

Fair Registration Practices Report

Dental Technologists (2015)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (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.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

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

No changes this year

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

No changes this year

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

No changes this year

b) Assessment of qualifications

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

1. **Implemented:** On September 25, 2015, Council approved the Dental Technology program at George Brown College (GBC) as an approved dental technology program at a College of Applied Arts and Technology in Ontario pursuant to Ontario Regulation 874/93 (Registration) made under the Dental Technology Act, 1991, S.O. 1991, c. 23. As a result graduates from the GBC approved dental technology program will no longer be required to apply and submit their transcripts to the International Credential Assessment Service of Canada (ICAS) for credential assessment. Instead GBC graduates will submit their application for the Registration Examination directly to the College along with an official transcript submitted by GBC to CDTO directly. The process for all other applicants would not change (i.e. applicants from outside Ontario who did not attend GBC and are not applying through the Agreement on Internal Trade (AIT)).
2. **Under development:** Foreign Credential Recognition Program (FCRP)

The Canadian Alliance of Dental Technology Regulators (CADTR) represents seven of eight provincial Dental Technology Regulatory Authorities (DTRAs). The DTRAs were established to protect the rights of the public to safe, effective and ethical services offered by dental technicians or dental technologists in identifying, researching and acting on opportunities and issues that could impact the regulation of dental technology professionals in the interest of the public. CADTR operates as a forum for the exchange of views and information to the DTRAs and to facilitate collaboration between the DTRAs on matters of common interest.

In June 2015 CADTR representatives from three DTRAs in Ontario, Quebec and British Columbia met as a Task Force to discuss building a funding proposal to:

- support the vision outlined in the Pan-Canadian Framework
- enhance collaboration of regulatory bodies and assessors, and to develop processes and tools to improve the assessment and recognition of foreign qualifications across Canada (including a single entry web portal)
- improve the consistency and portability of assessment results across Canada

In addition, several conference calls were held with the National Association of Pharmacy Regulator Authorities (NAPRA) who implemented a national gateway for international applicants, a need identified through labour mobility challenges, and funded in entirety by the federal government. In October 2015 the CADTR board, based on the information provided by the Task Force, agreed to support the program and approved funding to retain a consultant to prepare a proposal.

Under Development: National Dental Technology Examination

Another area of discussion by the CADTR board was the development of a national entry-to-practice examination. The requirement of all applicants to pass a national examination would ensure that all new registrants, regardless of the location they are educated in and the province they are licensed in, have a common level of knowledge and skills based on nationally approved core competencies.

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

1. **Implemented:** GBC Applicants are no longer required to have an ICAS assessment of their dental technology program completed at GBC. This improvement streamlines the application process, reducing it by at least 15 days, and results in some cost savings for the applicant (\$250). GBC applicants will be required to permit the GBC administration to release a Letter of Academic Standing and Official Transcript directly to the CDTO to enhance security and create additional efficiencies for the applicant and the educational institution.

1. **Under Development with CADTR:** The FCRP anticipated benefits to applicants are to:
- o provide a single window and pan-Canadian approach for International Dental Technology Graduates (IDTGs) licensure
 - o provide quick access to clear, up-to-date information on licensure
 - o help IDTGs manage expectations with regards to the reality of Canadian dental technology practice and the licensure process in Canada
 - o collect IDTGs information and documentation once which will be available when required
 - o help IDTGs to identify their occupation specific gaps and provide them with resources to address the gaps
 - o provide global access to information for the IDTGs
 - o allow applicants to become better prepared to write and pass the Registration Examination on the first attempt

Administering a National Dental Technology Examination will provide all applicants:

- a common set of entry-to-practice examinations which will be consistent, fair and transparent across all provinces under DTRAs
- lower examination fees
- a possibility to challenge the examination more than once a year
- access to a self-assessment tool to identify their occupation specific strengths and gaps, and provide them with resources to address the gaps

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

1. **Implemented:** The more streamlined application process creates human resource capacity for GBC administration, ICAS and the College. ICAS can redirect resources to processing international applications. This improvement has eliminated a non-value added process at the College freeing up resources to handle more complex registration matters.

2. **Under development with CADTR:** The FCRP will benefit all DTRAs by:
- allowing applicants to become better prepared to write and pass the Registration Examination on the first attempt, resulting in lower costs to administer the examination and increasing Staff capacity for other continuous process improvements
 - providing DTRAs with more timely access to key documents and/or information on applicants
 - assists DTRAs with the standardization of licensing processes, where possible, which in turn facilitates the management of labour mobility issues

A National Examination Program for dental technology graduates will result in lower costs to administer the Registration Examination and increase Staff capacity for other continuous process improvements to support the RDTs in their delivery of high quality, safe and ethical care to the public of Ontario.

c) Provision of timely decisions, responses, and reasons

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

No changes this year

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

No changes this year

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

No changes this year

d) Fees

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

A significant improvement in setting annual fees is that all fee increases are defensible and justifiable.

The annual registration, examination and all other fees are set by the College after the annual budget expenditures and ancillary (non-member fee) revenues are established. The 2015-2016 budget process was significantly improved to represent an ongoing and iterative process of making the financial operations of the College increasingly open, transparent and financially sustainable and to reflect various revenue and expense assumptions that are based on trends in historical spending, an environmental scan and the Council's strategic priorities. The environmental scan included a fiscal scan of economic trends, legislative directives, growth (domestic, international, provincial transfers), personnel costs, and changes in technology. Budget assumptions for expenditures and revenues were approved by the Executive Committee established that:

1. Registration examination program budget must be cost neutral (registration fee increases to cover the examination program direct costs are not allowed)
2. One time special projects, including procuring a new database/ website, will not be funded by in-year revenue from operations when there is a sufficient accumulation of prior year surpluses
3. All program expenditure budgets must reflect cost reductions realised through efficiencies (e.g. reduction in office supplies with implementation of online renewals and electronic communications)
4. One-time funding from accumulated prior year surpluses would not be used to balance the budget and offset fee increases

Once the fiscal Operating budget expenditures were established, revenue projections were made using forecasted applicant and renewal numbers and the prior annual fee. Budget deficits for the Examination program were addressed first by reducing operating expenditures where possible and then increasing fees to mitigate the deficit. CDTO benchmarked its fees against other FHRCO colleges to ensure reasonability. Using the same approach we then established the registration fees.

We assessed the requirements to process and evaluate applications for examinations and registration to determine an appropriate application fee. Also we have provided a better description for the application fee in the Fee Schedule.

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

Applicants for examinations and registration receive value for money (fees paid) because of the improved process to allocate fees collected to fund service level enhancements such as online applications for examinations and registration. Also, fees levied are determined after accounting for cost savings due to operational efficiencies, favourable contract negotiations and reallocation of approved existing budget dollars.

Responsible budgeting and justifiable annual fee increases mitigate the need to increase fees substantially in any one year.

Using multiple communication tools to inform stakeholders of fee increases and why the fee is levied will help them make better decisions.

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

The improvements in setting the annual operating budget and fees for examinations and registration have impacted the College positively, creating a cycle of continuing improvements. We recognise that service level enhancements for applicants through streamlined and self-service processes result in reasonable and justifiable fee increases. We are prepared to answer questions as to how the fee is developed and what it is levied for.

e) Timelines

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

No changes this year

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

No changes this year

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

No changes this year

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

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

By-law Changes/ Improvements

In January 2015, the College's By-laws were amended to comply with legislation requiring that all practicing dental technologists have Professional Liability Insurance (PLI) coverage. Knowing the the importance of PLI for those who provide and receive services in dental technology, the College consulted with various insurance providers to ensure the policies of insurance were current and sufficient to adequately protect both parties. Examples of this are:

- a minimum of \$1,000,000 per claim was raised from \$500,000
- no deductible, and
- extended reporting provisions of at least two years after the policy is terminated

Further to this, as part of its transparency initiative, the College made sweeping changes to the existing By-laws. The new By-laws were approved by Council in September 2015 following the sixty day consultation period. A revision to the PLI section, which pertained solely to applicants for registration, addressed the requirement for proof of PLI before an application for registration could be approved. This was seen as a potential barrier to registration as some insurers require proof of registration before issuing a policy of insurance. After conducting a risk assessment, Council agreed that it was sufficient for an applicant to declare his/her eligibility for insurance and that he/she would submit proof of insurance to the Registrar no less than 30 days after registration was approved. Applicants are informed that they must not practice dental technology without a valid PLI policy. The new By-laws also make it clear that the applicant/member may rely on employer's insurance coverage as long as it complies with the College's PLI requirements and they are named on the policy.

Policies Changes/ Improvements

Registration and Examination policy requirements are intended to demonstrate the CDTO's commitment to fairness in the application of policy and decisions that affect applicants, candidates and members' career in their practice. As committed, under the College's Action Plan filed with the Office of the Fairness Commissioner (OFC) in April 2014, an extensive review of existing examination policies was undertaken in 2014. In result, the revised Examination Appeals Policy (Policy No: E02) and the Accommodation for Examination Candidates with Disabilities Policy (Policy No: E03) was approved by Council in January 2015.

The purpose of these two policies is to:

- provide a clear and structured approach to handling all appealable actions and decisions of examination results, and
- provide reasonable examination accommodations for candidates with disabilities; in a fair and timely manner and without limiting the

application of the policy to specific examinations offered.

Examination Appeals Policy - Key Changes:

- Utilizes a standard policy template
- Definitions are provided for significant terms
- Includes 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
- Request for Appeal Form and Medical Certificate Form developed and implemented
- Grounds for appeal now include "Policy Violation"
- Candidates are no longer able to attend the Appeals Panel meeting
- Completion and filing of Incident Reports is expanded
- Procedures to support the policy and describe how the policy will be put into action were established

Accommodation for Examination Candidates with Disabilities Policy - Key Changes:

- Utilizes a standard policy template
- Includes all examinations administered by the College
- Revised policy title to "Accommodation for Examination Candidates with Disabilities" from "Special Testing Accommodations for Examination Candidates with Disabilities"
- Procedures to support the policy and describe how the policy will be put into action were established

Processes/ Procedures Changes/ Improvements

An extensive review of the CDTO application process for registration was conducted. The outcome was to:

1. Revise the manual forms to:
 - comply with current legislation (e.g. PLI requirement)
 - include additional information regarding suspensions or expulsions from an educational institution
 - gather relevant data to meet external reporting requirements at the right time (e.g. current employment/practice information collected after application for registration is approved)
 - provide clear instructions for submission of non-exemptible supporting documents (e.g. proof of employment eligibility status)
 - eliminate the requirement to have the application signed by a Commissioner of Oaths or notarized
2. Develop an online Applicant portal, fully secure and accessible through the website, pre-populated with the applicants' personal information provided during the Examination process (to be fully launched in 2016)
3. Accept online payments

Under development

An extensive review of the CDTO application process for examination of all intake streams will be conducted in 2016.

Policy Development: As part of its Towards Transformation Action Plan, Council agreed to prioritize policy governance and create a document that oversees policy development. This will ensure that all registration and examination policies are evidenced-based and include a policy statement, purpose, definitions, approval authority, and reference dates (approval, review).

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

Applicants for registration benefit in numerous ways from the improvements made by the College. These include its By-laws, policies, procedures and processes.

By-law Changes/ Improvements

Information on the requirement for Members to hold PLI is now more accessible for applicants. The same information is also provided within the application package received by those who complete the examination requirements. Ensuring the currency of PLI characteristics helps dental technologists from bearing the cost of legal expenses and civil damages in the event an allegation of negligence is made as a result of professional services. Finally, moving the requirement to provide proof of insurance after registration is approved, eliminates a barrier to timely registration if the insurer is not willing to insure an individual before they are a full member.

Policies Changes/ Improvements

Creating a standard policy format improves accessibility for all applicants with respect to examinations and registration. Introducing procedures to the policy provides every applicant clear instructions on how to apply for special considerations and simplifies the process.

Ensuring that both policies are inclusive of all examinations administered by the College allows for fair and equal treatment and eliminates a potential barrier to meeting the requirements for registration. By eliminating non-value added steps and moving some of the data gathering to after registration is approved, the application processing time is reduced. Offering an online solution for application and payment (partially implemented in 2015), and eliminating the requirement for a notarized document is cost effective for the applicant.

Examination Appeals Policy:

Since examination candidates are not permitted to introduce new information at an Appeal Panel meeting, eliminating the requirement for him/her to be present at the meeting is more efficient and cost effective for the applicant. This will also help to reduce their level of stress from the process.

By extending the time frame to submit an Incident Report and by allowing CDTO exam officials to submit a report on behalf of the candidate, exam candidates are afforded due process. This is important for examination candidates who have exhausted their attempts to sit for the exam.

By expanding appealable actions to include "Policy Violation", examination candidates are assured that the College can be held accountable if it does not adhere to its own policies, procedures or established practices.

The newly created forms assist the applicant to provide sufficient information for the appeal to be considered by the College.

Processes/ Procedures Changes/ Improvements

The revamped CDTO application process for registration is more user friendly and allows the applicants to monitor their status using the online portal. Applicants do not have to complete and submit all information in one shot. Since all applicants will already be in the CDTO database from the examination requirement, re-entering basic personal information is eliminated.

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

By-law Changes/ Improvements

Increasing the visibility by detailing the requirements for PLP in the By-laws provides the rules which apply to applicants and Members. Committees have a clear understanding of what non-compliance is when they are asked to make a registration decision that involves holding PLP.

Revising the PLP characteristics to meet current industry standards enables the College to fulfill its responsibility to protect the public's interest and support applicants and Members. This is done through the availability of financial compensation to members of the public who may have been harmed as a result of an error or omission made in the rendering of professional services as an RDT.

Policies Changes/ Improvements

Creating a standard policy format improves accessibility for the Committees and Staff. The policies and associated procedures provide a clear and structured approach for Staff and Committees. It allows them to handle all appealable actions and decisions of examination results, and to provide reasonable examination accommodations for examination candidates with disabilities in a fair and timely manner.

Processes/ Procedures Changes/ Improvements

Online applications reduce costs, increase data entry accuracy and increase human resource capacity. By eliminating paper forms, manual data entry and manual payment processing, Staff can spend more time educating and supporting applicants and potential applicants on the benefits of becoming licensed. The secure online process will be used by applicants to scan and upload documents, reducing filing and storage requirements. Information will be readily accessible to help Council and Committee make better strategic decisions.

g) Resources for applicants

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

Changes to resources for applicants during 2015 included an expanded Examination Handbook, feedback on the Written Theory Examination for unsuccessful candidates, and restructuring of Registration Forms.

Examination Handbook: Applicants for the College Registration Examinations are provided with a copy of the Examination Handbook which is also available on our website. During 2015, the Examination Handbook was enhanced by providing essential information to candidates about the entire examination process. College staff conducted an environmental scan of other examination administering agencies to establish a proper benchmark as to the types of information to be provided.

Highlights of enhancements to the 2015 Examination Handbook include:

- examination instructions (before, during, after the exam)
- clearly documented candidate responsibilities
- written examinations:
 - weighting of each core competency examined for the Written Theory exam
 - content areas for the Jurisprudence & Ethics exam
- examination protocol including:
 - articulation of violations
 - procedures to assess violations and associated penalties
 - a process to appeal violation decisions Registration Committee
- instructions for emergencies and examination security

Feedback for Examination Candidates: For unsuccessful candidates feedback was expanded from the practical examinations to include the Written Theory Examination. Feedback includes a review of core competencies in which the candidate demonstrates weakness.

Registration Application Forms: Forms were revised as outlined in section (f). and sent to applicants eligible for registration using e-communications. The forms are designed as pdf fillable.

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

Examination Handbook: The Handbook better prepares applicants and candidates for the examination. It clearly articulates the College's responsibilities and the candidate's responsibilities to reduce uncertainty.

Feedback for Examination Candidates: The feedback provides candidates with a better understanding of why they did not achieve the desired results by area of competency. Strengths and areas of improvement are reviewed. Candidates have a better understanding of what is expected of them and are able to better prepare for the next attempt. An informal survey of candidates demonstrated that they found the feedback helpful to establish their study plan.

Registration Application Forms: Ease by which the forms can be completed makes it less onerous for the applicant. Applicants have an electronic

record for future referencing.

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

Examination Handbook: Providing candidates with additional information is in line with the College's fair testing objectives. It also provides Staff with clearly documented procedures/instructions to guide them in the administration of examinations.

Feedback for Candidates: Administering repeat exams is both time consuming and costly. The College expects that timely feedback to candidates will increase candidate success rates on the next attempt. This will increase Staff capacity and be cost effective.

Registration Application Forms: Revising the application form ensured that the College was collecting only necessary information. By using an improved e-communication the College is able to track if and when applicants receive the application and other additional statistical information. Providing electronic forms has decreased office expenses and is environmentally responsible. By eliminating manual forms data integrity and processing efficiencies have increased.

h) Review or appeal processes

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

The College assessed the Examination Appeal Process at the same time the Accommodation Policy review was undertaken. The following improvements were implemented.

1. Appeal forms were developed and are available to candidates for requesting an appeal of their examination results.
2. The process now allows for the appeal of all examinations offered by the College, including Eligibility or Jurisprudence & Ethics Examinations.
3. Candidates are no longer allowed to attend the Appeals Panel meeting.
4. Time frame for a candidate to submit the Incident Reports has been extended from immediate to three days from the end of scheduled examination(s).
5. Exam officials may complete and submit an Incident Report on behalf of the examination candidate under specified circumstances.

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

Changes to requests for appeals and the appeals process resulted in increased clarity and fairness for candidates who are not successful in an examination(s) administered by the College. Benefits to applicants include:

1. Availability of appeal forms at examinations' site making it easier for appellants to record the information as timely and accurately as possible
2. The rights and opportunities to appeal all examinations offered by the College
3. Eliminating non-value added requirements such as attending an Appeal Panel meeting when the appellant is not permitted to submit additional documents or address the panel. The likelihood of any potential bias or conflict of interest is mitigated resulting in the panel rendering a fair decision. Any undue stress for the appellant is also reduced.
4. Extending the period to submit an Incident Reports by the candidate up to three days provides candidates with more time to consider whether to submit an Incident Report after they have left the examination site or in emergencies provides candidates with the opportunity to fulfill appeal procedure requirements.
5. Affording due process in the special circumstance where a candidate cannot complete and submit an appeal form (e.g. onset of illness during exam). By authorizing onsite exam officials to complete an Incident Report on behalf of the examination candidate, all appellants have equal access to the appeals process.

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

The revised procedures provide a clear and structured approach to handling the appealable actions and decisions regarding examination results issued to an examination candidate in a fair and timely manner. The impact of the changes to the College are:

1. Accessible information and a documented process provide a structured guideline for the College and Staff to be transparent and accountable to candidate.
2. Applying the same approach to handling appeals for all examinations offered by the College, including Eligibility or Jurisprudence & Ethics Examinations, makes the appeal process simpler, fair and easy to understand.
3. Reducing the risk of bias by Appeal Panel members in reaching a decision by no longer permitting appellants to attend to the meeting.

Reducing amount of time to complete the initial review of the appeal form and documents by allowing the appellant more time to submit complete and accurate forms.

These changes evidence the College's commitment to transparency and fairness and best practices for applicants.

i) Access to applicant records

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

No changes this year

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

No changes this year

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

No changes this year

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

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

The College's Council cemented its commitment to professional development for Council and College staff during the 2015 College planning session and later in the year as the budget was approved. Registration Staff, Council and Committee Members participated in several professional development and training opportunities:

- Two-day Council planning session brought in leading experts in the fields of self-regulation and governance
- International Conference: Council on Licensure, Enforcement & Regulation (CLEAR) an organization promoting regulatory excellence
- National Conference: Canadian Network of Agencies for Regulation (CNAR) an organization supporting Canadian self-regulators for public protection
- Seminars and online training (i.e. Human Rights, OFC training)
- Registration Committee receives training at its meetings
- Registration Committee toolkit provides useful resources

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

Applicants benefit from Council and Staff members enhanced understanding of best registration practices to achieve fair and transparent decision making. Ensuring applicants' rights are protected including accessibility to the profession for all applicants.

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

The College's commitment to professional development and training of Council (public members and elected members equally) and Staff positively impacts the College in the following ways:

- Improved understanding of health regulation structure in Ontario and current challenges
- Introduction of new concepts/ideas and best practices gained through national and international networking opportunities such as:
 - Reinventing regulation in a changing world
 - Regulating the practice and not just the practitioner
 - Assessing competencies
 - Considering the aging registration population
- Importance of outreach programs and enhanced communications to increase transparency and effectiveness of regulatory responsibilities

k) Mutual recognition agreements

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

No changes this year

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

No changes this year

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

No changes this year

l) Other (include as many items as applicable)

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

A Written Examination Task Force, composed of three professional members, was convened to review and establish the written examination which was presented to the Registration Committee for approval.

Examination markers were provided additional training and detailed marking guidelines including rubrics for each criterion evaluated on the practical exams.

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

By ensuring that the examination multiple choice questions are clear the applicant is assured that we are testing their knowledge rather than test taking skills.

Applicants benefit from standardized marking as it removes marker subjectivity.

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

The changes implemented by the College ensure that we are testing and evaluating the applicant's knowledge of the profession so that the public receives standard qualified and competent professional services.

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

No changes this year

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2. Quantitative Information

a) Languages

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

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

Materials will be made available to applicants upon request.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	30
Female	29
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	15
Female	8
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
35	1	1	Albania 1	0	47
			China 1		
			Colombia 1		
			Egypt 1		
			Israel 1		
			Korea 2		
			Romania 1		
			Syrian Arab Republic 2		
			n/a 0		
			Total 10		

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹

in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
15	5	0	Korea 1 Romania 1 Serbia 1 Total 3	0	23

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
284	16	7	Albania 1 Bosnia And Herzegovina 1 Bulgaria 1 Chile 1 China 1 Czech Republic 2 Egypt 3 Ecuador 1 Fiji 1 Germany 8 Greece 4 Hong Kong 6 Hungary 2 India 2 Iran 1 Iraq 1 Israel 7 Japan 1 Jordan 1 Korea 2 Korea, Republic Of 4 Latvia 1 Lebanon 6 Peru 1 Philippines 2 Poland 26 Romania 9 Russia 2 Scotland 2 Serbia 2 Singapore 1 S. Africa 4 Syrian Arab Republic 2 Trinidad 1 U.K. 14 Ukraine 2 Uruguay 2 OTHER 9 Total 137	118	562

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

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

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

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

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	15	5	0	3	0	23
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	34	1	2	11	0	48
Inactive applicants (applicants who had no contact with your organization in the reporting year)	8	4	0	3	0	15
Applicants who met all requirements and were authorized to become members but did not become members	23	1	0	4	0	28
Applicants who became FULLY registered members	15	5	0	3	0	23
Applicants who were authorized to receive an alternative class of licence ³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence ³	0	0	0	0	0	0

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

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

Additional comments:

i) Reviews and appeals processed

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

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

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	50	6	2	18	0	76
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

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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Additional comments:

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	6
Staff involved in appeals process	2
Staff involved in registration process	2

Additional comments:

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3. Submission

I hereby certify that:

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

Judy Rigby

Title:

Registrar & CEO

Date:

2016/03/11

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