Fair Registration Practices Report

Nurses (2013)

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 steps involved in initiating the registration process are detailed in the "Beginning the Application Process" page of the College of Nurses of Ontario's (CNO's) online registration guides for Ontario, Canadian, and internationally educated applicants. All guides can be found in the "How to Apply" section of Become a Nurse, which is prominently displayed on the front page of www.cno.org.

All applicants, other than those who graduated from a nursing program in Ontario or are Registered Nurses (RN) or Registered Practical Nurses (RPN) currently registered with CNO, are directed to the online Application Package Request Form (www.cno.org/apply), where they are taken through the steps to request an application package. Any other individuals who contact CNO (via e-mail or phone) seeking information about the application process are also directed to this form online.

CNO's online registration guides are reviewed approximately once a year to ensure currency and accuracy. The last review took place in late 2012, shortly before all registration materials were updated in anticipation of the revised Registration Regulation which came into effect January 1, 2013. In 2013 and early 2014, additional information was added to these guides for applicants. In addition, CNO administers an annual member survey to evaluate the ease of understanding the forms and website content, and completing the application process. The results of the survey are used to inform and improve user friendliness of the application process and content.

b) requirements for registration

Requirements for registration that apply to Ontario, Canada, and internationally educated applicants are detailed in the online registration guides for each type of applicant (i.e., Registered Nurse, Registered Practical Nurse, Extended Class (Nurse Practitioner), and the Temporary Class.

See the response to 1(a) for additional information about the manner in which CNO ensures that the online registration guides remain available, current, accurate, and user friendly.

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

Explanations of how the requirements for registration can be met are detailed in the online registration guides under a section titled "Registration Requirements".

In addition, as applicable, the College advises applicants in the registration process how they may meet the requirement through individual letters.

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

Not applicable. There is no requirement that education or practical experience be completed in Ontario or supervised by a member of the profession registered in Ontario.

e) requirements that may be satisfied through acceptable alternatives

Information regarding those requirements that may be satisfied through alternatives is provided in the online registration guides.

f) the steps in the assessment process

Each online registration guide is divided into chapters that reflect the steps in the assessment process (Beginning the Process, Examinations, Initial Registration).

As well, the steps in the assessment process for internationally educated applicants are detailed on the "Timelines & Translations" page (http://www.cno.org/en/become-a-nurse/new-applicants1/outside-canada/timelines-translations/) of the online registration guide for internationally educated applicants. The information is provided in a clearly presented format with print features.

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

Information about the documentation of qualifications that must accompany each application is included with the application package.

All applicants to CNO are asked to submit the same types of documentation, including education transcripts, verification of course completion, proof of citizenship status, documents supporting recent practice and language proficiency, and the declaration of registration requirements form (and any supporting documents that may come out of the answers on that declaration).

If applicants are requested by the Executive Director or a panel of the Registration Committee to provide additional documentation because of their particular circumstances (e.g., information about a criminal

offence), that information is communicated through individual correspondence.

All online registration guides also outline that applicants may be required to provide additional information with respect to a particular requirement.

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

Applicants, who indicate that they cannot obtain the required documentation for reasons beyond their control, are provided with written information about the procedure for providing an alternative, such as a statutory declaration.

i) how applicants can contact your organization

A link titled "Contact Us" at the top of every page of CNO's website directs users to CNO's Customer Service hours, phone numbers, and the hours the Customer Service desk is open for walk-in requests.

Applicants who wish to send an e-mail may do so through the email section under "Contact Us". Selecting "I am an Applicant" offers a menu of specific topics based on the types of questions applicants most often ask (e.g., application status, how to begin an application, and ask a question about the jurisprudence exam).

CNO's mailing address is also printed at the bottom of every page of its website and in all documents available to applicants.

All CNO contact information is provided on its letterhead which is used in written correspondence. Specific contact information is also provided to the applicant during the registration process.

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

CNO communicates on an ongoing basis with applicants in relation to the status of their applications, either in written letters or by telephone. Depending on where an applicant is in the process, the applicant will receive letters advising of how, why, and when communication will be initiated. For example, if an applicant has completed any step of the evaluation of the nursing education requirement, then the applicant will be advised in writing of the next step, and that CNO will follow-up with further written correspondence advising of the outcome of the assessment or of next steps required.

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

CNO's process for dealing with documents provided in languages other than English or French is detailed at www.cno.org/translation. The page containing this information can be accessed through links from several other pages where translation of documents is mentioned (e.g., "Beginning the Application Process"). This information is also made available in French.

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 role of outside agencies who administer our registration exams is detailed in the "Entry-to-Practice Examinations" page of CNO's website at http://www.cno.org/en/become-a-nurse/about-registration/entry-to-practice-examinations/.

RN applicants who are required to complete an Objective Structured Clinical Examination (OSCE), administered by the Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA), are advised in writing of this requirement. Information about CEHPEA's role is provided in that correspondence. This information is also available on the College's website at http://www.cno.org/osce, which includes a link to CEHPEA's website.

Information about outside resources for internationally educated nurses looking to register in Ontario, including information on how to find a bridging program, is provided at www.cno.org/ienresources.

Information about the role that translation agencies might play in the assessment process is detailed at www.cno.org/translation.

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

The online registration guide for internationally educated applicants features a "Timelines and Translation" page (http://www.cno.org/en/become-a-nurse/new-applicants1/outside-canada/timelines-translations/)

All online registration guides for all applicants make it clear that applications remain open for two years as long as there is evidence of progress towards registration, and that registration takes 15 business days once the applicant has met all requirements and submitted the complete registration form and fee.

Based on where applicants are in the process, they will also be advised in a letter of any applicable timelines, deadlines, or time limits relevant to their circumstances. For example, applicants required to undergo an evaluation by the Centre for Evaluation of Health Professionals Educated Abroad (CEHPEA) are required to return an Option Form to CNO within 45 days indicating whether or not they will proceed with the assessment or withdraw their application.

When an applicant's application has been referred to the Registration Committee for review, the applicant is advised in the Registration Committee Notification of the date of the Registration Committee's meeting and the deadline for providing written submissions.

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

This information is provided in all online registration guides. Timelines for specific stages of the application/registration process are also included in the application forms.

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

All fees associated with registration are available on CNO's website at www.cno.org/fees.

Fees are displayed according to the type of application (i.e., Registered Nurse, Registered Practical Nurse, or Nurse Practitioner) and location of applicants' education (i.e., Ontario, Canada, or international).

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

CNO's website includes reference to its Multi-year Accessibility Plan and policy under the Accessibility for Ontarians with Disabilities Act. This webpage is available at http://www.cno.org/en/what-is-cno/accessibility/.

All online registration guides include information about special accommodation for taking the registration and jurisprudence examinations.

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

As of January 1, 2013, all paper registration guides were replaced with online registration guides. All individuals who call or e-mail CNO's Customer Service line are directed to CNO's online resources. Users are able to print a guide as a booklet by clicking the "print all pages in this guide" link found at the start of each guide. Individuals who do not have access to the internet are mailed the information they require to begin the application process.

Additional information about the evaluation conducted by CEHPEA was added to the website in January 2013.

Information for all applicants about their right to appeal any registration decision to the Health Professions Appeal and Review Board (HPARB) was added to CNO's website in February 2013.

Amount of Fees (2 / 13)

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

The application fee for internationally trained applicants is different from that for applicants from Ontario or another Canadian jurisdiction. This difference relates to the additional costs for the assessment of nursing education outside of Canada, and is based on the College's policy that all applicant fees must be on a cost recovery basis.

The majority of Ontario and Canadian nursing education programs are either approved by the CNO's Council

or are assessed and accredited by bodies that have been approved by the CNO's Council to approve programs on its behalf. As a result, applicants from approved Ontario or Canadian nursing, practical nursing, or nurse practitioner programs do not require an individual assessment of their program.

Applicants who are registered in another Canadian province or territory do not require an assessment of their program due to the labour mobility provisions in the Health Professions Procedural Code.

Internationally educated applicants must have their program assessed for equivalency to a program approved by Council. This assessment involves an in-depth evaluation of information relating to the nursing program. If an applicant's program is assessed as not equivalent, then the applicant is required to undergo an individual evaluation, where any additional nursing education and/or nursing practice is assessed to determine if the applicant has nursing knowledge, skill, and judgment equivalent to current graduates of a program approved by Council.

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

Amendments to CNO's Registration Regulation took effect on January 1, 2013. As a result of those amendments, the following changes to registration practices occurred in 2013, which affect the fees paid by applicants:

1. According to the regulation, RN applicants whose nursing program has not been approved by Council or assessed as equivalent, are required to undergo an individual evaluation – approved by Council – to determine if they possess nursing knowledge, skill, and judgment equivalent to current graduates of an approved nursing program. For these applicants, CNO's Council approved an evaluation conducted by the Centre for Evaluation of Health Professionals Educated Abroad (CEHPEA). CEHPEA charges applicants a fee to register for and complete the evaluation, and CNO reimburses the amount of the fee to the applicant once she or he completes the evaluation.
2. A new requirement – successful completion of the jurisprudence examination – was introduced in 2013. All applicants are charged a fee to complete this online examination.

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

a) What are your timelines for making registration decisions?

It takes up to 15 business days, once CNO has received, verified, and processed all relevant documents and fees, to register an applicant who meets all of the registration requirements.

The time from application to when CNO determines that an applicant has met all of the requirements and is eligible for registration, can vary. This time can be impacted by a variety of factors, such as:

1. Documents require further authentication or validation from third parties or the applicant.
2. Information requires clarification.
3. Information related to a registration requirement was not provided by the applicant.
4. CNO receives information that requires additional follow up or assessment (e.g. related to the applicant's character or health) to determine whether the applicant meets the requirement.

5. Applicant is required to complete additional education or training
6. Application is pending successful completion of examinations
7. Fees cannot be processed because of invalid credit card numbers or other reasons.

Timelines will also vary depending on whether or not an applicant's application is referred to the Registration Committee. Pursuant to clause 15(2) of the Health Professions Procedural Code, the Executive Director will refer an application to the Committee when an applicant does not or may not meet one or more of the registration requirements, or there is a need to consider whether an applicant should be registered subject to terms, conditions, and limitations.

When this occurs, the applicant is sent a notice of referral by mail at least 30 days before the Registration Committee meets to review the application. The applicant is provided with a specific deadline by which to make any submissions and the date of the Registration Committee's meeting. (The applicant can defer this referral to obtain any further information or documentation to support her or his submission). The Registration Committee meets on a monthly basis. Once the committee meets and reaches a decision regarding the issue for which the applicant's application was referred, the applicant will receive the Registration Committee's decision and reasons up to four weeks from the date on which the decision was made. If the decision is that the applicant is eligible to register (i.e., she or he has met all of the registration requirements), then after the receipt, validation, and processing of any final forms and fees by CNO, the applicant will be registered within the 15 day timeframe (noted above).

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

The timeframes for responding to applicants in writing vary depending on what led to the need to respond. CNO follows up with all applicants to:

1. Respond in writing to questions or requests for information received in writing, by e-mail or via phone calls from applicants.
2. Provide status updates to applicants at an applicant's request, or upon receipt of a document or piece of information that will impact on the progress of the application.
3. To notify the applicant in writing of a significant decision impacting the status of an applicant's application.

Key timelines in the application process whereby CNO responds in writing to applicants are as follows:

1. Generally, CNO responds to a letter or provides updates at the applicant's request within an average of ten business days of the request.
2. Applicants receive a letter within three weeks of CNO's receipt of the application forms and payment of the required application fees. This letter confirms receipt of the application forms and fees and will advise either that the required education documents are outstanding or that education documents have been received and the applicant will receive a status update once this information has been reviewed.
3. Generally, within five weeks of receiving the applicant's application, fee and program information, CNO assigns a Registration Administrator (R.A.) to the applicant's file. The R.A. will contact the applicant with detailed information regarding the status of their application.

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

CNO corresponds with every applicant in a timely manner in relation to all registration decisions, internal reviews, and appeal decisions. This correspondence includes the reasons for the decision. Examples include

the following:

1. Where the Executive Director has reviewed an applicant's application to determine whether or not an applicant meets a registration requirement, the applicant will be sent, within five to ten business days, a letter advising of the outcome of that review and of next steps (if any) to meet that requirement and complete the remainder of the registration process.
2. When an applicant's file has been referred by the Executive Director to the Registration Committee for consideration, the applicant is sent a Registration Committee Notification by mail at least 30 days before the Registration Committee conducts the monthly meeting when the application will be reviewed. Once the Registration Committee has met, the applicant will be sent the Registration Committee's written decision and reasons within four weeks from the date of the Registration Committee's meeting.

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

CNO adheres to these timelines by:

1. Setting specific timeline benchmarks for all staff making registration decisions.
2. Logging and time-stamping all submitted applications, payments, and correspondence received from an applicant.
3. Tracking chronologically each activity that occurs with an applicant's file. Examples include the date on which:
   • the physical file is created
   • a fee is received and processed
   • a document is received
   • a document is accepted as evidence for a registration requirement
   • a request for clarification is made
   • follow-up information is received
   • a document is not accepted as evidence for a registration requirement
   • a specific status update letter is mailed to the applicant
   • a registration requirement has been met
   • a Notification of referral to the Registration Committee is mailed to the applicant
   • the Registration Committee makes a decision, and
   • communication with an applicant or third party occurs.
4. Running internal tracking reports on a regular basis to identify the stage and status of an application, and when a next step should occur.
5. Tracking the time that has elapsed between particular activities.

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

Over the last year, processes have been reviewed and enhanced to improve the efficiency and timeliness of registration practices. This has included:

1. Developing a weekly process for assigning new applications to CNO staff (i.e., Registration Administrators). This change has shortened the timeframe within which applications are assigned to a Registration Administrator from twenty weeks to five weeks.
2. Enhancing data tracking in CNO's internal database in relation to activities and the time elapsed between steps in the registration process. Specifically, reports have been designed for daily tracking of specified next steps that should occur in the process after a particular period of time has elapsed.
3. Ongoing staff training and defined performance expectations regarding timeframes for steps in the registration process.

Access to Records (4 / 13)

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

Pursuant to clause 16(1) of the Health Professions Procedural Code, CNO will provide a copy of an applicant's entire file to the applicant upon request. CNO requires applicants to make a written request for a copy their file. CNO then makes copies of the documents and sends them to the applicant. Applicants who wish to review their file in person at CNO premises may request to do so.

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

The Registrar may refuse to give an applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person. Access to an applicant's record would be limited or refused if such a determination was made.

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

Information regarding the potential fees for making records available is provided to applicants by phone, in writing, and in person when a request is made.

d) List the fees for making records available.

There is no fee for applicants whose application remains open with CNO at the time of the request for a copy of their own records.

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

Not applicable.

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

No changes were made in the reporting year.

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.

All information for applicants is contained in the "Become a Nurse" section of www.cno.org, which includes subsections about:

- Application and Membership Fees – This subsection details the fees required at every step of the registration process for all Registered Nurse, Registered Practical Nurse, and Nurse Practitioner applicants in the three application streams (i.e., Ontario, Canada, and international).
- Registration Classes – This subsection provides general information about each class of registration, including the requirements for registration.
- Approved Programs – This subsection lists the approved nursing programs in Ontario.
- Entry-to-Practice Examinations:
  - Information about registration examinations for Registered Nurse (RN), Registered Practical Nurse (RPN), and Nurse Practitioner (NP) applicants, such as the dates and locations of upcoming examinations, frequently asked questions (FAQs), policies for special accommodations or refunds, links to preparatory tools designed by test administrators
  - Information about the jurisprudence examination required of all applicants, such as sample questions, FAQs, suggested study resources, and a list of competencies assessed through the examination
  - Information about the evaluation conducted by the Centre for Health Professionals Educated Abroad (CEHPEA), which RN applicants are required to undergo if they did not successfully completed a nursing program approved by Council or assessed as equivalent to an approved program
  - Information with tips and advice for applicants preparing to write the RN or RPN registration examinations
  - Information about obtaining blue prints of the Canadian Practical Nurse Registration Examination (CPNRE) from the Assessment Strategies Inc. (ASI) website at http://www.cpnre.ca, and purchasing blue prints of the Canadian Registered Nurse Examination (CRNE) from the Canadian Nurses Association (CNA)
  - Information about obtaining preparation exams and guides available from the CNA for the CRNE and ASI for the CPNRE.
  - Application Package Request – This subsection links to an online form that applicants educated outside of Ontario complete in order to request an application package.
- NP Specialty Certificate Application Package Request – This subsection links to an online form that applicants complete in order to request an application package for an NP specialty certificate.
- Online Registration Guides – Registration guides are provided for each applicant stream (i.e., Ontario, Canada, and international).
- Entry-to practice competencies information

All of the above are available in English and French.

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

The application package refers to CNO's website for all information listed and described above.

CNO's website, www.cno.org, includes a large button on the front page labeled "I am an applicant" that immediately takes prospective candidates to a page about the application process and resources.

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

As of January 1, 2013, all paper registration guides were replaced with online registration guides. All individuals who call or e-mail CNO's Customer Service line are directed to CNO's online resources. Users are able to print a guide as a booklet by clicking the "print all pages in this guide" link found at the start of each guide. Individuals who do not have access to the internet are mailed the information they require to begin the application process.

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 applicants request an internal review of a particular decision, (e.g., a review of the results of an assessment), CNO reviews these concerns. Timelines vary for responding to applicants' written requests for reviews. Reviews may include, but are not limited to the following:

- a request to reassess a determination that an applicant has competency gaps after an assessment of either the applicant's program or their additional education and/or experience;
- a determination by the Executive Director that an applicant must be referred to the Registration Committee for consideration in relation to a character, conduct or health related matter; or
- a decision that a particular document may not provide evidence in support of a particular registration requirement.

When applicants' applications are reviewed by the Registration Committee, the Registration Committee's decisions and reasons are sent to the applicant within four weeks from the date of the Registration Committee's meeting at which the applicant's matter was reviewed and decided upon. A panel of the Registration Committee meets on a monthly basis, usually for a one to two day period depending on the volume of matters to be reviewed.

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

In 2013, panels of the Registration Committee met a total of 11 times to consider and review matters related to specific applicants. There were 960 registration Committee decisions that were sent by the College to an applicant in excess of the four week timeframe. The delay was related to changes in CNO's Registration Regulation, which came into effect on January 1, 2013 and impacted on College and Registration Committee processes and decision-making authority. The majority of these instances, approximately 758, related to the decisions regarding the nursing education requirement where:

- the applicant was directed to take additional education/training to address competency gaps. Prior to the changes in the regulation, these applicants would have been refused registration; however, under the new regulation, the Committee could direct them to complete additional education and/or training in order to meet the nursing education requirement. Their applications would remain open. Those decisions from the January and February 2013 Registration Committee meetings were delayed and sent out in March/April 2013 once the processes were in place to support the decision by the Committee.
- the applicant's application was refused for not completing the required evaluation by the Centre for Health Professionals Educated Abroad (CEHPEA). For these 725 applicants, they had been notified of the need to complete the CEHPEA evaluation; had not responded to the College; had been sent a Registration Committee Notification; and had continued not to respond to the college. These decisions were rendered by the Committee at the end of October 2013, however, the decisions were not sent to the applicants until early December 2013. This was related to the volume of the decisions and reasons to be prepared on an individualized basis for the 725 applicants.

The remainder of delays are generally attributable to complexity of applicant situations, volume of decisions and individualized reasons that must be prepared, reviewed and sent out to an applicant on a monthly basis.

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

Of the 960 decisions that exceed the 4 week timeline, 851 involved internationally trained applicants. As outlined in 6(a)(i) above, this is largely related to decisions regarding the nursing education requirement and changes in processes and decision-making authority of the Registration Committee.

It is important to note that historically, internationally educated applicants have represented the largest volume of applicants whose applications are referred to Registration Committee for consideration in relation to the nursing education requirement.

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

Throughout the entire application process, applicants are provided the opportunity to submit additional information related to their application through communication with CNO staff.

For the purposes of this report, CNO considers an internal review or appeal to include:

1. A request by an applicant to review an administrative decision (e.g., to review the result of a program assessment or a determination that the applicant is required to complete additional education).

- When making the request, applicants are invited to put their concerns in writing. CNO reviews these requests and responds to applicants in writing following the review.

2. Review of an application by a panel of the Registration Committee to determine whether or not the applicant meets the registration requirements.

- When applicants are referred to the Registration Committee, they are sent a Registration Committee Notification notifying them of the date of the meeting and the deadline for making submissions. Applicants have 30 days in which to make submissions to the Registration Committee. If required, applicants can seek an extension to make written submissions. Last minute submissions may also be considered by the Registration Committee at its discretion.

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.

CNO informs applicants by phone or written correspondence about the form in which they must make their submissions for internal reviews or appeals.

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.

The Registration Committee is a statutory committee, comprised of elected and appointed members of the nursing profession, including Registered Nurses, Registered Practical Nurses, and Nurse Practitioners. Public members are also appointed to the Registration Committee.

Neither the Executive Director nor CNO staff are members of the Registration Committee.

e) Describe your internal review or appeal process.

Review and consideration of all information relevant to an applicant's application is an ongoing process. Throughout the entire process, applicants have the opportunity to provide additional information to support their application.

When applicants request a review of an administrative decision (e.g., to review the result of a program assessment or a determination that the applicant is required to complete additional education), they are invited by the Registration Administrator responsible for their file to put any concerns in writing. Upon receipt of these written concerns, a review is conducted in collaboration between necessary assessment staff and senior staff (i.e., the Entry-to-Practice Coordinator and/or Entry-to-Practice Manager). Upon review of the concerns, CNO responds in writing to the applicant regarding the results of the review.

If there are doubts about whether the applicant has met the registration requirements, the Registration Committee reviews applicants' applications to determine whether or not they meet the registration requirements.

In preparation for the meeting of a panel of the Registration Committee, the person responsible for managing the applicant's file (usually a Registration Administrator) prepares a referral report. This report includes all relevant documentation from the applicant's application and any additional submissions made by the applicant. This referral document is presented to and reviewed by the panel of the Registration Committee at its meeting. If the panel is satisfied that it has enough information upon which to base a decision, it considers the information and can decide to issue an order as outlined in clause 18(2) of the Health Professions Procedural Code.

Within four weeks of the date of the meeting, CNO mails a notice of the order (which includes a decision and reasons signed by the Chair of the Registration Committee) to the applicant. The notice clearly outlines the applicant's right to request for the removal or variation of a term, condition, or limitation (if applicable), and/or

the applicant's right to request a review of the panel's decision by the Health Professions Appeal and Review Board (HPARB).

The applicant is also provided with written information regarding next steps in the application process.

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.

In 2013, the Registration Committee was comprised of ten members, as follows:

- 3 Registered Nurses
- 2 Registered Practical Nurses,
- 1 Nurse Practitioner
- 4 public members

One of the Registration Committee members was an internationally educated nurse.

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

No changes were made in the reporting year.

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 Committee's Notice of an Order outlines the applicant's right to request for the removal or variation of a term, condition, or limitation (if applicable), and/or the applicant's right to request a review of the panel's decision by the Health Professions Appeal and Review Board (HPARB).

Along with the notice, applicants are provided with relevant sections of the Regulated Health Professions Act, 1991 and registration regulations under the Nursing Act, 1991. Applicants are also provided with a CNO contact with whom they are encouraged to speak to if they have any further questions or inquiries about their file or the Registration Committee's decision.

In addition, information about the appeal process is posted on CNO's website at http://www.cno.org/en/become-a-nurse/new-applicants1/appealing-registration-decisions/. This page is accessible from the "Registration Requirements" section of all of CNO's online registration guides.

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

No changes were made in the reporting year.

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.

Generally, all applicants, whether seeking to be registered as a Registered Nurse (RN), Registered Practical Nurse (RPN), or Nurse Practitioner (NP), must have the following qualifications in order to be considered eligible for registration with CNO. The particular criteria that will satisfy each requirement depends on the category of registration (i.e., RN, RPN, or NP) to which applicants apply.

- Successful completion of nursing education
- Successful completion of the registration examination
- Nursing practice in the previous three years
- Successful completion of the jurisprudence examination within the previous five years
- Language proficiency in English or French in the previous two years or such longer period of time as approved by a panel of the Registration Committee
- Canadian citizenship, permanent residency in Canada, or other appropriate authorization under the Immigration and Refugee Protection Act (Canada) to practise nursing in Ontario
- "Good character" and fitness to practise nursing

NPs must meet one additional requirement – current or prior RN registration (or eligibility to register as an RN).
Applicants eligible to apply under the labour mobility provisions of CNO's Registration Regulation are required to meet some, but not all, of these requirements and one additional requirement (i.e., a requirement to be in "good standing" with the nursing regulatory body with which they are registered at the time of application to CNO).

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

All applicants must have completed a nursing program that prepared them to practise as a Registered Nurse (RN), Registered Practical Nurse (RPN), or Nurse Practitioner(NP). Applicants who have not completed a nursing program appropriate for the certificate they are applying for are not be eligible for registration.

Generally, to determine whether or not applicants meet the nursing education requirement for registration, CNO considers any entry-level nursing program or combination of nursing programs completed in or outside of Canada. Nursing education completed in addition to entry-level nursing programs (e.g., post-baccalaureate nursing programs) is assessed if the applicant's entry-level nursing program is not equivalent to a nursing program approved by CNO's Council.

The following criteria are used to determine whether a program outside of Canada satisfies the nursing education requirement for registration. The applicant must have successfully completed a program that:

1. Prepares graduates to be practising RNs, RPNs, or NPs.
2. Is recognized or approved by the jurisdiction that qualifies its graduates to practise as RNs, RPNs, or NPs in that jurisdiction.
3. Is designed to educate graduates to possess knowledge, skill, and judgement at least equivalent to those of current graduates of RN, RPN, or NP programs approved by CNO's Council.

To determine whether the program satisfies the first two criteria listed above, CNO carefully verifies the applicants' nursing academic transcripts and documentation for curriculum content, curriculum completion, conferral of the academic credential, and jurisdictional recognition or approval. Where necessary and available, staff directly contact academic institutions, professional associations, and/or nursing jurisdictions to assist with verification.

The third criterion is determined by means of a paper-based competency assessment of the program's curricula. This assessment is conducted by CNO Entry-to-Practice Assessors who are trained to assess whether a program curricula is designed (e.g., with appropriate learning objectives, course content, learning opportunities, and evaluative methods) to prepare graduates with equivalent entry-to-practice competencies (knowledge, skill and judgment) relevant to the category (i.e., RN, RPN, or NP) for which they are applying.

The above criteria in combination with the following competency frameworks are used to assess all available program information for the required entry-to-practice competencies. This process is supported with standardized assessment tools.

- RN programs are compared against the National Competencies in the Context of Entry Level Registered Nurse Practice, which are the competencies that are to be present in approved Canadian university baccalaureate degree nursing programs.
- RPN programs are compared against the Entry-to-Practice Competencies for Ontario Registered Practical Nurses, which are the competencies that are to be present in approved Ontario college diploma practical nursing programs.
- NP programs are compared against the National Core Competencies for Nurse Practitioners, which are the competencies that are to be present in approved Ontario university nursing programs specifically designed to educate and train RNs to practise as NPs.

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

All applicants must meet a nursing practice requirement within the three years prior to meeting all other requirements for the issuance of a certificate of registration. (Applicants are not required to have practised nursing for a minimum number of hours within the three-year period). This practice must be appropriate for the category applicants are applying to [i.e., Registered Nurse (RN), Registered Practical Nurse (RPN), or Nurse Practitioner (NP)]. One of the ways applicants can meet this requirement is to provide evidence of work experience as a nurse.

Applicants for registration as an RN or RPN, can provide evidence of recent clinical and/or non-clinical work experience as a nurse relevant to the particular category to which they have applied. Work experience as an RN will also be accepted as meeting the nursing practice requirement for registration as an RPN.

Applicants for registration as an NP, can provide evidence of recent work experience as an NP, as long as

that work experience (practice) included:

- Clinical NP practice involving direct interaction with client population(s) appropriate for the specialty certificate(s) the applicant is applying for, and
- The use of advanced nursing knowledge and decision-making skill in health assessment, diagnosis, and therapeutics in the treatment of those clients.

Work experience is assessed by verifying the information with the employer(s) or organization(s) for whom the applicant worked. This evidence must include a job description or role profile outlining the applicant's roles and responsibilities. CNO also verifies that the applicant was registered with the nursing regulatory body for the jurisdiction (i.e., province, territory, state, or country) in which she or he worked as a nurse.

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.

CNO ensures that documentation concerning applicants' educational system and credentials are received directly from the official source. For example, CNO requests that, if possible, transcripts be provided directly from the educational institution. Upon receipt of the documentation, CNO ensures that the documents contain the appropriate seals and/or signatures based on a repository of documents on-site.

In addition, staff gather information about education facilities using the internet, documentation obtained directly from schools, and communications with other regulatory bodies. For example, if nursing programs are no longer recognized or accredited in a particular jurisdiction, this information will be validated with the regulatory body for the jurisdiction in which the program is completed. As another example, there may be reports of fraudulent documentation or credential mills. In these cases, staff follow-up with governments, agencies, or regulatory bodies regarding the validity of these credentials.

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

CNO utilizes the following tools and processes to assist in maintaining consistency:

1. A database is maintained that stores program information linked with country, school, level of program, and years of completion. This information has been collected over the years and is updated as required. The database contains the results of the competency-based assessment of the program. These results are referenced when assessing subsequent applicants from the same program.
2. Copies of documents associated with programs (e.g., course descriptions and outlines and copies of syllabi) are retained.
3. Documents used in previous assessments are available to staff for reference and/or use when assessing similar applicants in the future. Comparison often assists in validating the authenticity of documentation submitted by applicants.

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

Applicants will not meet the nursing education requirement if the program, which the applicant relies on to meet that requirement, was not recognized or approved in the jurisdiction in which the program was taken as qualifying the applicant to practise as the type of nurse (i.e., Registered Nurse, Registered Practical Nurse, or Nurse Practitioner) that the applicant studied to become.

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

CNO accommodates applicants with special needs in a number of ways:

- Compliance with AODA – CNO is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). As noted in its Accessibility Policy (available at http://www.cno.org/en/what-is-cno/accessibility/), CNO will communicate with people with disabilities in ways that take into account their disability. This includes communicating over the telephone, via e-mail, or in person, depending on the individual's needs, as well as providing publications in alternate formats depending on document specifications. As well, CNO's website is compliant with AODA requirements up to January 1, 2014.
- Examination accommodations – Applicants with special needs may request examination accommodations for registration examinations and jurisprudence examinations. A number of examination accommodations are available for applicants depending on their needs and the examination format. Examples include additional time, separate room, reader, recorder, adjustable font size and contrast, and sign language interpreter.

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.

For all applicants (Ontario, Other provinces, International) who registered in the general class in 2013, the median time from the application created date to the registration date is about 4-5 months.

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

For internationally trained applicants only, the median time is about 1-1.5 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 median time is greater for internationally trained applicants than for all applicants. The reasons for the difference include the time required to establish that the applicant has met some of the registration requirements, for example:

- verification of nursing education program from the school including the provision of required documentation
- verification of practice from current and past employer(s) including the provision of required documentation
- proof of language proficiency in English or French
- the number of attempts to be successful and the timing of examinations
- translation may be required of documents received from third parties
- if the program has not previously been assessed, a competency assessment will be performed to determine whether the entry to practice competencies can be found in the applicant's initial nursing program; and
- if the applicant's initial nursing program has not been deemed equivalent to a program approved by

Council, the applicant's initial nursing program, additional education and/or work experience will be assessed to determine whether the entry to practice competencies can be identified.

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.

CNO does not conduct credential assessments. Instead a competency based framework is used to assess international programs as described in response to question 8(b). A competency-based approach is also used for programs in Ontario and elsewhere in Canada.

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

Not applicable.

iii. Explain how work experience is taken into account.

Not applicable.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

As noted in response to question 8(i), CNO uses a competency-based framework to assess programs. It also uses a competency-based framework to assess applicants' individual competency.

When applicants' programs are assessed as not equivalent, CNO assesses any additional nursing education and/or practice of the applicant to determine if they possess knowledge, skill, and judgment (i.e., competence) equivalent to current graduates of a program approved by CNO's Council.

The assessment of additional nursing education uses the competency framework described in response to question 8(b). The assessment of additional practice (including work experience) is described in response to question 8(j)(iii).

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

CNO employs multiple strategies to validate the objectives and results of competency-based framework, which include:

- The involvement and active participation of nursing regulatory, education, and practice stakeholders in the development and regular revision of the entry-level nursing competencies. These competencies provide the foundational framework for CNO's competency assessments.
- Keeping abreast of new literature and advances in the fields of nursing regulation, education, and

practice, as well as in competency assessment (across Canada and internationally).
- The evaluation and comparison/trend analyses of applicants' actual performance across the various CNO competency assessment methods (i.e., results of competency assessments conducted by CNO and examinations conducted by third parties).
- Ongoing quality enhancements based on the regular internal review of competency assessment rating results, assessment criteria, and assessment tools with CNO ETP Assessors, in combination with the findings from the strategies listed above.

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

When applicants' nursing programs are assessed as not equivalent to those programs approved by CNO's Council, applicants are required to undergo an individual assessment to determine if they possess nursing knowledge, skill, and judgment that is equivalent to current graduates of an approved program. Where applicable, work experience is considered in this individual assessment.

For Registered Practical Nurse (RPN) and Nurse Practitioner (NP) applicants, the individual applicant assessment is conducted by CNO's Entry-to-Practice (ETP) Assessors. These staff are trained to assess job descriptions (e.g., role function, accountabilities, and expectations), to determine whether the applicant's work experience fulfils the competencies missing from (or not adequately addressed in) the applicant's program. The ETP Assessors use the same competency frameworks, assessment criteria, and standardized assessment tools when assessing whether the applicant has nursing knowledge, skill, and judgement equivalent to current graduates of an approved program for the category (i.e., RPN or NP) to which she or he has applied.

For Registered Nurse (RN) applicants, the individual assessment is conducted by the Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA). The assessment takes the form of an objective structured clinical examination (OSCE), which consists of:

- A short, written multiple-choice exam that tests general nursing knowledge.
- A series of clinical encounter stations involving standardized (simulated) patients, members of the health care team, or others. Candidates play the part of an RN and apply their knowledge, skill and judgment in a number of client/caregiver situations. Candidates also are to orally respond to questions posed by examiners.

The OSCE requires applicants to demonstrate the nursing knowledge, skill, and judgment (i.e., competence) that they have. Applicants develop this competence through their nursing program, as well as any nursing practice (including work experience) they complete outside of that program.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

CNO does not conduct prior learning assessments. Recognition or assessment of prior learning is accounted for in competency assessments, as described in response to questions 8(j)(i)-(iii).

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

Not applicable.

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

Not applicable.

l) If your organization administers examinations:

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

Not applicable. CNO does not 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.

Not applicable.

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

Not applicable.

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

O. Reg. 275/94, under the Nursing Act, 1991, was amended and new registration requirements came into effect January 1, 2013.

These changes resulted in changes to CNO's practices with respect to the assessment of competency. CNO was able to engage the Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA) to assess RN applicants, as described in response to question 8(l)(iii).

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.

For the purposes of assessing applicants, CNO relies upon the following third-party organizations.

• For the objective structured clinical examinations (OSCE) for Registered Nurse (RN) applicants who have not completed an approved RN program or equivalent program:

  - Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA)

• For language proficiency tests:

  - Canadian English Language Benchmark Assessment for Nursing (CELBAN)
  - International English Language Testing System (IELTS)
  - Test d'Evaluation de Français (TEF)

• For registration examinations for Registered Nurse applicants:

  - Canadian Nurses Association (CNA) – Canadian Registered Nurse Examination

• For registration examinations for Registered Practical Nurse applicants:

  - Assessment Strategies Inc. (ASI) – Canadian Practical Nurse Registration Examination

• For registration examinations for Nurse Practitioner (Primary Health Care specialty) applicants:

  - CNA – Canadian Nurse Practitioner Exam: Family/All Ages
  - American Nurses Credentialing Centre (ANCC) – Family Nurse Practitioner Certification Examination

• For registration examinations for Nurse Practitioner (Adult specialty) applicants:

  - ANCC – Adult Nurse Practitioner Examination

• For registration examinations for Nurse Practitioner (Paediatric specialty) applicants:

  - ANCC – Paediatric Nurse Practitioner Examination
  - National Certification Corporation (NCC) – Neonatal Nurse Practitioner Certification Examination
  - Pediatric Nursing Certification Board (PNCB) – Paediatric Nurse Practitioner Primary Care Certification Examination
  - Ordre des infirmières et infirmières du Québec (OIIQ) – Certification Examination for Nurse Practitioners Specializing in Neonatology

• For the Registered Nurse / Registered Practical Nurse (RN/RPN) Jurisprudence Examination and Registered Nurse (Extended Class) [RN(EC)] Jurisprudence Examination:

  - Yardstick

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

CNO periodically reviews website content and formal applicant communications of its third party organizations to ensure that open, transparent, and consistent information about assessment practices are provided to applicants. Feedback is provided by the College where information provided about assessment practices is not transparent, accurate and up to date.

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

Not applicable. CNO's third party organizations do not engage in verifying the qualifications of applicants from outside of Canada.

iii. provides timely decisions, responses and reasons to applicants

With the exception of the third party organizations that examine applicants' language proficiency and administer the jurisprudence examination, CNO is the primary conduit by which applicants' assessment results and decisions are communicated. CNO utilizes multiple strategies with its third party organizations to facilitate access to timely and accurate information of applicants' assessment results. These include established procedures and timelines for receipt of third party assessment results; regular staff-to-staff communications and discussions with each third party organization; constructive review of comments received from applicants who have been previously assessed by CNO's third party organizations; and evaluation of reliability results for each assessment or examination administration.

iv. provides training to individuals assessing qualifications

Not applicable.

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

CNO ensures that third party organizations with the exception of language testing organizations provide reasonable access to applicants' records related to their assessment by means of established and shared organizational procedures for information transfer; as well as through regular staff-to-staff communications with each third-party organization.

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

CNO ensures that third party organizations with the exception of language proficiency testing organizations accommodate applicants with special needs where CNO is directly involved work collaboratively with organizations to ensure that applicants with special needs are accommodated.

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.

Not applicable.

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

Not applicable.

iii. Explain how work experience is taken into account.

Not applicable.

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

i. Describe the methodology used to evaluate competency.

CNO relies upon the Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA) to conduct individual assessments of applicants for registration as a Registered Nurse (RN) whose nursing program was not approved by Council or assessed as equivalent to an approved program. A description of CEHPEA's methodology is included in the response to question 8(j)(iii).

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

CEHPEA utilizes various strategies to validate the objective structured clinical examination (OSCE) that it conducts. When the OSCE is developed:

- Blueprints for the multiple choice and OSCE components of the assessment are developed. These blueprints are based on the National Competencies in the Context of Entry Level Registered Nurse Practice, which are the competencies that are to be present in approved Canadian university baccalaureate degree nursing programs.
- Standardized development techniques are used.
- Clinical nurse experts review, analyze, and revise the scenarios to ensure appropriateness, relevancy, and currency.
- The scenarios are piloted prior to their operational use (i.e., use in the actual examination of applicants).
- The results of the pilot tests are psychometrically tested and analyzed.

CEHPEA piloted the OSCE with three different nursing sample groups:

- Third-year nursing students,
- Registered Nurses who were within their first year of practice, and
- Internationally educated nurses who were eligible to attempt the registration examination.

Results of group comparison analyses indicated that the OSCE attained good discriminate validity, and was

consistent with similar group analyses results of the nursing registration examination. In short, these pilot results and the strategies described above contributed to the validity of the OSCE as a competency assessment approach.

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

An explanation is included in response to question 8(j)(iii).

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

i. Describe the methodology used to evaluate prior learning.

Not applicable.

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

Not applicable.

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

Not applicable.

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 registration examinations approved for registration as a Registered Nurse (RN), Registered Practical Nurse (RPN), and Nurse Practitioner (NP), are all administered by third-party organizations.

Registered Nurse:

- Canadian Nurses Association (CNA) – Canadian Registered Nurse Examination

Registered Practical Nurse:

- Assessment Strategies Inc. (ASI) – Canadian Practical Nurse Registration Examination

Nurse Practitioner (Primary Health Care Specialty):

- CNA – Canadian Nurse Practitioner Exam: Family/All Ages
- American Nurses Credentialing Centre (ANCC) – Family Nurse Practitioner Certification Examination

Nurse Practitioner (Adult Specialty):

- ANCC – Adult Nurse Practitioner Examination

Nurse Practitioner (Paediatric Specialty):

- ANCC – Paediatric Nurse Practitioner Examination
- National Certification Corporation (NCC) – Neonatal Nurse Practitioner Certification Examination
- Pediatric Nursing Certification Board (PNCB) – Paediatric Nurse Practitioner Primary Care Certification Examination
- Ordre des infirmières et infirmières du Québec (OIIQ) – Certification Examination for Nurse Practitioners Specializing in Neonatology

The vast majority of these examinations use a multiple-choice format and are scored on a pass/fail basis. The examination administered by the OIIQ, however, has multiple-choice and objective structured clinical examination (OSCE) components. Applicants are permitted a total of three attempts to successfully complete a registration examination approved by Council for the particular category and class (and specialty) to which they have applied.

The examinations that CNO's Council approved for the jurisprudence examination requirement are also administered by a third-party organization (i.e., Yardstick). Both the Registered Nurse / Registered Practical Nurse (RN/RPN) Jurisprudence Examination and Registered Nurse (Extended Class) [RN(EC)] Jurisprudence Examination use a multiple-choice format and are scored on a pass/fail basis. Applicants can attempt the jurisprudence examination as many times as they require to pass.

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

All registration and jurisprudence examinations are tested for reliability and validity using a variety of approaches that conform to standardized techniques. Key components of examination development, administration, and maintenance include:

- The development of blueprints that set out the requirements for the content, structure, administration, etc. of the examination.
- Involvement of qualified content experts in the development and review of examination questions.
- Pilot testing the examination questions prior to their operational use (i.e., use in the scoring of applicants).
- Ongoing extensive psychometric testing of the validity, reliability, and fairness of examination questions.

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

The third-party organizations that administer the registration and jurisprudence examinations take steps to frequently update examination questions. The process for updating examination questions is outlined in the blueprint developed for each examination. New questions are pilot tested as part of each examination administration. Results from the pilot test are psychometrically tested for validity, reliability, and fairness in order to determine whether the questions are appropriate for operational use. Existing operational questions are also psychometrically tested over time to monitor their continued validity, reliability, and fairness.

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

The assessment conducted by the Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA) was incorporated into CNO's registration practices in 2013.

The jurisprudence examination was introduced in 2013 as a requirement for all applicants.

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Staff involved in applicant assessment are provided with intensive orientation and training when beginning in a position. Thereafter, they are provided with coaching and guidance on an ongoing basis to ensure adherence to assessment requirements. Attendance at relevant educational sessions or conferences may occur (i.e., competency assessment, accreditation practices). As well, staff collaborate and network with other jurisdictions to discuss best practices as they relate to competency assessments of internationally educated programs.

Staff are also supported by accessing information about registration requirements and processes in the "Registration Guidelines: A Resource for College Staff" and on the wiki, which is an internal website containing information regarding a variety of topics relevant to registration and other processes, which is updated regularly and is used as a resource by College staff.

ii. individuals who make registration decisions

Staff, Committee members, and the Executive Director may all be involved in registration decisions. The Executive Director and/or staff, on the Executive Director's behalf, make decisions regarding whether or not an applicant meets one or more registration requirements. Staff members receive training in relation to the assessment of information regarding the registration requirements and are provided with ongoing guidance from senior staff and management as required.

Members of the Registration Committee also determine, after reviewing information, whether or not an applicant meets a particular requirement and whether or not an applicant should be eligible for registration or not. There is an annual orientation for the Registration Committee, as well as ongoing education provided to Committee members as required throughout the year. Annual orientation for the committee consists of legal counsel and College staff reviewing the legislation applicable to registration, the registration requirements, committee decision-making, the role of the committee, procedural fairness, bias, relevant case law, human rights implications, policy implications, and other issues.

iii. individuals who make internal review or appeal decisions

All individuals are provided with relevant training in the assessment of applications and how to conduct reviews. This training includes educational sessions from legal counsel, as well as collaborating with legal counsel and with senior CNO staff for assistance in review decisions.

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

No changes were made in the reporting year.

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.

None.

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

Not applicable.

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

Not applicable.

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	Yes
Other (please specify)	Not applicable

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	175
Staff involved in appeals process	3
Staff involved in registration process	33

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants[1] 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
India	1761
Philippines	1458
U.S.	170
Iran	107
Nigeria	83
Jamaica	81
Pakistan	55
U.K.	54
Israel	42
China	39

[1]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[2] 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 31st 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 31st 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
Members on December 31st of the reporting year	138449	8958	1527	16324	31	**165289**

[2] 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:

Notes: The number of members from other Canadian provinces is up significantly because of a fix to the coding. In 2012, 4,340 members who were educated in other provinces were wrongly coded as having received their education in Ontario.

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 1st to December 31st 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
New applications received	7773	568	170	4123	0	**12634**
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	11113	1343	851	19253	0	**32560**
Inactive applicants (applicants who had no contact with your organization in the reporting year)	854	1174	230	4072	0	**6330**
Applicants who met all requirements and were authorized to become members but did not become members	501	52	10	55	0	**618**
Applicants who became						

FULLY registered members	6511	357	75	742	0	**7685**
Applicants who were authorized to receive an alternative class of licence[3] but were not issued a licence	0	0	0	0	0	**0**
Applicants who were issued an alternative class of licence[3]	2252	12	4	2	0	**2270**

[3] 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:

For new applications received: In 2012, we also reported temporary applications. They are not being reported this year.

For applicants who were authorized to receive an alternative class of licence but were not issued a licence: This is not applicable as applicants usually meet all criteria for registration within the year and as such would be issued the licence and no longer hold the temporary class licence.

	Class of licence	**Description**
a)	Temporary	The Temporary Class is for individuals who have met all requirements for the General Class as a Registered Nurse (RN) or Registered Practical Nurse (RPN) except the successful completion of the national registration exam. Temporary Class members are eligible to join the General Class when they successfully complete the registration exam and meet all other requirements for registration.
b)		

c)	
d)	
e)	
f)	
g)	
h)	
i)	
j)	

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).

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
from January 1st to December 31st of the reporting year	**Ontario**	**Other Canadian Provinces**	**USA**	**Other International**	**Unknown**	**Total**
Applications that were						

subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	282	11	29	1286	0	**1608**
Applicants who initiated an appeal of a registration decision	53	0	0	18	0	**71**
Appeals heard	6	0	0	3	0	**9**
Registration decisions changed following an appeal	1	0	0	0	0	**1**

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.

A new Registration Regulation for CNO took effect on January 1, 2013. Under the regulation, applicants must meet requirements for registration within two years of filing an application with CNO. As a result, CNO has implemented a process by which applicants are advised that if there is no evidence that an applicant has made reasonable attempts toward meeting the requirements for registration for over two years, then the applicant's application will be closed. The applicant receives notification that the application is closed and is invited to apply again by completing updated application forms and paying the required fee in effect at the time.

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: Anne Coghlan

Title: Executive Director and CEO

Date: February 21, 2014