



## **Fair Registration Practices Report 2020**

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO)

Name of the regulated profession: Traditional Chinese Medicine Practitioners and Acupuncturists

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## Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

### a. Requirements for registration, including acceptable alternatives

#### i) Describe any improvements / changes implemented in the last year

In response to the COVID-19 pandemic, CTCMPAO implemented several measures to ensure that applicants can complete the registration process during these unprecedented circumstances. To this end, the Registration Committee approved the following interim changes in our registration requirements and processes:

- Online didactic courses offered during the pandemic have been recognized (on an interim basis) as equivalent to classroom theoretical instruction, as described under section 9 of the Registration Regulation. Similarly, the online didactic courses offered during the pandemic have been accepted for the purpose of approving candidates for the Pan-Canadian Examinations (the registration examinations).



- To be eligible to write the registration examinations, candidates must meet the education and supervised clinical training requirements. However, due to COVID-19, some students were not able to complete their clinical training before the examinations' application deadline. CTCMPAO granted provisional approval to write the registration examinations to all students whose supervised clinical training was delayed because of COVID-19.

The Registration Committee also approved the following interim changes to the application documentation and submission requirements:

- Application for registration forms and the following supporting documentation may be submitted electronically (e.g., pdf format):
  - Letters of standing;
  - Copies of certificates of professional liability insurance;
  - Supervised clinical experience documentation;
  - Confirmation of education standing; and
  - Supervisor Acknowledgement and Undertaking Agreement.
- The requirement for notarized evidence of identity has been temporarily removed. Applicants may submit electronic copies of their documentation (e.g., birth certificate, passport).
- Instead of passport size photograph, applicants may submit copies of government-issued photo ID.
- The requirement to have the declaration section of the application form notarized has been temporarily removed.
- The criminal background checks requirement has been temporarily suspended. If a person becomes registered without providing the criminal background check, CTCMPAO will impose a condition on their certificate of registration that the member must provide a criminal record check within six months of registration.
- Documents that may be required to confirm applicants' language fluency may be submitted electronically. If required, interviews may be conducted by videoconference instead of in-person.
- The requirement for the original transcript of academic record has been temporarily suspended. CTCMPAO is accepting on a temporary basis an email confirmation of program completion. Similarly, program curriculum and/or course outlines may be submitted electronically. If a person becomes registered without the official transcript, CTCMPAO will impose a condition on their certificate of registration that the member must ensure that their official transcript is submitted directly to CTCMPAO by their education program within six months of registration.



- For International Graduates, the World Education Services (WES) credential evaluation and authentication report may be submitted electronically. The original transcript requirement has been temporarily suspended. Applicants may submit copies of their transcripts, curriculum and course outlines electronically.

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

The changes to the registration requirements listed in this section allowed applicants to complete the registration process, during the pandemic.

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

The interim changes have put additional strain on CTCMPAO resources, e.g., requiring additional monitoring. Although the workload for staff had increased, the interim changes helped ensure that applications were processed without delay. CTCMPAO website and other communications required frequent updates to ensure that applicants are aware of how to complete the registration process during the pandemic.

b. Assessment of qualifications

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

In 2020, the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) updated the Pan-Canadian Examinations (the registration examinations) to reflect the 2018 Entry-Level Occupational Competency Profile. In addition, the PCE delivery model has been updated to take advantage of Computer-Based Testing (CBT). With the introduction of CBT, the structure of the examinations had also changed. Scoring for the written examination and the clinical case study examination has been combined into a single score. Candidates no longer have to pass each examination separately, but instead, the CBT examination will include two components: the written multiple-choice question component, and the clinical case question component. Scores for the two components have been combined into a single score.

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

With the change to a CBT format, applicants have increased access to the examinations, which are now offered twice a year. Candidates are no longer limited to one testing center. Eligible exam candidates have access to additional resources to help them prepare for the examinations, such as a practice exam and platform tutorial.



- iii) Describe the impact of the improvements/changes on your organization

The change to a new examinations format was coordinated at a national level through CARB-TCMPA. CTCMPAO updated its communications (e.g., the examinations webpage and guides) to ensure that candidates are informed of the changes to the examinations format and have access to all the resources. CTCMPAO's database workflows and internal processes also needed to be updated to accommodate the changes.

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

Registration Renewal Fees - in response to the COVID-19 pandemic, CTCMPAO introduced the following (interim) changes:

- Extended the renewal fee payment deadline (from April 1) to June 1, 2020
- Waived the late renewal fees
- Introduced a temporary installment plan option for members who were experiencing financial difficulties because of the pandemic.
- Approved a potential reduction of the 2021-2022 renewal fees for the General Class by \$300 (from \$1,300 to \$1,000).

- ii) Describe the impact of the improvements/changes on applicants

The measures related to the registration fees listed above were implemented in response to COVID-19 and its impact on members' practice. They had a direct impact on applicants who registered with CTCMPAO during 2020. The changes helped to ensure that members were able to renew and maintain their registration with the College during the pandemic.



- iii) Describe the impact of the improvements/changes on your organization

The changes to the registration fees helped to ensure members were able to renew and maintain their registration with the College during the pandemic and that Ontarians could continue to access safe, qualified TCM healthcare services. The changes had an impact on CTCMPAO resources (e.g., the increased workload in the administration of the payment plan); it is also expected that the potential renewal fee reduction will result in a loss of revenue in the fiscal year of 2021-2022.

e. Timelines

- i) Describe any improvements/changes implemented in the last year

Before the pandemic, the Safety Program Test and the Jurisprudence Course Test had been administered on a monthly basis, as in-person tests conducted at CTCMPAO offices. With the emergency measures implemented in March 2020, the in-person test option was no longer available. CTCMPAO moved to an online-proctored format in June 2020. However, the transition resulted in registration delays for some of our applicants when the tests were not available between March and May.

- ii) Describe the impact of the improvements/changes on applicants

Some of CTCMPAO applicants experienced delays in the requisition process because they could not access the Safety Program Test and the Jurisprudence Course Test between March and May 2020 (during the transition to the online proctored test format). Once implemented, the online proctored test format allowed applicants more options and flexibility in scheduling the tests.

- iii) Describe the impact of the improvements/changes on your organization\

The transition to the online proctored format for the Safety Program Test and the Jurisprudence Course Test required CTCMPAO to change its test administration process. The online proctored format increased the cost of administering both tests.

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

- i) Describe any improvements/changes implemented in the last year

**Policy changes** - the College has made minor edits to the following registration policies:

- Access to Records Policy;
- Certificate in the Inactive Class of Registration Policy;
- Certificate of Registration Policy; and
- Written Language Plan Policy.

The policies have been updated to remove references to outdated items such as references to annual renewal stickers, fees, and Grandparented class.

**Process Changes** - in response to the COVID-19 pandemic, CTCMPAO implemented several measures to help ensure continuity in the registration processes and to allow applicants to complete their registration during these unprecedented circumstances. The College's processes for reviewing examinations and registration applicants needed to adjust in order to implement the changes discussed under section a) i. For example, our examinations eligibility review process changed in order to accommodate students whose supervised clinical training was delayed because of COVID-19. In addition, the Safety Program Test and the Jurisprudence Course Test have been moved to an online proctored format, allowing applicants for General certificates of registration to complete these non-exemptible registration requirements during the pandemic. Similarly, the Pan-Canadian Examinations, administered by the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA), have been moved to an online proctored format allowing candidates to complete the exam remotely within the scheduled timeline.

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

The policy changes mentioned above did not have a significant impact on applicants. The changes ensure that applicants have access to up-to-date and consistent information.

The changes in our registration processes allowed applicants to complete the registration process during the pandemic with minimal delays.

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

The policy changes mentioned above did not have a significant impact on CTCMPAO resources. The changes ensure that the policies are up-to-date and consistent with our current processes.

The changes in the registration processes impacted the College's resources (e.g., requiring additional monitoring). Staff needed to develop new procedures to adapt to working from home with limited office time and to ensure a smooth transition to online proctored tests and examinations.

g. Resource for applicants

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

- The Jurisprudence Handbook was updated with references to relevant legislation, new standards, as well as changes to the registration policies section to reflect current practice.
- Application forms and supporting documents were updated to ensure applicants receive the most up-to-date information.



- The Pan-Canadian Examination webpage was updated to reflect the new examinations format. The updates included the following supporting documents:

- The CARB-TCMPA Candidate Handbook
- CTCMPAO Pan-Canadian Examination Application Guide
- CARB-TCMPA PCE Accommodations Request Form
- CARB-TCMPA PCE Accommodations Verification Form

- ii) Describe the impact of the improvements/changes on applicants

The resources listed above helped to ensure that applicants receive the most up-to-date information from the College.

- iii) Describe the impact of the improvements/changes on your organization

CTCMPAO updated its website and other resources to ensure that applicants have access to up-to-date and accurate information.

#### 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 applicants' records

- i) Describe any improvement/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

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

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. Describing any improvements/changes implemented in the last year

- 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

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

No changes this year

Provide any additional information:

N/A

## Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

### a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes, if requested.

Other (please specify):

N/A

### b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	52
Female	144
None of the above	0

Additional comments:

N/A

### 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	977
Female	1593
None of the above	0

Additional Comments:

N/A

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
134	32	4	Australia: 1 China: 16 France: 1 Hong Kong: 3 New Zealand: 1 South Korea: 1 Vietnam: 1  Total: 24	2	196

Additional comments:

N/A

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 education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
106	20	2	Australia: 1 China: 11 France: 1 Hong Kong: 2 Vietnam: 1  Total: 16	1	145

Additional comments:

N/A

f. Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
800	56	24	Australia: 5 China: 314 France: 1 Germany: 1 Hong Kong: 12 Israel: 4 Japan: 7 Moldova: 2 Pakistan: 1 Russia: 2	1321	2570

			South Korea: 16 Sri Lanka: 1 Taiwan: 2 Vietnam: 1  Total: 369		
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**g. Application processed**

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	134	32	4	24	2	196
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	11	0	1	4	0	16
Inactive applicants. Those 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 <u>but did not</u> become members	16	12	1	3	1	33

Applicants who became <u>fully</u> registered members	98	19	2	12	1	132
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	1	0	0	1	0	2
Applicants who were issued an alternative class of licence*	8	1	0	4	0	13

- 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:

In 2020, due to COVID-19, the College registered a number of members with conditions related to the required documentation. For example, if a person became registered without providing the criminal background check, the CTCMPAO imposed a condition on their certificate of registration that the member must provide a criminal record check within six months of registration. These conditions did not limit the members' practice and are not captured as "alternative licences" above.

#### h. Classes of certificate/licence

Provide a description of the classes of certificate/license offered by your organization.

You should have at least one class listed.

#	Certification	Description
1	General Class	Intended for applicants who have met all of the requirements for registration, including formal education and training in the TCM profession, and successful completion of the registration examinations.

2	Student Class	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.
3	Inactive Class	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 practicing in Ontario for a period of time (for examination when on parental, sick or educational leave or practicing in other jurisdictions).

Additional comments:

N/A





### i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	8	3	0	7	1	19
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals hear	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

N/A

### j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	16
Number of staff involved in the appeals process	3
Number of staff involved in the registration process	4

Additional comments:

N/A

### Submission

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

**Title:** Registrar and CEO

**Date:** April 30, 2021