

Fair Registration Practices Report

Traditional Chinese Medicine Practitioners and Acupuncturists (2018)

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.

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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.

- The Registration Committee updated the Required Documents policy along with the Alternative Documentation policy. These policies are posted on the College website: <https://www.ctcmpao.on.ca/regulation/policies/>.
- The changes require internationally educated applicants applying to the College to submit their education information to the World Education Services (WES) and then submit the WES report or an equivalent credential assessment report to the College.

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

- There is no impact on applicants to report at this time.
- These policies were updated in November 2018 and will be implemented in April 2019.

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

- These changes will help the College determine the legitimacy and authenticity of internationally educated applicants' education, based on a third-party credential assessment report. They will also enhance the College's ability to provide public protection by ensuring that all applicants have the required education.

c) Provision of timely decisions, responses, and reasons

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

- As of April 1, 2018, any Grandparented Class members who did not successfully transferred to General Class would no longer be a member of the College. There was a high volume of applications referred to the Registration Committee, the frequency of meetings was increased from meeting once every 6-8 weeks to 2-4 weeks to accommodate for the increased number of applications.

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

- The wait time for applicants/members to have their case reviewed by the committee was reduced. Applicants were able to receive quicker decisions.

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

- Increased meetings required staff to work extra hours and shift priorities to ensure deadlines are met, and prevent delays and application backlogs.

d) Fees

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

- The College has introduced quarterly pro-rated fees for initial registration for applicants and members.
- The College updated all the documents and CRM system to reflect the changes of fees.

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

- Applicants now pay pro-rated registration fees instead of a full year of registration fees. This improvement has reduced financial impact of registration for initial applicants and members.

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

No changes this year

e) Timelines

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

- The 2018-2019 renewal period is back to one full year.
- The registration renewal is available online starting February 1.

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.

- It aligns with the College's fiscal year for more efficient budgeting and financial reporting.

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

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

- The Council has approved using a third party to assess international graduates' credentials. The following policies were revised:
 - Required Documentation policy
 - Alternative Documentation Policy
- The following applications were changed from paper based to online application:
 - The 2018 Pan-Canadian Examination
 - Safety Program Test
 - Jurisprudence Course Test

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

- Applicants can review their Pan-Canadian Examination, Safety Program Test, and Jurisprudence Course Test application status online. Furthermore, applicants can review their results by logging into their Portal.

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

- The online application process has reduced the data-entry work for the staff, and streamlined the application process.

g) Resources for applicants

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

- The 2018 Pan-Canadian Examination results classified by schools are posted on the CTCMPAO's website to promote transparency regarding schools' performances in Ontario.
- Updated Candidate Examination Guide to include sample questions.
- Updated tips on choosing a TCM school on the College's website.
- College staff visited TCM education institutions that offer a diploma program. Staff spoke to students about the College's application process, examination process, and registration requirements.

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

- The added sample questions in the Candidate Examination Guide, which provides applicants with examples of questions on the Pan Canadian Examination.
- The updated tips on choosing a TCM school in Ontario and the Registration Examination results classified by Ontario schools will allow potential students to use these documents as a reference when considering schools.
- The College visits schools and provides applicants with clear, current, and accurate registration information.

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

- These resources help the College avoid high volume of inquiries from applicants regarding the registration requirements and examinations.

h) Review or appeal processes

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) 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.

- All members of Council receive annual comprehensive training on their duties and roles as Council and Committee members.
- Registration and Examination Appeals Committees received annual training. Legal Counsel and senior staff conducted the training including a review of the legislative obligations for the College registration practices under the RHPA, the Human Rights Code, AODA, the TCM Act and registration regulations. Training also covered topics related to accommodations, anti-discrimination, conflict of interest, bias and confidentiality.
- In addition to the annual training, all Registration Committee and staff maintain a resource binder that has all registration policies and procedures. This binder is used as a reference by the Registration Committee and College staff.
- Senior staff regularly attends the Ontario Regulators for Access (ORAC) and Special Needs Assessment Professionals (SNAP) meetings to discuss registration and examinations issues, best practices and trends with other regulators.
- Staff have also attended ORAC's Managing Cultural Differences workshop, Canadian Network of Agencies for Regulation (CNAR) and Council on Licensure, Enforcement & Regulation (CLEAR) conferences.

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 College staff are in better position 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

l) 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

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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	No

Other (please specify)

Additional comments:

French language materials are available upon request.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	34
Female	93
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	939
Female	1456
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
89	27	2	China 7 Hong Kong 1 Taiwan, Province Of China 1 Total 9	0	127

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
81	22	2	China 7 Taiwan, Province Of China 1 Total 8	0	113

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
603	52	16	Australia 4 China 267 Germany 1 Hong Kong 9 Israel 4 Japan 7 Moldova, Republic Of 1 Korea, Republic Of 1 Korea 14 Pakistan 2 Russia 2 Sri Lanka 1 Taiwan, Province Of China 2 Total 315	1409	2395

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	89	27	2	9	0	127
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	7	5	0	1	0	13
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	1	0	0	0	0	1
Applicants who became FULLY registered members	80	21	2	8	0	111
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	1	1	0	0	0	2

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 General class may apply to the Inactive class of membership. The purpose of the certificate in the Inactive class of registration is to allow 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	46	4	1	8	154	213
Applicants who initiated an appeal of a registration decision	0	0	0	0	9	9
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
Staff involved in appeals process	3
Staff involved in registration process	3.5

Additional comments:

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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:

2019/02/27

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