



# Fair Registration Practices Reports: Guidelines for Ontario's Regulatory Bodies

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*The Office of the Fairness Commissioner is an arm's-length agency of the Ontario government, established under the Fair Access to Regulated Professions and Compulsory Trades Act, 2006. Its mandate is to ensure that certain regulated professions and trades have registration practices that are transparent, objective, impartial and fair.*



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## BACKGROUND

The Office of the Fairness Commissioner (OFC) works with regulatory bodies for Ontario's regulated professions and trades, collectively referred to here as regulated professions, to make sure their registration practices are transparent, objective, impartial and fair.

The OFC requires the regulated professions to submit reports about their registration practices and their compliance with the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) or the Health Professions Procedural Code (the Code) set out in Schedule 2 of the Regulated Health Professions Act, 1991.<sup>1</sup>

These guidelines apply to each regulated profession named in Schedule 1 of FARPACTA and the Code.

The Fairness Commissioner is required to specify the form, content and timing of Fair Registration Practices Reports.<sup>2</sup> In carrying out this function, the OFC has developed these guidelines to assist regulated professions in meeting their reporting obligation. The OFC expects each regulated profession to follow these guidelines in providing a complete report on its registration practices.

The reporting guidelines are based on the registration provisions of FARPACTA and the Code. Relevant definitions of terms used in this document can be found in the legislation. The OFC will use the information provided in the reports to inform its assessment of the registration practices of each regulatory body on the basis of its obligations under FARPACTA and the Code.<sup>3</sup>

The OFC will seek additional information from a regulated profession if information contained in its Fair Registration Practices Report is unclear or incomplete.

## FORM OF FAIR REGISTRATION PRACTICES REPORTS

### Reporting Standards

Apply these standards in preparing a Fair Registration Practices Report for your regulated profession.

1. The report does not contain personal information, information subject to legal privilege or information that must be kept confidential by law or court order.
2. The report avoids unexplained acronyms and jargon.
3. Your organization makes the report available to the public.<sup>4</sup>
4. Where you have used calculations, the report provides the formulas or methodology.
5. The report indicates which data have been estimated, and any underlying assumptions.

### Submission Guidelines

You must submit Fair Registration Practices Reports electronically, using the online reporting website provided by the OFC.

## Information About Your Organization

1. Identifying Information
  - a) name of the regulated profession(s)
  - b) mailing address, website, main phone number
2. Certification
  - a) statement certifying that all required information has been provided and that the information is accurate<sup>5</sup>
  - b) signature of person with authority to sign on behalf of your organization<sup>6</sup>

## TIMING OF FAIR REGISTRATION PRACTICES REPORTS

### Frequency of Reporting

The OFC requires that each regulated profession prepare and submit a Fair Registration Practices Report annually.

### Reporting Period

Each report is to reflect registration practices that were in effect from January 1 to December 31 of the preceding year.

### Deadlines

The deadline for submission is March 1 of each year.

Your organization must make each Fair Registration Practices Report publicly available, with the same content that was submitted to the OFC, within 30 days after you submit it to the OFC.

## CONTENT OF FAIR REGISTRATION PRACTICES REPORTS

These guidelines specify the information that is included in the Fair Registration Practices Report.<sup>7</sup> Your report must include a response for each question. If there are no improvements/changes to report for a given question, you do not need to provide a substantive response. The reporting website provides an option for you to indicate that there are no improvements/changes to report. You must select this option as appropriate in order to complete your report.

Ensure that your responses include complete information about any improvements/changes to your registration practices during the reporting period.

If your organization regulates more than one profession, you will have the opportunity to report on registration practices and data for each profession.

## PART I – 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.

1. 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 alternatives<sup>8</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- b) Assessment of qualifications<sup>9</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/hanges on your organization
- c) Provision of timely decisions, responses and reasons<sup>10</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- d) Fees<sup>11</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization

- e) Timelines<sup>12</sup> (includes any timelines, deadlines or time limits that applicants will be subject to during the registration process)
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- f) Policies, procedures and/or processes, including by-laws<sup>13</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- g) Resources for applicants<sup>14</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- h) Review or appeal processes<sup>15</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- i) Access to applicant records<sup>16</sup>
  - i. Describe the improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- j) Training and resources for registration staff, Council and committee members<sup>17</sup>
  - i. Describe any improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
- k) Mutual recognition agreements<sup>18</sup>
  - i. Describe the improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization

- l) Other (include as many items as applicable)
  - i. Describe the improvements/changes implemented in the last year
  - ii. Describe the impact of the improvements/changes on applicants
  - iii. Describe the impact of the improvements/changes on your organization
2. Describe any registration-related amendments to your enabling legislation and/or regulations in the last year.

## PART II – 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) Indicate the languages in which application materials and information about the application process are available.
  - English
  - French
  - Other (please specify)
- b) Indicate the number of applicants in each category as applicable. Select the option that best corresponds to the terminology used by your organization.
  - Male
  - Female
  - Other

*Note: Reporting template will be modified as necessary to reflect responses other than Male and Female. There is currently an option to indicate responses that do not correspond to either of these categories.*

- c) Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.
  - Male
  - Female
  - Other

*Note: Reporting template will be modified as necessary to reflect responses other than Male and Female. There is currently an option to indicate responses that do not correspond to either of these categories.*

d) Indicate the number of applicants by the jurisdiction where they obtained their initial education in the profession.

- Ontario
- Other Canadian Provinces
- USA
- Other International\*

*\* Reporting template will include an option to report as many entries as applicable under "Other International".*

*Note: Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession was obtained.*

e) Indicate the number of applicants who became registered members by the jurisdiction where they obtained their initial education in the profession.

f) Indicate the number of registered members by the jurisdiction where they obtained their initial education in the profession.

- Ontario
- Other Canadian Provinces
- USA
- Other International\*

*\* Reporting template will include an option to report as many entries as applicable under "Other International".*

*Note: Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession was obtained.*

g) Indicate the number of registered members by the jurisdiction where they obtained their initial education in the profession.

- Ontario
- Other Canadian Provinces
- USA
- Other International\*

*\* Reporting template will include an option to report as many entries as applicable under "Other International".*

*Note: Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession was obtained.*



h) Indicate the number\* of applications your organization processed in the past year:

- New applications received
- Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)
- Inactive applicants (applicants who had no contact with your organization in the reporting year)
- Applicants who met all requirements and were authorized to become members but did not become members
- Applicants who became members
- Applicants who were authorized to receive an alternative class of license\*\* but were not issued a licence
- Applicants who were issued an alternative class of licence\*\*. Please list and describe the classes of alternative licence.

Class of licence: \_\_\_\_\_ Description: \_\_\_\_\_

*\*This is broken down by the following jurisdictions 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*

*\*\*An alternative class of licence enables its holder to practise with limitations, but additional requirements must be met in order for the member to be fully licensed.*

i) Indicate and provide a description of the classes of certificate/license offered by your organization.

j) State the number\* of internal reviews and appeals your organization processed in the past year:

- 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
- Applicants who initiated an appeal of a registration decision
- Appeals heard
- Registration decisions changed following an appeal

*\*This is broken down by the following jurisdictions 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*
- *Total*

- k) Indicate the number of paid staff employed by your organization in the following categories:
- Total staff employed by the regulatory body
  - Staff involved in appeals process
  - Staff involved in registration process

## LEGISLATIVE REFERENCES

- <sup>1</sup> FARPACTA s. 23(1), Code s. 22.9(1)
- <sup>2</sup> FARPACTA s. 13(3)(b), Code s. 22.5(1)(b)
- <sup>3</sup> FARPACTA s. 13(3)(a), Code s. 22.5(1)(a)
- <sup>4</sup> FARPACTA s. 23(2), Code s. 22.9(2)
- <sup>5</sup> FARPACTA s. 25(1), Code s. 22.11(1)
- <sup>6</sup> FARPACTA s. 25(2), Code s. 22.11(2)
- <sup>7</sup> FARPACTA s. 13(3)(b), Code s. 25.5(1)(b)
- <sup>8</sup> FARPACTA s. 7, Code s. 22.3, s. 22.4(1)
- <sup>9</sup> FARPACTA s. 10(2), Code s. 22.4(2)
- <sup>10</sup> FARPACTA s. 8, Code s. 22.2, s. 22.5(1)(b)
- <sup>11</sup> FARPACTA s. 7(d), Code s. 22.2, s. 22.5(1)(b)
- <sup>12</sup> FARPACTA s. 7, Code s. 22.3
- <sup>13</sup> FARPACTA s. 13(3)(b), Code s. 22.5(1)(b)
- <sup>14</sup> FARPACTA s. 7, Code s. 22.3
- <sup>15</sup> FARPACTA s. 9, Code s. 20, s. 21, s. 22, s. 22.2
- <sup>16</sup> FARPACTA s. 12, Code s. 16
- <sup>17</sup> FARPACTA s. 11, Code s. 22.4(3)
- <sup>18</sup> FARPACTA s. 10(2), s. 24(1), Code s. 22.10(1)