

Fair Registration Practices Report

Traditional Chinese Medicine Practitioners and Acupuncturists (2017)

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

This Fair Registration Practices Report was produced as required by:

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

Index

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

1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

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

The Registration Committee approved the Required Documents policy along with the Alternative Documentation policy.

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

These policies promote fairness and transparency by providing applicants with what documents are required as well as examples of alternative documents that may be considered if they are unable to provide the required documents.

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

The policies set out a procedure for reviewing alternative documents and the possible outcomes of that review. This improves the assessment process by allowing staff better guide an applicant if they are unable to access certain required documents.

b) Assessment of qualifications

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

c) Provision of timely decisions, responses, and reasons

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

An updated timeline was added to CTCMPAO's website at the following link:

<https://www.ctcmpao.on.ca/applicant/applicationfeesandtimelines/>

The College provides all applicant fees and timelines on the application landing page of our website. It also identifies the steps in the registration process that applicants can start and/or complete outside of Canada.

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

The applicant's expectations are now more realistic leading to less uncertainty.

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

Files are processed in a timely manner, preventing delays and application backlogs. With the timelines being available on our website, the number of inquiries has decreased.

d) Fees

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

The registration fees for applicants were increased according to Consumer Price Index plus 2% in accordance with the College's Fee Schedule by-laws.

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

N/A

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

The fee increase has allowed CTCMPAO to stay on budget. The increase had also given the College the ability to increase staff resources in the area of registration services.

e) Timelines

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

The 2017-2018 renewal period was shortened to 10 months, from June 1, 2017 to April 1, 2018, to align the renewal year-end with the fiscal year-end. Only for this renewal period, fees relating to registration were pro-rated for 10 months.

The registration renewal is available online starting on February 1.

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

Registration renewal is 2 months earlier than previous years. Both the fee payment and the completed online renewal must be received by the College by April 1.

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

It aligns with the College's fiscal year to streamline the budgeting process.

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

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

A number of significant changes were made in 2017. The Registration Committee approved the following policies

- Referral to Registration Committee policy
- Translation policy
- Determining Good Character policy
- Required Documentation policy
- Alternative Documentation policy
- Fourth Exam Attempt policy
- Access to Records policy
- Examination Appeals policy
- Registration Appeals policy

On request, College staff visited TCM education institutions offering diploma programs whose graduates may apply to the College. Staff presented to students regarding the application process and registration requirements.

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

- The Referral to Registration Committee policy promotes transparency by providing applicants with information on the referral process and why an application may be referred to the Registration Committee.
- The Translation policy provides applicants with three options for having a document translated into English or French. It further provides applicant with contact information for the Association of Translators and Interpreters of Ontario, should the applicant require an accredited translator.
- The Determining Good Character policy provides applicants and members transparent information on how good character requirement will be assessed in an objective way.
- The Required Documentation policy provides applicants with a clear list of required documents, which allows them to better prepare for the registration process.
- The Alternative Documentation policy outlines a process for considering alternatives regarding the required documentation of qualifications.
- The Access to Records policy ensures all registration applicants have access to information in their file.
- The Fourth Exam Attempt policy helps guide applicants in choosing additional education or training that will meet the College's requirements and better prepare them for the registration examination.
- The Registration Appeals policy specifies how applicants can appeal a Registration Committee decision to the Health Professions Appeal and Review Board.

With all the policies posted on the College website and with College staff visiting schools, applicants are provided with clear, current and accurate registration information.

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

The approved policies provide the College's committees and staff with transparent, objective, impartial, and fair procedures for determining if an applicant or member meets the College's registration requirements.

g) Resources for applicants

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

- The College held monthly workshops for Grandparented members to help them apply for the Prior Learning Assessment and Review (PLAR) process and to answer questions regarding the requirements for transfer to the General Class.
- The College contacted Grandparented members throughout the year to inform them of important deadlines to complete the PLAR process and to help them successfully transfer to the General Class. The College provided this information to members via mail, email, automated phone messages, online videos and social media.
- College staff set up in-person meetings and teleconferences with members to discuss their applications.
- All applicant fees and timelines are posted on the College website: <http://www.ctcmpao.on.ca/applicant/applicationfeesandtimelines/>

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

Members were provided with information to help them complete the PLAR process and transfer to the General Class. They were also provided with opportunities to come into the College office and address their concerns with College staff.

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

Significant staff time was engaged in communications with the members.

h) Review or appeal processes

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

The College created a non-statutory committee on examination appeals. The Examination Appeals Committee will be a standing committee responsible for hearing all appeals from candidates who have failed the examination and who meet the specified criteria.

You can find the policy from the following link:

http://www.ctcmpao.on.ca/resources/forms-and-documents/Examination%20Appeals%20Policy_v002_2017-05-30.pdf

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

Exam candidates now have the opportunity to appeal their examination result. The Examination Appeals policy allows candidates to understand the steps in the process of requesting an appeal.

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

The Examination Appeals policy clarifies the process by which appeals are addressed within the College. The Examination Appeals Committee is made of 3 council members and who are independent from the Registration Committee.

i) Access to applicant records

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

The Registration Committee approved an Access to Records policy in 2017.

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

This policy promotes transparency by notifying applicants of their right to access and amend records related to their application for registration.

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

The policy sets out procedures and timelines to help staff accommodate an applicant's request to access their records.

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

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

An orientation session for both the Registration Committee and Examination Appeals Committee, and registration staff was held in 2017. Legal Counsel and senior staff conducted the orientation, including a review of the legislative obligations for the College registration practices in the Regulated Health Professions Act (including the Fair Access to Regulated Professions, and Ontario Labour Mobility Act), the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and the TCM Act and related registration regulation. The orientation session also covered topics related to accommodations, anti-discrimination, conflict of interest, bias and confidentiality.

Staff have also attended a number of conferences and other events related to registration including ORAC's Managing Cultural Differences workshop, CNAR and the CLEAR conferences.

In addition, Registration Committee and staff maintain a resource binder that has all the registration policies and procedures. This binder is used as a reference by the Registration Committee and staff.

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

By ensuring that committee members and staff are properly trained, applicants can expect a registration process that is transparent, objective, impartial, and fair.

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

Committee members and staff are able to carry out the registration process more effectively with a complete understanding of the regulatory framework and ensuring registration practices are transparent, objective, impartial, and fair.

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

I) Other (include as many items as applicable)

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

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

No changes this year

[BACK TO INDEX](#)

2. Quantitative Information

a) Languages

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

Language	Yes/No
English	Yes
French	No

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	31
Female	78
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
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Male	1076
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Female	1566
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None of the above	0
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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
82	12	0	China 9 Israel 1 Total 10	5	109

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
68	12	0	China 5 Israel 1 Hong Kong 1 Total 7	7	94

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
523	47	14	China 267 Korea, Republic Of 14 Hong Kong 9 Japan 7 Israel 5 Australia 4 Taiwan, Province Of China 2 Russia 2 Pakistan 2 Germany 1 Korea 1 Sri Lanka 1 Moldova, Republic Of 1 Total 316	1742	2642

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:

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	82	12	0	10	5	109
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	0	0	0	0	0	0
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	68	12	0	7	7	94
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

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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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 Class	Description (a)
		Intended for applicants who have formal education and training in the TCM profession.
b)	Student Class	Description (b)
		Student Registration is a means for the College to engage and assist individuals in their preparation for registration as General class members while they are undergoing formal education, preparing for registration examinations, and/or when they are acquiring clinical experience under a registered member.
c)	Inactive Class	Description (c)
		Members in the Grandparented and General class may apply to the Inactive class of membership. The purpose of the certificate in the Inactive class of registration is to allow Grandparented and General class members to remain as members of CTCMPAO when they anticipate that they will not be practising in Ontario for a period of time (for example when on parental, sick or educational leave or practising in other jurisdictions).

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	13	2	0	5	104	124
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

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

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

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

Category	Staff
Total staff employed by the regulatory body	18.5
Staff involved in appeals process	2
Staff involved in registration process	4.5

Additional comments:

[BACK TO INDEX](#)

3. Submission

I hereby certify that:

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

Allan Mak

Title:

Registrar and CEO

Date:

2018/03/01

[BACK TO INDEX](#)
