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Page 1: Fair Registration Practices Report 2022

Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

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**Q2**

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

**Yes,**

Description of change/improvement that would impact fair registration outcomes:

The College developed and implemented a Chinese-language version of its entry-to-practice examination, in an effort to reduce barriers to the profession, and in response to requirements within Bill 88. This new version of the exam was offered in the Fall of 2022 in both Traditional and Simplified Chinese, and allowed some candidates who lacked proficiency in English or French to demonstrate their knowledge and skills related to the practice of the profession. In preparation for requirements under Regulation 508/22, the College also revised its Language Fluency Policy. The College added several approved language proficiency tests as acceptable means of demonstrating reasonable fluency in English or French, and established minimum passing scores required for each of the tests. Throughout 2022 the College retained a series of interim changes regarding registration requirements and processes that were introduced in previous years in response to the pandemic. These interim changes included allowing candidates to write the registration examination prior to completing their supervised clinical training; allowing application documentation to be submitted electronically; and recognizing online didactic courses as equivalent to classroom theoretical instruction. In 2022 the College began developing registration requirements for two new proposed classes of registration – an Emergency class and a Provisional class. As these classes do not exist in the current Registration Regulation, work also began on drafting the necessary amendments to the Regulation, to be submitted in 2023 for Ministry approval. The College appointed a number of non-council members to serve on statutory committees, including the Registration Committee. The participation of these new committee members in the review of applications and the related decision-making processes is an important factor in helping the College maintain transparent, objective, impartial and fair registration practices.

**Q3**

Assessment of qualifications

**Yes,**

Description of change/improvement that would impact fair registration outcomes:

Ordinarily, candidates must have completed the supervised clinical training component of their education programs, in order to be eligible for the entry-to-practice examinations. However, as noted in a previous question, on a temporary basis and in response to ongoing effects of the pandemic, the College continued to allow applicants to sit their Pan-Canadian Examinations prior to having completed their clinical training. The criteria for assessing qualifications did not change in any other respect.

**Q4**

Timelines for registration, decisions and/or responses

**Yes,**

Description of change/improvement that would impact fair registration outcomes:

The College hired additional staff to help process applications for registration examinations and other tests that are required before registration. Hiring included staff specifically brought on to assist with applications for the new Chinese-language examinations that were introduced in 2022. Having additional, specialized personnel allowed for more timely responses to inquiries, and improved the turnaround time of these applications. The College's continued, interim acceptance of electronically submitted documentation also made the application process faster and easier for candidates, and helped to reduce processing times.

**Q5**

Registration and assessment fees

**No**

**Q6**

Resources for applicants

**Yes,**

Description of change/improvement that would impact fair registration outcomes:

We created a sample exam application and a flowchart/checklist, and posted them on the College's website. These instructional resources were developed to guide applicants through the process and to help reduce the incidence of errors or incomplete submissions.

**Q7**

Changes to internal review or appeal process

**No**

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**Q8**

**No**

Access by applicants to their records

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**Q9**

**No**

Mutual recognition agreements

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**Q10**

Training and resources for staff regarding registration

**Yes,**

Description of change/improvement that would impact fair registration outcomes:

Management staff attended the Canadian Network of Agencies for Regulation (CNAR) conference. Other staff also participated in a Decisions and Reasons writing workshop, and in Registration Committee training.

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**Q11**

Relationship with third party service provider(s)

**No,**

Description of change/improvement that would impact fair registration outcomes:

The College engaged an external communications firm to highlight the availability of the Chinese-language entry-to-practice examinations. Communications were distributed through various channels, with emphasis on Chinese language media outlets, to promote the enhanced accessibility of the exams.

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**Q12**

Accreditation of educational programs

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:

Together with the Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine and Acupuncturists (CARB-TCMPA) and other partners, the College completed development of draft standards for program accreditation at the national level. Work is ongoing to adapt and implement these standards in Ontario, with plans to pilot an education program approval process in 2023.

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**Q13**

Technological or digital improvements

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:

The delivery of online-proctored exams continued throughout 2022, making them more accessible for candidates affected by pandemic-related restrictions or concerns.

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**Q14**

Anti-racism and inclusion-based policies and practices

No

**Q15**

Organizational structure

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:

The College separated the administration of its Registration/Examinations and Quality Assurance departments, and hired staff dedicated to each area. Having distinct resources for each department helps to ensure proper prioritization and timely completion of initiatives affecting the respective areas. Within the Registration and Examinations department, staff was brought on specifically to help manage processes and inquiries related to the new Chinese language exams introduced in 2022.

**Q16**

Contingency or continuity of operations plans

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:

To maintain safe working conditions for staff and thereby preserve the continuity of operations, the College continued to operate a hybrid work environment, with staff working remotely the majority of the time.

**Q17**

Documentation requirements for registration

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:

We maintained the interim measures regarding documentation requirements that were introduced in previous years, in response to the pandemic. These measures included accepting electronic versions of supporting documents for applications (eg school transcripts, proof of ID), and for some documents, permitting deferred submission.

**Q18**

English / French language proficiency testing

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:

To comply with Regulation 508/22 which went into effect January 1, 2023, the College established minimum scores for the approved language proficiency tests set out in the Regulation.

**Q19**

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

- |   |   |
|---|---|
| 1 | The development and implementation of Chinese language entry-to-practice examinations |
| 2 | The completion of the standards for education program approval                        |
| 3 | Began development of two new classes of registration - Emergency and Provisional      |
- 

**Q20**

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

- |   |   |
|---|---|
| 1 | Education program approval is not yet implemented, although the standards have now been established. In the absence of approved programs, applicants must submit detailed course summaries for their education history, which staff must review thoroughly on a case-by-case basis. The College is in the midst of creating a program approval process, which will simplify the application and review process, and will promote consistent standards of education in the province. |
| 2 | Not having an online application for registration. In the current process, once the application form has been submitted, details must be extracted and manually entered into the College's member database. An online application is currently in development. When deployed it will streamline the application process for both applicants and staff.  |
| 3 | The College's ability to sustain Chinese language examinations. Maintaining the human and financial resources necessary for the ongoing development and translation of the exams into both traditional and simplified Chinese, and promoting the awareness of their availability, will pose a challenge.  |
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**Q21**

No

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

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## 2022 Fair Registration Practices Report

**Q22**

**QUANTITATIVE SECTION** The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

**English ,**

**French,**

**Other (please specify below),**

Other (please specify):

French - upon request Mandarin - verbally, as needed

Cantonese - verbally, as needed

**Q23**

**Membership Data Demographics Data** As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	<b>971</b>
Total Female	<b>1719</b>
Total Non-binary	<b>0</b>
Gender not provided	<b>0</b>
Overall Total	<b>2690</b>

**Q24**

In relation to your members: Do you collect race-based data?

**No**

**Q25**

Do you collect other identity-based or demographics data?

**No**

**Q26**

Do you plan to collect race-based data in the future?

**No**

**Q27**

**Class of License/Certificate Data** As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	<b>2323</b>
Provisional/Limited	<b>200</b>
License/Certificate	
Emergency	<b>0</b>
License/Certificate	
All other classes	<b>167</b>
Overall Total	<b>2690</b>

**Q28**

Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	<b>1093</b>
Other Canadian Provinces and Territories	<b>66</b>
USA	<b>29</b>
Other Countries	<b>380</b>
Multiple and/or Unspecified Jurisdiction	<b>1122</b>
Total	<b>2690</b>

**Q29**

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	<b>China 314</b>
2	<b>USA 29</b>
3	<b>Taiwan 16</b>
4	<b>Hong Kong 12</b>
5	<b>South Korea 11</b>
6	<b>Japan 11</b>
7	<b>U.K. 3</b>
8	<b>Australia 3</b>
9	<b>Sri Lanka 3</b>
10	<b>Pakistan 3</b>
11	<b>Israel 3</b>
12	<b>Moldova 1</b>

**Q30**

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	<b>45</b>
Total Female	<b>171</b>
Total Non-binary	<b>0</b>
Gender not provided	<b>0</b>
Overall Total	<b>216</b>

**Q31**

**No**

In relation to the applications, you received: Do you collect race-based data?



**Q32****No**

Do you collect other identity-based or demographics data?

**Q33**

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

1

**Q34**

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	<b>171</b>
Number of Applicants Licensed/Certified	<b>145</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>2</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>1</b>

**Q35**

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	<b>44</b>
Number of applicants fully licensed/certified	<b>39</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>2</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>1</b>

**Q36**

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	<b>6</b>
Number of applicants fully licensed/certified	<b>5</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>2</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>1</b>

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### Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	<b>9</b>
Number of applicants fully licensed/certified	<b>9</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>2</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>1</b>

### Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	<b>0</b>
Number of applicants fully licensed/certified	<b>0</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>0</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>0</b>

### Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	<b>205</b>
Number of applicants fully licensed/certified	<b>150</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>2</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>1</b>

## 2022 Fair Registration Practices Report

### Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

### Q41

**Respondent skipped this question**

Please provide any additional comments you may have for questions 33-41.

### Q42

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	<b>Taiwan 5</b>
2	<b>China 3</b>
3	<b>Hong Kong 1</b>

### Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

192

### Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	<b>103</b>
3 months – less than 6 months	<b>72</b>
6 months – less than 12 months	<b>17</b>
12 months – less than 18 months	<b>0</b>
18 months – less than 24 months	<b>0</b>
24 months and greater	<b>0</b>

**Q45**

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

31

**Q46**

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	<b>28</b>
3 months – less than 6 months	<b>2</b>
6 months – less than 12 months	<b>1</b>

**Q47**

Other Licenses/Certificates of Registration  
ProcessedPlease indicate the number of applicants who were issued an alternative class of license\* that your organization processed in the reporting year (January 1-December 31, 2022).Enter the data by the 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.\* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	<b>69</b>
Other Canadian Provinces and Territories	<b>16</b>
Certificate to Certificate (Labour Mobility)	<b>3</b>
USA	<b>1</b>
Other International	<b>8</b>
Multiple and/or Unspecified Jurisdictions	<b>1</b>
<b>TOTAL</b>	<b>98</b>

**Q48**

Other Licenses/Certificates of Registration  
ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the 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.

Ontario	<b>0</b>
Other Canadian Provinces and Territories	<b>0</b>
Certificate to Certificate (Labour Mobility)	<b>0</b>
USA	<b>0</b>
Other International	<b>0</b>
Multiple and/or Unspecified Jurisdictions	<b>0</b>
<b>TOTAL</b>	<b>0</b>

**Q49**

Other Licenses/Certificates of Registration  
ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the 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.

Ontario	<b>45</b>
Other Canadian Provinces and Territories	<b>11</b>
Certificate to Certificate (Labour Mobility)	<b>1</b>
USA	<b>0</b>
Other International	<b>4</b>
Multiple and/or Unspecified Jurisdictions	<b>1</b>
<b>TOTAL</b>	<b>62</b>

## 2022 Fair Registration Practices Report

<b>Q50</b>	Ontario	<b>14</b>
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the 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.	Other Canadian Provinces	<b>3</b>
	USA	<b>0</b>
	OtherCountries	<b>6</b>
	Multiple and/or Unspecified	<b>3</b>
	Countries	
	<b>TOTAL</b>	<b>26</b>

<b>Q51</b>	Ontario	<b>1</b>
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the 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.	Other Canadian Provinces	<b>0</b>
	USA	<b>0</b>
	OtherCountries	<b>0</b>
	Multiple and/or Unspecified	<b>0</b>
	Countries	
	<b>TOTAL</b>	<b>1</b>

<b>Q52</b>	Ontario	<b>16</b>
State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the 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.	Other Canadian Provinces	<b>3</b>
	USA	<b>1</b>
	OtherCountries	<b>9</b>
	Multiple and/or Unspecified	<b>2</b>
	Countries	
	<b>TOTAL</b>	<b>31</b>

<b>Q53</b>	Ontario	<b>0</b>
State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the 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.	Other Canadian Provinces	<b>0</b>
	USA	<b>0</b>
	OtherCountries	<b>0</b>
	Multiple and/or Unspecified	<b>0</b>
	Countries	
	<b>TOTAL</b>	<b>0</b>

<b>Q54</b>	
List the top three reason for appeals (by percentage) of a registration decision	

1	<b>Applicant believed the grounds for the decision were unreasonable. However, he subsequently withdrew his appeal.</b>
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**Q55**

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1

**N/A. The College did not decline any applications from internationally trained individuals.**

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**Q56**

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1

**Previous conduct.**

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**Q57**

**Respondent skipped this question**

Please provide any additional comments you may have:

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