

# Fair Registration Practices Report

## Denturists (2008)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- 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.

### Provision of Information About Registration Practices (1 / 13)

**Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:**

#### a) steps to initiate the registration process

The College details steps to initiate the registration process in the Registration Information guide and Career Map for internationally trained applicants posted on the registration portion of the CDO website. These documents are updated on a continuing basis to ensure information is current, accurate and user friendly. Telephone and email registration inquiries are directed to the Registration Coordinator with hardcopies available upon request.

#### b) requirements for registration

The College specifies requirements for registration in the Registration Information guide and Career Map for internationally trained applicants on the registration portion of the College website. These documents are updated on a continuing basis to ensure information is current, accurate and user friendly. Telephone and email registration inquiries are directed to the Registration Coordinator and hardcopies are available upon request. The CDO website also contains a link to e-laws regarding the College current registration regulations.

#### c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

The College's current registration regulations state that the applicant must have a diploma in denture therapy or denturism from George Brown College or an institution that in the opinion of the Registration Committee, issues an equivalent diploma or degree to George Brown College. A diploma or degree is equivalent if it offers courses in the areas listed in the registration regulation schedule. The Registration Committee determines the applicant has training in subject areas listed in the registration regulation schedule. The CDO website contains a link to the e-laws.

#### d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

The CDO has no specific work experience or practical requirements for registration beyond the practical components already built into the George Brown College denturism program. The CDO expects that any

applicant with academic credentials in denturism from another accredited Canadian school of denturism will have practical experience similar to that provided in the George Brown College denturism program.

e) requirements that may be satisfied through acceptable alternatives

Applicants must meet the non-exemptible registration regulation requirements for a certificate of registration.

f) the steps in the assessment process

The College informs of the steps in the assessment process in both the Registration Information guide and Career Map posted on the College website. Both documents are available in hardcopy or via email upon request.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

Supporting documentation required for registration is specified in the Registration Information guide and the Career Map on the College website.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

The College must have some form of documentation in order to assess an applicant's credentials and proceed with the registration process. The College has not yet encountered an applicant who could not provide the required information.

i) how applicants can contact your organization

Contact information including email, the College address, telephone and fax numbers are listed on the registration website.

j) how, why and how often your organization initiates communication with applicants about their applications

The College forwards written correspondence to applicants who have initiated the application process but have not submitted required documentation, and identifies any errors or omissions in the application.

k) the process for dealing with documents provided in languages other than English or French

The Registration Information guide and Career Map indicate that documentation submitted in a language other than English or French must be accompanied by a copy translated by a certified translator.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

The Registration Information guide and Career Map indicate that applicants who graduated from a denturist or dental program outside of Canada must submit with their application, a comprehensive credential report from one of the following credentialing agencies: World Education Services (WES), International Credential Assessment Service (ICAS) or International Credential Evaluation Service (ICES) to enable the CDO to assess equivalency with the George Brown College Denturism Program. The credentialing agencies' contact information is included in the Registration Information guide and Career Map.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

Current registration regulations state that applicants must have successfully completed the qualifying exam in denturism set by Council within 12 months of the application. However, the CDO permits a second attempt at both the written and practical exams, which may extend the expiry date of the application. Applicants must initiate the qualifying exam process within a year of signing the application form, after which the application form expires. Applicants are notified of Registration Committee Meetings and qualifying examination dates upon request. Applicants deemed eligible to participate in the qualifying exam are advised in writing of the next exam dates. Candidates granted a deferral by the Registration Committee must take the next scheduled exam.

n) the amount of time that the registration process usually takes

The Registration Information guide and Career Map state that the time required to complete the assessment of an application varies considerably and can take anywhere from three months to a couple of years. Delays occur when there are any errors or omissions in the application, when a candidate is unsuccessful in portions of the qualifying exam, or the candidate requests a deferral of the qualifying exam.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Registration fees are listed in the Registration Information guide and Career Map posted on the CDO website. Information pertaining to exams and examination rewrites are forwarded to eligible exam candidates, and outlined in the exam protocol distributed at the candidate orientation.

p) accommodation of applicants with special needs, such as visual impairment

Currently the College does not have information available regarding applicants with special needs, such as visual impairment.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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## Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

There are no differences in fees for internationally trained applicants. All applicants are subject to the same application, qualifying exam, and registration fees. Denturists registered in another Canadian jurisdiction applying through labour mobility are exempt from the qualifying exam.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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## Provision of Timely Decisions, Responses and Reasons (3 / 13)

### a) What are your timelines for making registration decisions?

The time required to complete the assessment of an application varies considerably and can take anywhere from three months to a couple of years. Candidates experiencing difficulty in understanding the forms or the requirements are encouraged to contact CDO staff. Delays will occur if there are errors, omissions, or the College requires clarification / additional information to continue the review of an application. It is recommended that applicants apply with ample time for processing prior to the expected qualifying examination date. Timelines are extended when applicants are unsuccessful at the qualifying exam (written and / practical) and require additional attempts. Applicant requests for deferral of the qualifying exam due to extenuating circumstances further prolong the application process.

### b) What are your timelines for responding to applicants in writing?

Upon receipt of an application, the CDO responds to the applicant with a letter of acknowledgement and notifies the applicant of any errors or omissions within two weeks. An applicant will also be informed if her or his documents are sent to the Registration Committee for review. This happens in cases when the equivalency is not immediately granted by the Registrar, and applicants are advised of the next committee meeting. The CDO notifies applicants regarding the next available examinations. Once applicants have completed their exams, the College forwards written examination results and a subject area mark breakdown within 14 days. Practical exam candidates receive results and copies of their exam evaluation documents within 30 days of completion.

### c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

Registration decisions are organized around the registration committee meeting schedule. The Registration Committee typically meets every six to eight weeks, although a teleconference can be scheduled in the interim if a matter requires a timely decision. The College provides written reasons to applicants regarding registration decisions within one week of the Registration Committee meeting.

### d) Explain how your organization ensures that it adheres to these timelines.

The College ensures that it adheres to these timelines with the use of bring forward systems, holding regular committee meetings and by appraising committee members of time sensitive issues as soon as possible. Additional administrative support staff is employed for the duration of the qualifying exam.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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## Access to Records (4 / 13)

### a) Describe how you give applicants access to their own records related to their applications for registration.

The College grants applicants access to their own application documents upon request. The College forwards copies of documentation and permits applicants to review documentation by appointment at the College offices.

b) Explain why access to applicants' own records would be limited or refused.

The College does not refuse or restrict access to applicant's own records. The College prohibits reproduction and distribution of the written qualifying exam for the purposes of maintaining item databank security.

c) State how and when you give applicants estimates of the fees for making records available.

The College does not charge applicants a fee for accessing their records.

d) List the fees for making records available.

The College does not charge applicants a fee for accessing their records.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

The College does not charge applicants a fee for accessing their records.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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## Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The Registration Information guide and Career Map for internationally trained applicants are available on the College website. Applicants deemed eligible to participate in the qualifying exam are provided with an exam protocol which outlines the subject areas, daily instructions, evaluation criteria and mark breakdown of the four practical exam projects. The College facilitates a candidate orientation session prior to each exam session to review protocol, evaluation criteria, and answer any candidate questions.

b) Describe how your organization provides information to applicants about these resources.

Applicants with internet access are referred to the Registration website for information pertaining to registration requirements. Hardcopies are available upon request. Upon being deemed eligible to take the qualifying examination, the College notifies the applicant in writing to attend the mandatory orientation session where copies of the exam protocol and evaluation criteria are distributed. Applicants unable to attend the orientation session due to extenuating circumstances are forwarded hardcopies of the protocol and evaluation criteria.

Please identify and explain the changes in your registration practices relevant to this section that

occurred during the reporting year.

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### Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

When the academic credentials of an applicant appear not to be equivalent to the George Brown College denturism program, the Registrar will refer the application to the Registration Committee, who will carry out an assessment of the applicant's credentials for equivalency. If the applicant's education is not deemed equivalent, the Registration Committee may recommend a course upgrade. This decision cannot be internally reviewed or appealed. The next step for applicants wishing to appeal such decisions is to take their case to the Health Professions Appeal and Review Board. The Registration Committee typically meets every six weeks. Decisions regarding examination results can be appealed internally.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

There were no internal reviews or appeals of registration decisions in 2008 that exceeded our timelines.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

There were no internal reviews or appeals of registration decisions in 2008 by internationally trained applicants that exceeded our timelines.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

A candidate who makes an inquiry regarding examination results will be directed to the Registrar of the College. Any such inquiry must be made within 35 days of the mailing of the examination results. The Registrar will discuss the matter with the candidate, review any materials she/he considers appropriate and determine whether, in her/his opinion, there was an error on the part of the College. Should the Registrar determine that there was an error on the part of the College; the Registrar shall take what action she/he deems necessary to correct the error. However, unless there is an addition error in the calculation of the examination marks, the Registrar cannot deem that that candidate has passed the examination. The Registrar will notify the candidate of her/his decision and inform the candidate of what, if any, actions the Registrar will be taking. Should the candidate not be satisfied with the Registrar's decision, she/he may appeal the results of the examination within 30 days of receiving the Registrar's decision, by following the procedures outlined in the Policy Regarding Appeals of the Qualifying Examination Results. Candidates who wish to appeal their examination results must submit a written request to the College within 35 days of the mailing of examination results or, if an inquiry has been made, within 30 days of the receipt of the Registrar's decision. The written request must state the grounds for the appeal and must include appropriate supporting particulars and documentation.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e.,

orally, in writing or by electronic means) for internal reviews or appeals.

The exam appeal policy is detailed in the protocol distributed to candidates at the exam orientation session.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

Requests for appeal will be reviewed, if possible, by the Executive Committee within three weeks of receipt. Should the Executive Committee determine that the request has a reasonable prospect of meeting the grounds for an appeal, it will appoint a panel consisting of one professional member of Council, one public appointee to the Council and one non-Council professional member of the College to review the appeal and render a decision. None of the panel members shall be current CDO examiners, members of the Qualifying Examination Committee or members of the Registration Committee.

e) Describe your internal review or appeal process.

Policy Regarding Inquiries of Qualifying Examination Results: A candidate who makes an inquiry regarding examination results will be directed to the Registrar of the College. Any such inquiry must be made within 35 days of the mailing of the examination results. The Registrar will discuss the matter with the candidate, review any materials she/he considers appropriate and determine whether, in her/his opinion, there was an error on the part of the College. Should the Registrar determine that there was an error on the part of the College; the Registrar shall take what action she/he deems necessary to correct the error. However, unless there is an addition error in the calculation of the examination marks, the Registrar cannot deem that that candidate has passed the examination. The Registrar will notify the candidate of her/his decision and inform the candidate of what, if any, actions the Registrar will be taking. Should the candidate not be satisfied with the Registrar's decision, she/he may appeal the results of the examination within 30 days of receiving the Registrar's decision, by following the procedures outlined in the Policy Regarding Appeals of the Qualifying Examination Results. Policy Regarding Appeals of the Qualifying Examination Results: Grounds for Appeal Candidates are allowed to appeal the results of their examination on the following grounds: 1. ill health 2. extreme distress 3. procedural or administrative problems with the examination 4. other extenuating circumstances that could reasonably be considered to have impacted negatively on the candidate's performance The Appeal Process Candidates who wish to appeal their examination results must submit a written request to the College within 35 days of the mailing of examination results or, if an inquiry has been made, within 30 days of the receipt of the Registrar's decision. The written request must state the grounds for the appeal as outlined above and must include appropriate supporting particulars and documentation. Appropriate supporting documentation will vary depending on the grounds and circumstances of the appeal. The written request must be accompanied by a fee payment of \$100.00. Payment may be in the form of money order, certified cheque or credit card. Requests for appeal will be reviewed, if possible, by the Executive Committee within three weeks of receipt. Should the Executive Committee determine that the request has a reasonable prospect of meeting the grounds outlined above, it will appoint a panel consisting of one professional member of Council, one public appointee to the Council and one non-Council professional member of the College to review the appeal and render a decision. None of the panel members shall be current CDO examiners, members of the Qualifying Examination Committee or members of the Registration Committee. Possible Outcomes of an Appeal The appeal panel will review the matter and may request further documentation or information from the candidate, the College and others, if required. Following review of the matter, the appeal panel will make one of the following determinations: That the events identified in the grounds for the appeal could not have affected the candidate's examination performance to the extent that the candidate failed the examination as a result. That the events identified in the grounds for the appeal could have affected the candidate's examination performance to the extent that the candidate failed the examination as a result. That the events identified in the grounds for appeal are such that they require reassessment of the candidate's examination. Should the panel's decision be that the events identified in the grounds for the appeal could not have affected the candidate's examination performance to the extent that the candidate failed the examination as a result, the College will take no further action on the matter. Should the panel determine that the events identified in the grounds for appeal are such that they could have affected the candidate's examination performance to the extent that the candidate failed the examination as a result, the panel has the authority to make either or both of the following decisions: To allow the candidate to re-sit the examination without the appealed attempt being counted as one of three allowed attempts To allow the candidate to re-sit the examination at no cost or a reduced cost In this case the panel cannot assume that the candidate would have passed the examination if it

were not for the circumstances of the appeal, therefore the panel cannot grant a passing mark to the candidate. Should the panel determine that the events identified in the grounds for appeal are such that they require reassessment of the candidate's examination, they will so order in so far as the reassessment is reasonable and necessary. The reassessment shall be done by a team of trained examiners appointed by the Executive Committee and shall assess those portions of the examination specified by the panel. After receiving the results of the reassessment, the panel has the authority to determine whether the candidate's examination result shall be changed based on the reassessment. Regardless of the panel's decision, the candidate shall be notified in writing, with reasons given, at the earliest opportunity following the completion of the written decision. Appeal results will not be conveyed verbally. All decisions of the panel are final. Refund of Appeal fee Should the panel determine that the events identified in the grounds for appeal are such that they could have affected the candidate's examination performance to the extent that the candidate failed the examination as a result, and that the College was responsible for the grounds for appeal (eg, administrative error) the candidate's appeal fee will be refunded. Appeal fees will not be refunded should the panel's decision be that the events identified in the grounds for the appeal could have affected the candidate's examination performance to the extent that the candidate failed the examination as a result but that the events identified in the grounds for the appeal were not the responsibility of the College. Appeal fees will not be refunded should the panel's decision be that the events identified in the grounds for the appeal could not have affected the candidate's examination performance to the extent that the candidate failed the examination as a result.

f ) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

The Registration Committee is comprised of two professional members of Council, one non-Council professional member, and a public member. There are currently no internationally trained committee members, and no statutory requirements or by-law provisions regarding internationally trained members.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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### Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

The Registration Information guide outlines the appeal process to the government-appointed Health Professions Appeal and Review Board <http://www.hparb.on.ca/>, and is posted on the CDO website.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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## Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

To be eligible to attempt the College's qualifying examination an applicant must have a diploma in Denture Therapy or Denturism from George Brown College or a diploma or degree from any other institution that in the opinion of the Registration Committee is equivalent to a diploma in Denturism from George Brown College. Applicants must provide a notarized copy of the diploma with complete official transcripts from the college or university. Applicants who graduated from a Denturist (or Dental) program outside of Canada must submit with their application, a Comprehensive Credential Report from one of the following credentialing agencies (World Education Services, International Credential Assessment Service, or International Credential Evaluation Service) to enable the College of Denturists of Ontario to assess equivalency with the George Brown College Denturism Program. Applicants who graduated from a Denturism (or Dental) program that was not taught in English or French must submit with their application, proof of English or French language proficiency. For English, TOEFL results (a minimum score of 580 points for the TOEFL PBT, 237 points for the TOEFL CBT, or 92 points for the TOEFL iBT is required- the CDO accept tests no older than four years). For French, the results of the test used by Office de la langue Française of the Government of Quebec (a minimum result of 60% is required). Documentation submitted that is not in either English or French must be accompanied by a copy translated by a certified translator. If applying under a name which is different from the one recorded on the denturism/dental diploma, a certified copy of the name change, marriage certificate, or divorce decree (as applicable) must accompany the application. The College administers a qualifying examination which is held twice per year. The examination is comprised of two components - a written examination and a practical examination. Eligible candidates must successfully complete the written examination before they will be permitted to attempt the practical examination. Candidates must successfully complete both the written examination and the practical examination in order to qualify for registration as a Denturist in the province of Ontario.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

In accordance with the College's current registration regulations, the Registration Committee is compelled to base equivalency of applicants who have graduated from a program other than the George Brown College Denturism program on George Brown College Denturism subjects identified in the registration regulation schedule. An internationally trained applicant's diploma or degree is equivalent if it offers courses in the areas listed in the schedule. The Registration Committee determines the applicant has training in subject areas listed in the registration regulation schedule based on the information provided in the comprehensive credential report.

c) Explain how work experience in the profession is assessed.

The CDO has no specific work experience or practical requirements for registration beyond the practical components already built into the George Brown College denturism program. The CDO expects that any applicant with academic credentials in denturism from another accredited Canadian school of denturism will have practical experience similar to that provided in the George Brown College denturism program. The Registration Committee considers an applicant's work experience if she/he is lacking in a subject area.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

The CDO ensures the validity of information regarding educational systems and credentials of internationally trained applicants through the use of the following credentialing agencies: World Education Services (WES),

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

The Registration Committee bases equivalency of applicants who have graduated from a program other than the George Brown College Denturism program against George Brown College Denturism subjects identified in the Registration Regulation Schedule.

f ) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

ICAS Assessment Reports compare credentials held by an individual, to the education systems in Ontario. The evaluation policies are established by the ICAS Management Board which is composed of individuals from senior levels of government, education and industry, each of whom has extensive experience in education in Canada and internationally. Policies are established using recognized credential evaluation criteria, taking into account assessment practices in Canada and internationally. ICAS has an extensive on-site research library and an electronic database of comprehensive information on education systems around the world. Thousands of academic qualifications are recorded through a tracking system which provides reference sources. ICAS uses electronic databases and communicates on an ongoing basis with governments, national academic assessment bodies and other credential evaluation agencies to remain current on changes in educational systems and specific qualifications. WES employs over 100 professionals, from more than 30 countries around the world who are sensitive to concerns of its foreign-trained clientele and the regulatory colleges that work with them. The WES evaluators have extensive experience and training in US and international education systems and are recognized authorities in their fields. A WES evaluator is assigned who then verifies all required and relevant documents. The credentials are then evaluated through various criteria including: admissions requirements, education level, type of institution, objective of educational program, information measured against U.S. standards, all grades and courses converted to U.S. equivalents, and evaluation reviewed by senior evaluators. The completed evaluation is sent to the applicant and board within 7 days from receipt of all required documents, fees and application. The Registration Committee can make its decision regarding eligibility with confidence, knowing that the WES evaluation report accurately reflects the candidate's academic performance. WES conducts extensive research on education systems and evaluation methodology and is part of a global network that assures access to up-to-date information on international higher education. WES maintains an evaluation database of 45,075 foreign academic institutions, one million courses and 1600 grading scales from around the world. ICES provides individuals possessing educational credentials from outside BC or Canada with accurate, equitable, affordable, with reliable evaluations of their educational documents. ICES reports offer a general comparability of the years and levels of study necessary to complete a program. ICES follows the standard methodology used in evaluation services throughout Canada and the United States and applies this methodology consistently to all clients. ICES offers a service which authenticates documents, conducts research based on well established methodologies, and then issues an evaluation report that provides a general recommendation of the comparability of education earned outside of Canada to the Canadian education system. ICES is a founding member of the Alliance of Credential Evaluation Services of Canada (the Alliance). The Alliance ensures that individuals have access to fair and credible credential assessment services. Members of the Alliance follow principles of good practice that are consistent with international standards.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

The College does not have any policies in place to accommodate applicants with special needs, such as visual impairment.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

The average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued can take anywhere from four months to three years.

Applicant requests for deferrals of qualifying exams result in the length of time being extended, as do unsuccessful attempts at the qualifying exam. Candidates who fail their second attempt may require additional training prior to being permitted a third attempt, which could alter timelines.

i. State whether the average time differs for internationally trained individuals.

The average time does not differ for internationally trained individuals. The summer exam session is held in July, based on the George Brown College calendar. Internationally trained individuals can apply all year as the College holds the exam twice a year to expedite the registration process. In the simplest of cases, when applicants apply for registration with fully recognized credentials, the process can take a few months. When applicants have failed portions of the qualifying exam, or request deferrals, the process can take a couple of years.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

The average time for internationally trained applicants is approximately the same as that of George Brown College students. It may vary depending on the length of time required to gather the relevant documentation (credential and TOEFL reports).

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

The CDO does not conduct credential assessments

ii. Describe the criteria that are applied to determine equivalency.

The CDO does not conduct credential assessments

iii. Explain how work experience is taken into account.

The CDO does not conduct credential assessments

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The CDO does not conduct competency assessments

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The CDO does not conduct competency assessments

iii. Explain how work experience is used in the assessment of competency.

The CDO does not conduct competency assessments

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

The CDO does not conduct prior learning assessments

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

The CDO does not conduct prior learning assessments

iii. Explain how work experience is used in the assessment of prior learning.

The CDO does not conduct prior learning assessments

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The College administers the qualifying exam twice a year, which consists of both written and practical components. The written examination is a multiple choice examination designed to assess the candidate's overall knowledge of the academic subjects which comprise the minimum requirements set out in O.Reg 833/93 as amended to O.Reg 404/94, the Registration Regulation made under the Denturism Act, 1991. It is a one day computerized test which delivers 200 randomized items at a remote access learning centre. The established pass mark of the written examination is 70%. Questions on the written examination are drawn from the following subject areas: Dental Materials, Full Dentures and Immediate Dentures, Partial Dentures and Implant Overdentures, Ethics, Jurisprudence, Patient Management and Record Keeping, Dental Anatomy, and Head and Neck Anatomy, General Anatomy, Physiology and Histology, Microbiology and Infection Control, Periodontology, Oral Pathology and Preventive Dentistry, Pathophysiology and Pharmacology, Radiographic Pattern Recognition, Public Health, Research, and Marketing, Nutrition, Psychology and Gerontology. Upon successful completion of the written examination, candidates will be permitted to attempt the practical examination. A candidate who fails a first attempt of the written examination is automatically permitted a second attempt unless the failure was the result of the candidate being dismissed from the examination for a breach of protocol. A candidate who is permitted a second attempt at the written examination will be advised, in writing, of the date, time and location of the examination by the College of Denturists of Ontario. Candidates who are permitted a second attempt of the written examination must take it at the first available opportunity unless a deferral is granted by the Registration committee. Only candidates who are eligible for registration with the College and who have successfully completed the written examination are permitted to attempt the practical examination. Eligibility to attempt examinations is determined by the Registration Committee of the College of Denturists of Ontario. The decision of the Registration Committee is final. The practical examination is designed to test the candidate's practical skills with regard to the assessment of arches missing some or all teeth and the design and fabrication of removable dentures. The practical examination requires the candidate to undertake the necessary clinical, laboratory and technical activities in order to complete: The Design / Setup of a Partial Denture Casting, Partial Denture Design, Wrought Wire Clasps – Transitional Acrylic Removable Partial Denture (RPD), The Fabrication of Complete Maxillary and Mandibular Dentures. The elements respecting the fabrication of complete maxillary and mandibular dentures are listed below. Candidates are assessed on all the following aspects of denture fabrication: Patient history & treatment plan, Preliminary impressions, Preliminary casts, Custom trays, Border moulding, Final impressions, Master casts, Recording bases / Occlusal rims, Facebow transfer, Protrusive bite registration, Centric bite registration, Casts mounting (on H2 Hanau articulator), Dentures set-up / wax-up, Dentures try-in, Dentures processed / deflasked, Laboratory remount, Dentures trim / polish, Delivery of Dentures: Home care and post insertion. Partial denture projects are evaluated using a blind marking scheme for the purposes of maintaining impartiality and fairness.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The College reviews and revises the written exam item databank and blueprint to reflect trends in the profession (ie. implants and partials). Currently the standard is set at 70%, and the College endeavors to facilitate standardized administration by adhering to specifications including format, location, materials, equipment, number of examiners, candidate seating arrangements, time limits, and security. The practical exam uses objective-based criteria, and a blind evaluation process for the partial denture projects. Examiners are bound by contract, receive training, and complete comprehensive evaluation tools to assist in understanding and diminishing their impact on candidate scores, and to ensure uniformity and consistency in

marking. The College conducts a statistical analysis of performance results after each exam session to identify anomalies for the purposes of quality improvement and bringing problem areas to the attention of educators. Unsuccessful candidates receive evaluation documents, and have the opportunity to appeal unfair assessment conditions or challenge potentially inaccurate results. The exam appeal policy is documented in the exam protocol, which is distributed to all candidates at the exam orientation session. The qualifying exam has been vetted by George Brown College and the College continuously encourages feedback, and implements recommended changes.

iii. State how often exam questions are updated and the process for doing so.

The written item databank is updated after each exam session for quality assurance and security purposes. A written exam subcommittee consisting of subject matter experts from the Qualifying Exam Committee, and past and present denturism faculty members work to develop, review and revise items based on the blueprint.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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### Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

The CDO relies upon TOEFL to determine language proficiency and the following credentialing agencies to make educational assessments: World Education Services (WES), International Credential Assessment Service (ICAS), and International Credential Evaluation Service (ICES).

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

Credentialing agencies' assessment practices are posted on their websites.

ii. utilizes current and accurate information about qualifications from outside Canada

The Registration Committee is of the view that the approved credentialing agencies are legitimate and conform to current assessment best practices.

iii. provides timely decisions, responses and reasons to applicants

The approved credentialing agencies provide prompt responses, and turn around times are listed on agency websites.

iv. provides training to individuals assessing qualifications

After researching various credentialing agencies, the Registration Committee is of the view that individuals assessing qualifications from WES, ICAS, and ICES have received adequate training.

v. provides access to records related to the assessment to applicants

The credentialing agencies forward assessment results to the applicants.

vi. accommodates applicants with special needs, such as visual impairment

The College would provide assistance to any applicants with special needs with applications to credentialing agencies.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

The credentialing agencies determine the level of the credential presented for assessment based on the college or university transcripts provided.

ii. Describe the criteria that are applied to determine equivalency.

ICAS Assessment Reports compare credentials held by an individual, to the education systems in Ontario. The evaluation policies are established by the ICAS Management Board which is composed of individuals from senior levels of government, education and industry, each of whom has extensive experience in education in Canada and internationally. Policies are established using recognized credential evaluation criteria, taking into account assessment practices in Canada and internationally. ICAS has an extensive on-site research library and an electronic database of comprehensive information on education systems around the world. Thousands of academic qualifications are recorded through a tracking system which provides reference sources. ICAS uses electronic databases and communicates on an ongoing basis with governments, national academic assessment bodies and other credential evaluation agencies to remain current on changes in educational systems and specific qualifications. WES employs over 100 professionals, from more than 30 countries around the world who are sensitive to concerns of its foreign-trained clientele and the regulatory colleges that work with them. The WES evaluators have extensive experience and training in US and international education systems and are recognized authorities in their fields. A WES evaluator is assigned who then verifies all required and relevant documents. The credentials are then evaluated through various criteria including: admissions requirements, education level, type of institution, objective of educational program, information measured against U.S. standards, all grades and courses converted to U.S. equivalents, and evaluation reviewed by senior evaluators. The completed evaluation is sent to the applicant and board within 7 days from receipt of all required documents, fees and application. The Registration Committee can make its decision regarding eligibility with confidence, knowing that the WES evaluation report accurately reflects the candidate's academic performance. WES conducts extensive research on education systems and evaluation methodology and is part of a global network that assures access to up-to-date information on international higher education. WES maintains an evaluation database of 45,075 foreign academic institutions, one million courses and 1600 grading scales from around the world. ICES provides individuals possessing educational credentials from outside BC or Canada with accurate, equitable, affordable, with reliable evaluations of their educational documents. ICES reports offer a general comparability of the years and levels of study necessary to complete a program. ICES follows the standard methodology used in evaluation services throughout Canada and the United States and applies this methodology consistently to all clients. ICES offers a service which authenticates documents, conducts research based on well established methodologies, and then issues an evaluation report that provides a general recommendation of the comparability of education earned outside of Canada to the Canadian education system. ICES is a founding member of the Alliance of Credential Evaluation Services of Canada (the Alliance). The Alliance ensures that individuals have access to fair and credible credential assessment services. Members of the Alliance follow principles of good practice that are consistent with international standards.

iii. Explain how work experience is taken into account.

The credentialing agencies do not consider work experience.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

The CDO does not rely on a third party to conduct competency assessments.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The CDO does not rely on a third party to conduct competency assessments.

iii. Explain how work experience is used in the assessment of competency.

The CDO does not rely on a third party to conduct competency assessments.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

The CDO does not rely on a third party to conduct prior learning assessments.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

The CDO does not rely on a third party to conduct prior learning assessments.

iii. Explain how work experience is used in the assessment of prior learning.

The CDO does not rely on a third party to conduct prior learning assessments.

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The CDO does not rely on a third party to administer examinations.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The CDO does not rely on a third party to administer examinations.

iii. State how often exam questions are updated and the process for doing so.

The CDO does not rely on a third party to administer examinations.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Members of the Registration Committee and staff attended a Fair Registration Practices and Procedures Training Session facilitated by Steinecke Maciura LeBlanc. Registration staff inform committee members of legislation changes and registration best practices promoted by the Office of the Fairness Commissioner and other health regulatory bodies.

ii. individuals who make registration decisions

Members of the Registration Committee and staff attended a Fair Registration Practices and Procedures Training Session facilitated by Steinecke Maciura LeBlanc. Registration staff inform committee members of legislation changes and registration best practices promoted by the Office of the Fairness Commissioner and other health regulatory bodies.

iii. individuals who make internal review or appeal decisions

The exam appeal panel receives training prior to conducting the reassessment.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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## Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

The scope of practice of denturism related to complete and partial dentures is almost completely uniform across Canada. All provinces and territories have denturism legislation and all are signatories the Denturist Association of Canada's DAC Agreement on Internal Trade for mutual recognition of denturism across the country. Under this labour mobility agreement, graduates from a two-year denturism program must supplement their education with a one-year internship in order to meet equivalency with the three-year George Brown College program, which is a requirement to be eligible to take the CDO qualifying exam.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

This agreement expedites the registration process as applicants can be registered as soon as the College has received letters of standing from the other Canadian denture licensing board(s).

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

**Data Collection (12 / 13)****Languages in which application information materials are available**

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

Language	Yes/No
English	Yes
French	No
Other (please specify)	

**Paid staff employed by your organization**

b) 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, 1 full-time employee and 1 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	5
Staff involved in appeals process	2
Staff involved in registration process	2

**Countries where internationally educated applicants were initially trained**

c) In the following table, enter the top source countries where your applicants<sup>1</sup> were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
Philippines	8
India	4
Israel	3
[Russia, China, Ukraine, Venezuela, Columbia]	2
[Scotland, Syria, USA, Egypt, Iraq, Romania, Honduras]	1

<sup>1</sup>Persons who have applied to start the process for entry to the profession.  
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

**Jurisdiction where members were initially trained**

d) Indicate where your members<sup>2</sup> were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31<sup>st</sup> of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31<sup>st</sup> of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

<b>Members on December 31<sup>st</sup> of the reporting year</b>	510	7	3	20	0	<b>540</b>
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<sup>2</sup> Persons who are currently able to use the protected title or professional designation of the profession.

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

Additional comments:

### Applications your organization processed in the past year

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 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)					Total
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	
<b>New applications received</b>	24	4	0	9	0	<b>37</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	37	5	1	26	0	<b>69</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	4	0	0	6	0	<b>10</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	1	0	0	0	<b>1</b>

<b>Applicants who became FULLY registered members</b>	22	3	1	8	0	<b>34</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	n/a	n/a	n/a	n/a	n/a	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	n/a	n/a	n/a	n/a	n/a	<b>0</b>

<sup>3</sup> An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

Additional comments:

	<b>Class of licence</b>	<b>Description</b>
<b>a)</b>		<input type="text"/>
<b>b)</b>		<input type="text"/>
<b>c)</b>		<input type="text"/>
<b>d)</b>		<input type="text"/>
<b>e)</b>		<input type="text"/>

f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>
j)		<input type="text"/>

**Reviews and appeals your organization processed in the past year**

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of 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)					
	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	1	0	0	0	0	1
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	1	0	0	0	0	1
Registration decisions						

<b>changed following an appeal</b>	0	0	0	0	0	0
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Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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### Certification (13 / 13)

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
  - all information required to be provided in the Report is included; and
  - the information contained in the Report is accurate.

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

Title: Registrar

Date: February 27, 2009

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