

# Fair Registration Practices Report

## Dental Technologists (2008)

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

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

a) steps to initiate the registration process

**Information on website  
Respond to telephone inquiries  
Orientation session for all potential applicants  
Brochures in office and available by request  
Information provided to George Brown College**

b) requirements for registration

**Graduation from an MTCU approved dental technology program or international equivalent following graduation from a high school (grade 12) program.  
Practical work experience totalling 1950 hours.  
Successful completion of the Registration Examination.**

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 is generally 3 years in length although individual exceptions can be made if the course content is equivalent to a three-year program.  
Practical experience totalling 1950 hours under the supervision of a Registered Dental Technologist or a member of the Royal College of Dental Surgeons of Ontario.  
Type of experience is in crown and bridge, dentures, partial dentures, porcelain, and Orthodontics.**

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

**Practical experience totalling 1950 hours under the supervision of a Registered Dental Technologist anywhere in Canada or a member of the Royal College of Dental Surgeons of Ontario.**

e) requirements that may be satisfied through acceptable alternatives

**Where a candidate does not meet the standard requirements they would be reviewed on an individual basis. No general, standard alternatives are available.**

f) the steps in the assessment process

**Candidate has their education assessed by International Credential Assessment Services of Canada (ICAS).  
ICAS sends report to CDTO and we communicate with applicant with the appropriate application form.  
Candidate submits the completed application form with the documentation required and returns it to us by deadline.  
Reviewed by staff. If all requirements met they go to the exam.  
If requirements missing they are told the deficiencies and asked to meet them.  
When requirements are met they can sit the**

registration exam.  
Upon successful completion of the exam they are registered.  
If the exam is not successful they may re-sit within three years the portion they failed.

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

All candidates, international and domestic, must submit the same documentation.  
Application form.  
Passport pictures (2).  
Certified copy of citizenship status.  
Education documents and the assessment from ICAS.  
Two professional reference letters (using standard form provided by College)  
Certification form supervisor of completion of practical experience.  
Application fee.

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

This is not usually an issue but should a candidate be in this situation we would evaluate them on an individual basis.

i) how applicants can contact your organization

Website contact form.  
Telephone.  
Walk in.  
Email.

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

Following initial application to acknowledge. If they take no action to complete the registration process they are contacted annually to remind them of their status. This would continue for three years. After this their application is destroyed and they would need to re-apply.

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

We accept certified translations.

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) is the only third party.

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

Must apply by the specified application deadline for that year.  
Application is valid for three years.

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

It can take a minimum of 5 months. Maximum is three years.  
Minimum is calculated from application deadline through the exam process and final registration.  
Maximum would result through lack of document submission by candidate or multiple exam failures.

o) information about all fees associated with

Schedule 2 to By-law No. 5: Fees

registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Updated as of January 13, 2009

## **1. Registration**

- (1) Application fee for a certificate of registration of any class \$150.00**
- (2) Issuance fee for a general certificate of registration \$1232.23\*\***
- (3) Renewal fees for registration with a**
  - (a) General Certificate \$1232.23\*\***
  - (b) Inactive Certificate \$300.00**
- (4) Transfer fee (from Inactive to General or vice versa) \$150.00**
- (5) Late payment penalty**
  - (a) If registration is renewed after September 1, but before November 1 \$150.00**
  - (b) For every thirty days delay in registration renewal after November 1 \$150.00 (in addition to the amount set out in paragraph (5)(a) of this section 1)**
- (6) Reinstatement fee \$100.00**

### **1.1 Certificate of Authorization**

- (1) Application fee for a certificate of authorization, including for any reinstatement of a certificate of authorization \$1100.00**
- (2) Renewal fee for a certificate of authorization \$1100.00**
- (3) Administrative fee \$100.00**

A health profession corporation or a Member listed in the College's records as a shareholder of a health profession corporation shall pay an administrative fee for each notice sent by the Registrar to the corporation of Member for failure of the corporation to renew its certificate of authorization on time. The fee is due within 30 days of the notice being sent.

- (4) Document Replacement Fee \$100.00**  
The fee for the issuing of a document or certificate respecting a health profession corporation, other than the first certificate of authorization or the annual renewal of a certificate of authorization.

## **2. Entry-to-Practice Examinations**

- (1) Eligibility examination fees \$100.00**
- (2) Registration examination fees**
  - (a) Application fee (non-refundable) \$210.00**
  - (b) Written (Theory) \$155.00**
  - (c) Written (Jurisprudence and Ethics) \$155.00**
  - (d) Practical \$930.00**
  - (e) Repeating an individual practical project \$200.00**
- (3) Appeal of examination results**
  - (a) Application fee (non-refundable) \$200.00**

## **3. Contested Election to Council**

- (1) Recount of ballots \$500.00**  
(The fee shall be refundable to the candidate if the outcome of the election is changed in his/her favour as a result.)

## **4. Quality Assurance**

- (1) Assessment ordered by the Quality Assurance Committee under either clause 8(3) (d) or subsection 8.1(11) of Ontario Regulation 604/98 as amended \$524.00**

## **5. Services**

- (1) File or information search \$50.00
- (2) Letter of good standing \$200.00
- (3) Reference letter \$50.00
- (4) Reference letter for immigration purposes \$100.00
- (5) NSF Cheque \$35.00
- (6) Duplicate receipt \$20.00
- (7) Replacement of annual registration certificate \$20.00
- (8) Replacement of display certificate \$65.00

**Notes:**

- 1. The fees for (a) the first issuance of a general certificate, (b) its annual renewal thereafter, and (c) Quality Assurance Committee-ordered Peer Assessments will be increased on September 1st, 2006 and on September 1st of each subsequent year by the percentage-change increase over 12 months in the April Consumer Price Index for Ontario (all Items with a base year of 1992 = 100), as published by Statistics Canada.
- 2. Depending on the location of the person who has requested a service, a shipping/handling charge will be added to all services fees.
- 3. In addition to the fees and penalties referred to above, a person or Member shall pay the amount of any applicable taxes.

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

**With provision of physician's certificate accommodation can be made.**

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

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

**Fees are the same for everyone. No differences for internationally trained applicants.**

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

a) What are your timelines for making registration decisions

**When application is complete we deal with it immediately.**

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

**Everyone receives a response following the application deadline.**

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

**Responses are provided within 1 week of the decision.**

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

**Calendars, Registrarial review.**

**Access to Records (4 / 13)**

a) Describe how you give applicants access to

**Upon receipt of request, applicant may come to**

<p>their own records related to their applications for registration.</p>	<p><b>the College office to review their material. An appointment must be made.</b></p>
<p>b) Explain why access to applicants' own records would be limited or refused.</p>	<p><b>Only office hours and availability of staff associated with the process.</b></p>
<p>c) State how and when you give applicants estimates of the fees for making records available.</p>	<p><b>We do not assess a fee to view a file. Only material supplied to us by the applicant is available. The cost for making copies is dependent on the size of the file.</b></p>
<p>d) List the fees for making records available.</p>	<p><b>No official fees.</b></p>
<p>e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.</p>	<p><b>not applicable.</b></p>

<p><b>Resources for Applicants (5 / 13)</b> <input type="checkbox"/></p>	
<p>a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.</p>	<p><b>Orientation session available annually. Application Guide that accompanies application. Examination Handbook regarding the specifics of the examination.</b></p>
<p>b) Describe how your organization provides information to applicants about these resources.</p>	<p><b>We send it to them by mail.</b></p>

<p><b>Internal Review or Appeal Processes (6 / 13)</b> <input type="checkbox"/></p>	
<p>a) List your timelines for completing internal reviews or appeals of registration decisions.</p>	<p><b>Within 20 days of the Registrar receiving a request for review a letter will be sent indicating the procedures to be followed. The panel will make a decision within 30 days.</b></p>
<p>i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.</p>	<p><b>None.</b></p>
<p>ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.</p>	<p><b>not applicable.</b></p>
<p>b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.</p>	<p><b>They receive the guidelines and policies in advance of the application. They can take advantage of it at their discretion.</b></p>
<p>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.</p>	<p><b>We send it in writing.</b></p>
<p>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.</p>	<p><b>We review the names who were involved and we restrict the reviewers accordingly.</b></p>

e) Describe your internal review or appeal process.

## **Registration Examinations Review Policy (Practical Examination)**

**The following policy, procedures and requirements apply to grades assigned for the practical component of the Registration Examinations (the “Practical Examination”) only. There are separate policies, procedures and requirements applicable to a review of grades given on the written components of the Registration Examinations.**

### **Section 1. Limited Grounds and Fixed Procedure for Review**

**1.1 A candidate who has received a failing grade on one or more projects on the Practical Examination may request, in writing (the “Request for Review”), that the College appoint a Review Committee to review the specified circumstances that, in the candidate’s opinion, have affected the candidate’s performance on the project(s) and to determine whether the candidate should be provided with one of the remedies outlined in section 6. This review procedure will only be available where the candidate has adhered to the procedures and requirements outlined in Sections 2-7 of this Policy. The only circumstances that will be considered by a Review Committee are the circumstances outlined in section 2 of this Policy and any written amendments which were in effect at the time the Practical Examination was taken.**

**1.2 The review procedure contemplated by this policy is NOT intended to be a substantive review of the criteria, standards, competencies or requirements set for the practical component of the Examination or of the grade assigned by the project markers. To be clear, a candidate will NOT be permitted to substantively contest such criteria, standards, competencies, or requirements of the marker (s) in assigning the candidate’s grade.**

### **Section 2. Review of Grades on Practical Component of Registration Examinations**

**2.1 Where a candidate receives a failing grade on one or more projects on the Practical Examination, and the candidate believes that the failure(s) was/were due to one or more of the circumstances outlined below, if the candidate files a Request for Review in accordance with this section and section 3 below, a Review Committee of the College will be appointed to undertake a review of the candidate’s circumstances to determine whether the candidate should be provided with one of the remedies outline in section 6. A Request for Review will be considered by a**

**Review Committee only if the request is based on one or more of the following circumstances and only if the following procedures and requirements are adhered to:**

**Circumstance 1: Medical Condition**

**1) The candidate had, at the time the project(s) at issue (the “Project”) were completed, a medical condition and:**

**a. The candidate submits in writing, to the Registrar, along with his Request for Review and payment of the appropriate fee, as outlined in Section 3:**

**i. facts demonstrating that the medical condition had a material adverse impact on the candidate’s performance on the Project. It is incumbent on the candidate to show, to the satisfaction of the Review Committee, that, had the medical condition not existed, it is more likely than not that the candidate would have received a passing grade on the Project;**

**ii. an original, signed medical report of a duly qualified physician, physiotherapist, psychologist or dentist, licensed to practice in Ontario and regulated under the Regulated Health Professions Act, 1991 (a “Health Care Practitioner”), who examined the candidate no more than 48 hours after the Project was completed. This report must outline the nature of the relevant medical condition and the extent to which this condition would have impaired the candidate’s performance on the Project as well as the full name, telephone number, facsimile number (if any) and mailing address of the Health Care Practitioner; and**

**iii. a written consent, signed by the candidate, permitting the College to obtain such additional records and/or other information from the Health Care Practitioner as it deems necessary to assist the Review Committee in its review; and**

**b. The candidate, befo**

**The committee has three members. Two of them are professional members. (both are from Europe and received training both internationally and Ontario)  
One is a public appointee.**

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.

**Information on Appeal Rights (7 / 13)**

This section refers to reviews or appeals that are

This is in the policy described earlier. They 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.

also reminded in the letter provided.

### Assessment of Qualifications (8 / 13)

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.

#### **COMPETENCY PROFILE OF CANADIAN DENTAL TECHNICIANS/TECHNOLOGISTS GENERAL STATEMENT**

In order to meet the requirements of the Consortium, a dental technician/technologist must be able to demonstrate an understanding of the prescription of an authorized practitioner and competency in the following techniques and procedures:

1. The design, fabrication, modification and repair of removable prostheses.
2. The design, fabrication, modification and repair of fixed prostheses.
3. The design, fabrication, modification and repair of appliances used in orthodontics, oral and maxillo-facial surgery and other dental treatments.

Further, a dental technician/technologist must be able to describe and, where appropriate, to apply competently the following related theoretical and practical components of dental technique/technology practice:

4. General laboratory procedures, principles of physics and general science associated with the indirect fabrication of oral appliances.
5. Characteristics and properties of dental materials associated with the indirect fabrication of oral appliances.
6. Characteristics and operation of equipment and instrumentation associated with the indirect fabrication of oral appliances.
7. Dental anatomy, dental physiology and dental morphology as well as basic elements of head and neck anatomy and pathological conditions relevant to dental technique/ technology.
8. Laboratory hygiene and safety, including infection control as well as basic elements of toxicology and first aid.
9. Basic principles of behavioral sciences and communications.
10. Principles of professional ethics and legal obligations.
11. Basic elements of business management, laboratory supervision and relationship of dental technique/technology with other dental services and general health care.

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

Information provided by ICAS in their experience.  
ICAS has our competency profile and measures programs against it.

c) Explain how work experience in the profession

Work experience is under supervision and the



is assessed.	<b>supervisor provideds a letter of certification that the candidate completed it.</b>
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.	<b>We rely on ICAS.</b>
e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.	<b>We rely on ICAS.</b>
f ) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.	<b>It is the program content of most concern not the status of the institution.</b>
g) Describe how your organization accommodates applicants with special needs, such as visual impairment.	<b>Upon presentation of physician's certificate we accommodate on an individual basis.</b>
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.	<b>minimum 5 months. As previously stated.</b>
i. State whether the average time differs for internationally trained individuals.	<b>No difference.</b>
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.	<b>not applicable.</b>
i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.	<b>we rely on ICAS.</b>
ii. Describe the criteria that are applied to determine equivalency.	<b>not applicable.</b>
iii. Explain how work experience is taken into account.	<b>Total hours are required.</b>
i. Describe the methodology used to evaluate competency.	<b>We provide an "Eligibility" exam designed to test for basic competencies as outlined in the competency profile provided earlier.</b>
ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.	<b>Exam is reviewed annually.</b>
iii. Explain how work experience is used in the assessment of competency.	<b>Total hours are required as outlined previously.l</b>
i. Describe the methodology used to evaluate prior learning.	<b>Not applicable.</b>

<p>ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.</p>	<p><b>not applicable.</b></p>
<p>iii. Explain how work experience is used in the assessment of prior learning.</p>	<p><b>not applicable.</b></p>
<p>i. Describe the exam format, scoring method and number of rewrites permitted.</p>	<p><b>Written exam. - one day Practical exam. - four and a half days. Marking template used to evaluate results. Canadiate may rewrite only portion failed. May rewrite twice after the initial attempt.</b></p>
<p>ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.</p>	<p><b>Reviewed annually.</b></p>
<p>iii. State how often exam questions are updated and the process for doing so.</p>	<p><b>Reviewed annually. Bank of questions used and rotated at random.</b></p>

<p><b>Third-Party Organizations (9 / 13)</b> <input type="checkbox"/></p>	
<p>a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.</p>	<p><b>International Credential Assessment Service for education. Language may be completed by any recognized language testing facility such as LINK, TOEFLE, TOEIC.</b></p>
<p>i. provides information about assessment practices to applicants</p>	<p><b>We receive their policies, guidelines and processes.</b></p>
<p>ii. utilizes current and accurate information about qualifications from outside Canada</p>	<p><b>They provide us with updated lists.</b></p>
<p>iii. provides timely decisions, responses and reasons to applicants</p>	<p><b>We follow up.</b></p>
<p>iv. provides training to individuals assessing qualifications</p>	<p><b>unknown</b></p>
<p>v. provides access to records related to the assessment to applicants</p>	<p><b>We received all assessment and would be the one providing access, not the third party.</b></p>
<p>vi. accommodates applicants with special needs, such as visual impairment</p>	<p><b>not applicable.</b></p>
<p>i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.</p>	<p><b>uses our competency profile and health team marking process.</b></p>
<p>ii. Describe the criteria that are applied to determine equivalency.</p>	<p><b>unknown.</b></p>
<p>iii. Explain how work experience is taken into account.</p>	<p><b>not applicable.</b></p>

i. Describe the methodology used to evaluate competency.	<b>not applicable.</b>
ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.	<b>not applicable</b>
iii. Explain how work experience is used in the assessment of competency.	<b>not applicable.</b>
i. Describe the methodology used to evaluate prior learning.	<b>not applicable.</b>
ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.	<b>not applicable.</b>
iii. Explain how work experience is used in the assessment of prior learning.	<b>not applicable.</b>
i. Describe the exam format, scoring method and number of rewrites permitted.	<b>not applicable.</b>
ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.	<b>not applicable.</b>
iii. State how often exam questions are updated and the process for doing so.	<b>not applicable.</b>

<b>Training (10 / 13)</b> <input type="checkbox"/>	
i. individuals who assess qualifications	<b>Through the Federation of Health Regulatory Colleges (FHRCO) Private training through firms such as Richard Steineke. Internal review with Registrar.</b>
ii. individuals who make registration decisions	<b>Through the Federation of Health Regulatory Colleges (FHRCO) Private training through firms such as Richard Steineke. Internal review with Registrar.</b>
iii. individuals who make internal review or appeal decisions	<b>Through the Federation of Health Regulatory Colleges (FHRCO) Private training through firms such as Richard Steineke. Internal review with Registrar.</b>

<b>Agreements on the Recognition of Qualifications (11 / 13)</b> <input type="checkbox"/>	
a) List any agreements on the recognition of qualifications that were in place during the reporting period.	<b>Mutual Recognition Agreement with specific regulatory bodies in Canada. BC, AB, ON, QC, NB</b>

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

MRA contains agreed competency profile.

**Data Collection (12 / 13)**

**Languages in which application information materials are available**

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

**Paid staff employed by your organization**

Category	Staff
Total staff employed by the regulatory body	5
Staff involved in appeals process	2
Staff involved in registration process	2

*Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.*

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

Applicants	Country of training (Canada excluded)	Number of applicants**
Largest number	Lebanon	2
Second-largest number	Germany	2
Third-largest number	Bulgaria	1
Fourth-largest number	Greece	1
Fifth-largest number	Iran	1

*\*\*Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.*

**Jurisdiction where members were initially trained**

Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

Jan. 1 to Dec. 31	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>Total Members</b>	198	9	9	125	142	483
<b>Non-practising members</b>	4	1	2	3	21	31

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

### Applications your organization processed in the past year

Jan. 1 to Dec. 31	Jurisdiction where members 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
<b>New applications received</b>	18	3	0	8	0	29
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	13	1	0	7	0	21
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	0
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	0
<b>Applicants who became members</b>	5	1	0	5	0	11
<b>Applicants who were authorized to receive an alternative class of license* but were not issued a license</b>	0	0	0	0	0	0

<b>Applicants who were issued an alternative class of license*</b>	0	0	0	0	0	0
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Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

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

	<b>Class of License</b>	<b>Description</b>
a)	n/a	
b)	n/a	
c)	n/a	

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

Jan. 1 to Dec. 31	<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>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</b>	3	1	0	4	0	8
<b>Applicants who initiated an appeal of a registration decision</b>	0	0	0	0	0	0
<b>Appeals heard</b>	0	0	0	0	0	0
<b>Registration decisions changed following an appeal</b>	0	0	0	0	0	0

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

**Certification (13 / 13)**

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

**David McDonald**

Title:

**Registrar**

Date:

**January 28, 2009**