (Theory and Jurisprudence & Ethics Examinations). Request for accommodation for the written examinations are processed within two (2) weeks. If further information is required additional time may be necessary.

- Practical Examinations (Practical Projects). Requests for accommodation for the practical examinations of the Registration Examination are processed after the March 31st deadline and requests may require the review of the Registration Committee for approval. If further information is required additional time may be necessary.

It is important to note that if an accommodation is being requested for both the written and practical examinations then the Committee's decision will be communicated to the candidate in the same letter.

### **3. Certificate of Registration:**

A congratulatory and welcome letter and information package confirming eligibility for registration is sent no later than three (3) weeks from the date a completed application for a Certificate of Registration is received by the College. If applications are incomplete or the application is referred to Registration Committee additional time may be required.

b) What are your timelines for responding to applicants in writing?

The usual timeline for responding to applicants in writing are within five (5) to ten (10) business days. The exceptions to these timelines are for:

Registration examinations results - approximately four (4) to six (6) weeks

Appeal of Examination results - within 20 days of receiving a request a notice that appeal will be heard or not, and within 30 days of receiving notice that an appeal is to be heard the results of the appeal are sent to the appellant.

Application for a General Certificate of Registration - written confirmation is sent to the applicant within two (2) to three (3) weeks.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

**Examination Appeals:** Within twenty (20) days of receiving a request for Appeal of Examination Results the applicant is informed by the Registrar whether or not the appeal will be heard. Within 30 days of issuing the notice that an appeal is to be heard the results of the appeal must be sent to the appellant.

**Internal Reviews:** Within fifteen (15) business days of receiving an application the applicant is notified whether or not a General Certificate of Registration has been approved. If registration is not approved the applicant is notified that the file has been referred to the Registration Committee and that they have thirty (30) days from date of notice to provide additional supporting documentation.

**Registration Committee Decisions:** The Committee meets approximately four (4) times a year and will typically make a decision regarding registration matters the day of the meeting. The decision will be given to the applicant within ten (10) business days. The notice of decision is mailed to the applicant. If the applicant wishes to appeal the decision they may file an appeal with HPARB.

d) Explain how your organization ensures that it adheres to these timelines.

The College ensures that it adheres to timelines by coordinating staff duties under the direction of the Registrar, holding Committee meetings on a regular basis and informing the Committee via teleconference and/or electronic correspondence of issues requiring decision prior to their next scheduled meeting.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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### Access to Records (4 / 13)

a) Describe how you give applicants access to their own records related to their applications for registration.

Should an applicant require access to their own records related to their applications for registration they must make a written request to the College with a \$50 fee payment for "File or information search". If an application is referred to the Registration Committee and documentation not in the possession of the applicant is received from other sources then the Regulated Health Professions Act, 1991 (the "RHPA") requires the College to provide the applicant with copies of this documentation under Schedule 2 section 16 (1).

Copies of records are prepared in advance removing sensitive information such as Marker/ Registration Committee comments which are necessary for College business only. Also, according to the governing legislation "the Registrar may refuse to give an applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person", RHPA, Schedule 2 section 16 (2).

Copies of records can be picked-up in person at a pre-arranged time with an authorized member of the College staff or sent to the applicant by regular mail or courier.

b) Explain why access to applicants' own records would be limited or refused.

The College has communicated that only a "Pass" or "Fail" mark for examinations is provided. Examination documents showing a numerical or percent grade would not be provided to the applicant. Also as stated in 4/13 a) above - sensitive information such as Marker/ Registration Committee comments not intended to be communicated to the applicant would be removed from the record. Our governing legislation states that "the Registrar may refuse to give an applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person", RHPA, Schedule 2 section 16 (2).

c) State how and when you give applicants estimates of the fees for making records available.

The College does not provide estimates of fees as there is one fee approved by the Council of the College. For each separate request for records the applicants must pay \$50. Staff would communicate this to the applicant through any form of verbal or written correspondence that the applicant chooses and cite the By-law as reference.

d) List the fees for making records available.

For each separate request for records the applicants must pay \$50 for the copies provided.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

Only the Registrar is authorized to waive fees and requests would be considered on a case-by-case basis.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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### Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The College provides several resources for applicants including:

- Guide To Completing The Registration Examination Application
- Applicant Checklist
- Career Map
- "How do I become a Member" includes thorough information about becoming registered including costs and timelines
- Registration Examination Handbook
- Briefing for applicants about expectations, practical projects and equipment requirements before sitting for the practical examinations

b) Describe how your organization provides information to applicants about these resources.

The College provides information to applicants about the above noted resources through our website ([www.cdto.ca](http://www.cdto.ca)), in person, telephone, email and mail.

In 2015 the College will redesign the website to make this information available in a clear, transparent and



user friendly format.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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### Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

Within twenty (20) days of receiving a request for Appeal of Examination Results the candidate is sent a written notice that an appeal will be heard or not, and within thirty (30) days of receiving notice that an appeal will be heard that the results of the appeal are sent by the College to the appellant.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

None

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

None

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

If a file is referred to the Registration Committee by the Registrar for decision the applicant is informed in writing that their application will be reviewed by the Committee including the reasons for the review. Applicants are advised of their right to make written submissions within thirty (30) days of receiving notice.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

Applicants are referred to the existing Examination Appeals Policy and Procedures posted on the College's website and are provided with printed copies upon request.

Applicants are welcome to contact the College office to ask questions, request clarification and/or have the process explained to them verbally.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

College staff reviews the names of Council members involved as decision-makers in a registration decision pertaining to a request for an appeal. Staff then excludes any individual who was involved as a decision-maker from the Appeal Panel.

e) Describe your internal review or appeal process.

All applications for a General Certificate of Registration with the CDTO and supporting documentation are reviewed by the Coordinator of Registration. Applications are discussed with the Registrar and if the applicant meets the registration requirements they are registered. If the Registrar has doubts, proposes to refuse the application, or proposes to impose terms, conditions and limitations the file is referred to the Registration Committee for decision. The applicant is notified and given the opportunity to provide additional documentation/ evidence within thirty (30) days of notice.

In the case of candidates requesting an examination appeal, candidates must submit a Request for Appeal of Examination Results, fees and if necessary include an Incident Report and/or Medical Certificate. Once the College receives a request, the Registrar determines whether an appeal will be heard, and notifies the candidate within twenty (20) days. Thirty (30) days from the date of notification the Registrar informs the appellant of the Appeals Panel decision and reasons for decision.

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

The composition of the Registration Committee is set out in the College By-laws. The Committee is composed of three (3) elected members (professional) and two (2) publicly appointed members of the Council of the College. In 2014, one of the elected members was educated in dental technology both in Ontario and internationally.

Appeals Panel: The College will appoint three members to the panel which includes one (1) elected member of the Council of the College, one (1) publicly appointed member of the Council of the College and one (1) registered member of the College, in good standing, who is not a member of the Council or employed by the College. It is important to note that no appeals were received in 2014 and therefore no panels were appointed.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The Examination Appeals Policy and related procedures were revised and pending Council approval as at December 31, 2014 (approved by Council as of January 23, 2015).

Changes to the policy include:

- Developed a template from which all College policies will be structured
- Definitions included for clarity
- Policy applies to all examination candidates of the College who are required to attempt one or more of the eligibility, entry-to-practice and upgrading examinations prepared and administered by the College
- Grounds for appeal increased from three (3) to four (4) categories
- Candidate's no longer have the opportunity to attend the Appeals Panel meeting

§ the candidates do not benefit from attending as they are not permitted to introduce new information at the meeting

§ the Appeals Panel, which convened in 2013, stated that having the appellant attend did not assist in reaching a decision

§ permitting candidates to be present at the Appeals Panel meeting may increase the risk of bias

- Incident Reports:

§ permits candidates to submit an Incident Report on the day of the examination and no later than three (3) days from the end of scheduled examination(s)

§ allows Invigilator to complete an Incident Report on behalf of the examination candidate; in certain circumstances

- Procedures were separated out of the Policy
- Forms were developed for applicants to assist them in exercising their rights (not provided for review)

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## Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

In the event that the Registration Committee refuses registration or imposes terms, conditions and limitations, the applicant is informed of their right to appeal to the Health Professions Appeal and Review Board. This is a requirement under the RHPA, 1991. The Committee is not involved in the independent decision of the Board. When a decision to refuse is given to the applicant in writing it always includes the applicant's right to a further appeal to HPARB along with instructions on how to proceed. The RHPA stipulates that applicants must be given every document that the Registration Committee had and on which it based its decision.

Examination Appeal Requests: Within 20 days of receiving a request for Appeal of Examination Results the candidate is sent a written notice that an appeal will be heard or not, and within 30 days of receiving notice that an appeal will be heard that the results of the appeal are sent by the College to the appellant.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Changes to the Examination Appeals Policy and Procedures were made as reported in Section 6/13 (last question).

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### Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

Individuals applying or intending to apply for registration must satisfy the following entry-to-practice qualifications requirements:

- 1) successfully completed Grade 12 or its equivalent,
- 2) successfully completed an approved program in dental technology at a College of Applied Arts and Technology in Ontario, or at an educational institution outside of Ontario that the Registration Committee considers to be the equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario\*,
- 3) The applicant must have successfully completed the registration examinations set or approved by the Registration Committee, and complied with all requirements associated with those examinations, including payment of the examination fees required by the by-laws,
- 4) The applicant must provide proof of eligibility to acquire professional liability insurance and, before the issuance of a certificate, must show proof of actual coverage, in the amount and in the form as required by the by-laws,
- 5) Confirm statements of the applicant's past and present conduct as described in the College's Registration Regulation (ONTARIO REGULATION 874/93) and the "Good Character" Registration Requirement Policy,
- 6) The applicant must be a Canadian citizen or a permanent resident of Canada or be authorized under the Immigration and Refugee Protection Act (Canada) to engage in the practice of the profession, and
- 7) The applicant must be able to speak and write either English or French with reasonable fluency.

\* All applicants must have their education assessed by ICAS (excluding applicants under the Labour Mobility Act). Assessment of the dental technology program completed by the applicant must meet 80% of the Competency Profile for Canadian Dental Technicians/Technologists. The Competency Profile is available on the College's website.

Currently, the College does not have practice/ work experience requirements.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

The knowledge, skills and judgement, or competencies, for entry to practice are outlined in the Competency Profile for Canadian Dental Technicians/Technologists. All applicants must have their education assessed by

ICAS (excluding applicants under the Labour Mobility Act). Assessment of the dental technology program completed by the applicant must meet a minimum of 80% of the Competency Profile for Canadian Dental Technicians/Technologists.

c) Explain how work experience in the profession is assessed.

The College no longer requires practice/ work experience as of February 2012 when the Registration Regulation (ONTARIO REGULATION 874/93) was amended.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

Annually, the College reviews the agreement with ICAS to ensure that assessments are completed using the established framework. ICAS completes assessments using the most recent version of the Competency Profile for Canadian Dental Technicians/Technologists (September 1, 2011).

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

Since 2011, the College has tracked assessment results received from ICAS to ensure consistency of assessment between dental technology programs.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

The College is mainly concerned with the content of dental technology programs and not the status of the institution.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

The College has a Special Testing Accommodations for Examination Candidates with Disabilities Policy in place to allow candidates to who need modification to the usual testing conditions. Candidates may request testing accommodations to take any College examination on the regularly scheduled examination date. Such disability may be physical or mental impairment that substantially limits one or more major life activities e.g. a visual, orthopedic, speech or hearing impairment, other health/physical impairment, or a specific learning disability. Documented evidence with specific diagnosis of such impairment provided by registered specialists/experts in the field must be submitted with the applicant's examination application.

The policy and related forms are posted on the College's website and printed copies are made available by contacting the College.

h) State the average length of time required to complete the entire registration process, from when the

process is initiated to when a registration decision is issued.

The registration process begins with an application for the College's Registration Examinations. Many candidates apply in January of the year that they intend to take the Registration Examination and submit all application requirements by the deadline of March 31st. Once accepted as a candidate for the Registration Examinations candidates have of maximum of two years to all pass all examination components or two opportunities to repeat failed examinations. If an applicant qualifies and passes the Registration Examination at their first attempt they could become a Registered Dental Technologist within eight (8) months of submitting the Registration Examination application. However, if an applicant qualifies to take the examinations but fails twice it would take them approximately three (3) years to become a Registered Dental Technologist.

Application for a General Certificate of Registration is processed and registration is confirmed with the applicant, in writing, within 2-3 weeks from the date a completed application for a Certificate of Registration is received by the College. If applications are incomplete, the application is referred to Registration Committee, or appealed to the Health Professions Appeal and Review Board additional time will be required. If a file remains inactive for a period of three (3) years the College will destroy the file at its discretion.

i. State whether the average time differs for internationally trained individuals.

\*\*\* SAME AS LAST YEAR \*\*\*

There is no difference.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

N/A

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

ICAS conducts credential assessments for applicants.

ii. Describe the criteria that are applied to determine equivalency.

The equivalency of dental technology programs is determined using the Competency Profile for Canadian Dental Technicians/Technologists (Sept 2011). A dental technology program's content must meet at minimum 80% of the Competency Profile. ICAS conducts assessments of applicant's educational credentials.

iii. Explain how work experience is taken into account.

The College no longer requires practice/ work experience as of February 2012 when the College's

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The knowledge, skills and judgement, or competencies, for entry to practice are outlined in the Competency Profile for Canadian Dental Technicians/Technologists. All applicants must have their education assessed by ICAS (excluding applicants under the Labour Mobility Act). An applicant's dental technology program is evaluated against the Competency Profile for Canadian Dental Technicians/Technologists to determine whether it is equivalent to the Ontario standard. ICAS conducts assessments of applicant's educational credentials.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The Canadian Alliance of Dental Technology Regulators (CADTR) developed the national competency profile for Dental Technologists with the assistance of a consultant. The College officially implemented the national competency profile on September 1, 2011 and the next scheduled review will take place in 2016/17.

iii. Explain how work experience is used in the assessment of competency.

Practice/ work experience is not used in the assessment of competency. The College no longer has a work experience requirement in place for registration.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

N/A

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

N/A

iii. Explain how work experience is used in the assessment of prior learning.

N/A

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

Registration Examination:

- Written Theory Examination (2 hours) – 100 multiple choice questions and an answer key is used to mark the completed examinations.
- Written Jurisprudence & Ethics Examination (1 ½ hours) – 60 multiple choice questions and an answer key is used to mark the completed examinations.
- Practical Examinations (4 ½ days) include:
  - Complete Dentures
  - Cast Partial Dentures
  - Crown & Bridge
  - Removable Orthodontic Appliance

A group of three (3) trained markers using a marking template and guidelines evaluate each practical project.

The College's Examination Regulation (ONTARIO REGULATION 711/93) allows for a candidate who fails the examinations to apply for re-examination twice and not more than two years after the initial failure. Under the Examination Regulation proof of remediation and upgrading is required for any attempts beyond the two allowed and where the two year time limit is exceeded.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The CDTO's entry-to-practise examinations consist of written and practical components. Validity is the most important criteria for the quality of the examinations and an annual review of the examinations ensures content-related validity which is based on the premise that a candidate who passes a licensing examination is knowledgeable in the required content of the job.

**Written Examination:**

Jurisprudence & Ethics - This exam, based on the Regulated Health Professions Act, the Dental Technology Act, the CDTO By-laws, freedom of information and privacy legislation and Health Canada regulations for medical devices, is designed to test an applicant's basic knowledge of the current legislation that governs the profession of Dental Technology in Ontario. On an annual basis the Coordinator, Examinations reviews the validity of the examination content for currency, accuracy and to ensure it is closely linked to the test's intended focus. Over the past three years the examination has produced consistent or reliable results from year to year based on clearly outlined test specifications.

Written Theory – This exam is based on the required standards of competencies and tests entry-level competencies for dental technology. It includes questions that test the applicant's knowledge in the following areas:

- a) Complete Dentures
- b) Partial Dentures
- c) Crown & Bridge (includes ceramics)
- e) Orthodontics
- f) Dental Materials
- g) Lab Equipment & Instruments
- h) Dental Anatomy
- i) Safety / Infection Control



j) Business

With the exception of 2014, the examination has produced consistent results from year to year based on clearly outlined test specifications as well as established technical and professional standards. In 2014 several questions and possible answers were reviewed by the Registration Committee to determine fairness, accuracy, and clarity which resulted in remarking and further review of the pool of questions for validity and reliability.

**Practical Examination:**

The Practical Examination tests the applicant's ability to understand and follow prescription directions, and their technical competency, time management and organizational skills. Each year an examination task force comprised of professional members creates the prescription, develops the examination criteria for each practical project, and assigns weighting for marking.

The examination markers provide feedback to the Examination Task force as it relates to the validity and reliability of the practical examinations. The task force reports findings to the Registration Committee with recommendations for future examinations.

In 2013 the College engaged a third party professional examination service to review the written and practical examination procedures, review a selection of other regulatory bodies' processes and best practices for assessing competency, provide options and recommendation(s) of the best method for testing the competency of potential registrants in dental technology.

**Overall:**

In a report presented to the Registration Committee the external agency commended the College's examination program stating that the CDTO's programs is, "overall, a strong system that satisfies both key stakeholders and candidates. Surveys and interviews showcased the widespread positive attitudes towards this program. In many areas, the credentialing program tends to be well-aligned with the AERA Standards for Educational and Psychological Testing (AERA, APA, NCME, 1999), the CLEAR Guidelines on Development, Administration, Scoring, and Reporting of Credentialing Examinations (CLEAR), and the NCCA Standards for the Accreditation of Certification Programs (NCCA, 2004). Furthermore, the entire process successfully follows governmental regulations. Test accommodations for candidates with special needs have always been provided without incident. The CDTO has recently done a commendable job standardizing the testing process, content, and difficulty. The ultimate purpose of the examination is well-understood to be protecting the public by ensuring only competent practitioners are registered."

iii. State how often exam questions are updated and the process for doing so.

Refer to section 8 (I) (ii) above.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

### Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

Assessment of education credentials may only be completed by International Credential Assessment Service of Canada (ICAS).

Language assessment may be completed by any recognized language testing facility such as LINC, TOELE, TOEIC.

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

ICAS' Request for Assessment of a Program in Dental Technology application package, ICAS provides general information on their website to applicants under the "For Applicants" tab which includes several tabs (e.g. How do I apply?, FAQ, etc.). Applicants are also welcome to contact ICAS directly to obtain information about assessment practices.

In addition, ICAS is a member of the Alliance of Credential Evaluation Services of Canada and abide by the Pan Canadian Quality Assurance Framework for the Assessment of International Academic Credentials (QAF) and the Pan-Canadian Code of Good Practice in the Assessment of International Academic Credentials.

ii. utilizes current and accurate information about qualifications from outside Canada

N/A

iii. provides timely decisions, responses and reasons to applicants

As the College requires applicants to first apply to the College and then to ICAS we are able to monitor the length of time it takes for assessments to be completed. If an applicant is concerned about the length of time ICAS is taking to assess their education the College will communicate with ICAS directly.

iv. provides training to individuals assessing qualifications

The initial training process is very extensive and lasts approximately two years. Assessment Officers, in virtually all cases, train in the role of Evaluation Assistant for at least 6 months to one year, before taking on responsibilities of an Assessment Officer.

Our Evaluation Assistants (EA) review incoming applications and documents to ensure that all information required to prepare the Assessment Report is received. If additional information is required, the EA contacts the client to request additional documents. This role allows the staff member to become familiar with documentation from around the world.

Assessment Officers receive initial training (primarily in-house) on ICAS's general assessment policies and procedures and are introduced to the specific application of these policies to particular jurisdictions. Over time, the range of countries and types of credentials is increased until the Assessment Officer becomes familiar the assessment of credentials from around the world.

To ensure quality and consistency of the reports we prepare, all Assessment Reports are reviewed by two addition staff members before they are issued to applicants. An experienced Evaluation Assistant reviews the assessment for accuracy of information and a Senior Assessment Officer or Manager review the outcome statements for consistency and adherence to policy.

There are not currently any training programs offered in Canada or the United States to appropriately train Assessment Officers. As a result, virtually all credential assessment training is conducted in-house by assessment agencies. Country-specific workshops offered by many assessment agencies (including ICAS) provide valuable information about changes in education systems, but do not replace the need for general assessment training. The Canadian Information Centre for International Credentials (CICIC) is currently piloting an assessment training program which would be open to individuals at assessment agencies, education institutions and regulatory bodies. This training program is designed to provide excellent information on the basics of credential assessment, which could then be applied to satisfy a particular agency's, institution's or regulatory body's requirements.

v. provides access to records related to the assessment to applicants

When ICAS completes an assessment of an applicant's educational credentials copies of the completed assessment are sent to both the applicant and the College.

vi. accommodates applicants with special needs, such as visual impairment

ICAS's services are accessible online, in person, by mail or by telephone and are barrier free and accessible to persons with varying abilities.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

ICAS is a member of the Alliance of Credential Evaluation Services of Canada. As such, they abide by the Pan-Canadian Quality Assurance Framework for the Assessment of International Academic Credentials as well as the General Guiding Principles for Good Practice in the Assessment of Foreign Credentials. These documents outline internationally-accepted methodologies and procedures for the assessment of international education.

ii. Describe the criteria that are applied to determine equivalency.

The criteria that is applied to determine equivalency is the knowledge, skills and judgement, or competencies, for entry to practice are outlined in the Competency Profile for Canadian Dental Technicians/Technologists. All applicants must have their education assessed by ICAS (excluding applicants under the Labour Mobility Act). An applicant's dental technology program is evaluated.

iii. Explain how work experience is taken into account.

N/A

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

ICAS uses the Competency Profile for Canadian Dental Technicians/Technologists to determine whether a dental technology program's content is equivalent to the Ontario requirements.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The Canadian Alliance of Dental Technology Regulators (CADTR) was formed in January 2009 and with the assistance of a consultant developed a competency profile to be used by dental technology regulators across Canada. The College adopted the Competency Profile for Canadian Dental Technicians/Technologists on September 1, 2011 and the next scheduled review will likely take place in 2016/2017.

iii. Explain how work experience is used in the assessment of competency.

N/A

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

N/A

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

N/A

iii. Explain how work experience is used in the assessment of prior learning.

N/A

f ) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

N/A

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

N/A

iii. State how often exam questions are updated and the process for doing so.

N/A

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Training is provided to College staff, Council and non-Council Committee members through various source

- Ø Federation of Health Regulatory Colleges (FHRCO)
- Ø Council on Licensure Enforcement and Regulation (CLEAR)
- Ø The Ontario Regulators for Access Consortium (ORAC)
- Ø Private training through firms such as Steinecke, Maciura LeBlanc Barristers & Solicitors

Ø The College's Registrar.

## ii. individuals who make registration decisions

The College establishes job descriptions with roles and responsibilities and hires competent individuals who possess the necessary qualifications.

When hired, staff receive an orientation, training and copies of the applicable legislation/regulation/by-laws and internal policies. Support is provided by the Registrar and other Coordinators. In addition training is also provided through:

- Ø Federation of Health Regulatory Colleges (FHRCO)
- Ø Council on Licensure Enforcement and Regulation (CLEAR)
- Ø The Ontario Regulators for Access Consortium (ORAC)
- Ø Private training through firms such as Steinecke, Maciura LeBlanc Barristers & Solicitors

Staff are always encouraged to collaborate with their counterparts at the other regulatory health care colleges to glean best practices.

## iii. individuals who make internal review or appeal decisions

Same as in (i) above

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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## Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

There weren't any special agreements on the recognition of qualifications that were in place during the reporting period other than those specified in the Labour Mobility section of the Regulated Health Professions Act (RHPA).

b) Explain the impact of these agreements on the registration process or on applicants for registration.

N/A

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made.

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## Data Collection (12 / 13)

### Languages in which application information materials are available

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

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

### Paid staff employed by your organization

b) 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, 1 full-time employee and 1 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
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<b>Total staff employed by the regulatory body</b>	5
<b>Staff involved in appeals process</b>	2
<b>Staff involved in registration process</b>	3

**Countries where internationally educated applicants were initially trained**

c) In the following table, enter the top source countries where your applicants<sup>1</sup> were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

<b>Country of training (Canada excluded)</b>	<b>Number of applicants in the reporting year</b>
Colombia	1
Korea	1
Romania	1
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

<sup>1</sup>Persons who have applied to start the process for entry to the profession.  
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

**Jurisdiction where members were initially trained**

d) Indicate where your members<sup>2</sup> were initially trained in the profession (use only whole numbers; do



not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31<sup>st</sup> of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31<sup>st</sup> of 2009.

	<b>Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)</b>					
	<b>Ontario</b>	<b>Other Canadian Provinces</b>	<b>USA</b>	<b>Other International</b>	<b>Unknown</b>	<b>Total</b>
<b>Members on December 31<sup>st</sup> of the reporting year</b>	257	20	13	121	127	<b>538</b>

<sup>2</sup> Persons who are currently able to use the protected title or professional designation of the profession.

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

Additional comments:

n/a

**Applications your organization processed in the past year**

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

	<b>Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)</b>					
	<b>Ontario</b>	<b>Other Canadian Provinces</b>	<b>USA</b>	<b>Other International</b>	<b>Unknown</b>	<b>Total</b>
<b>from January 1<sup>st</sup> to December 31<sup>st</sup> of the reporting year</b>						
<b>New applications received</b>	21	6	0	3	0	<b>30</b>
<b>Applicants actively pursuing licensing</b>						

<b>(applicants who had some contact with your organization in the reporting year)</b>	22	7	0	14	0	<b>43</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	6	0	0	5	0	<b>11</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	10	1	0	0	0	<b>11</b>
<b>Applicants who became FULLY registered members</b>	16	4	0	4	0	<b>24</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>

<sup>3</sup> An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

Additional comments:

n/a

	<b>Class of licence</b>	<b>Description</b>
<b>a)</b>	n/a	n/a

<b>b)</b>	n/a	n/a
<b>c)</b>	n/a	n/a
<b>d)</b>	n/a	n/a
<b>e)</b>	n/a	n/a
<b>f)</b>	n/a	n/a
<b>g)</b>	n/a	n/a
<b>h)</b>	n/a	n/a
<b>i)</b>	n/a	n/a

j)	n/a	n/a

**Reviews and appeals your organization processed in the past year**

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 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)					
	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	21	6	0	3	0	30
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

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

n/a

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

In 2014 the Registrar conducts a "one-up" review of all applications for a General Certificate of Registration and approves or refers to the Registration Committee for decision.

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### **Certification (13 / 13)**

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
  - all information required to be provided in the Report is included; and
  - the information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization: Judith (Judy) Rigby

Title: Registrar & CEO

Date: April 20, 2015

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