

Fair Registration Practices Report

Physiotherapists (2009)

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

This Fair Registration Practices Report was produced as required by:

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

Provision of Information About Registration Practices (1 / 13)

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

a) steps to initiate the registration process

The College provides a number of resources to assist individuals who are initiating the registration process. These include:

- one-on-one consultation with an Entry to Practice staff member either face-to face, over the phone or via email
- a checklist on the College's website that helps an international applicant identify their next steps in the application process
- an application for registration guide that provides detailed information on the application process
- a career map posted on the Ministry of Citizenship and Immigration's website that outlines the steps to initiate the registration process. This career map will be posted on the College website this spring as part of a number of new materials available to assist applicants.

The College reviews all published information annually to ensure that it is accurate and current.

b) requirements for registration

The College has a number of resources available that provide the requirements for registration. These include:

- one-on-one consultation with an Entry to Practice staff member either face-to face, over the phone or via email
- an application for registration guide that provides clear information on the requirements for registration
- the College's registration regulation is posted on the College website
- a career map posted on the Ministry of Citizenship and Immigration's website that outlines the requirements for registration. This information will also be posted on the College's website in the spring as a part of a number of new materials that will assist applicants.
- Presentations conducted at Ontario universities and at Health Force Ontario.

The College reviews all published information annually to ensure that it is accurate and current.

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

The Canadian Alliance of Physiotherapy Regulators (The Alliance) conducts the educational credential reviews. The Alliance provides information about the education requirements in the credentialing application package. As well, a detailed analysis of the applicant's education against the standards is provided to each applicant that has their credentials reviewed by The Alliance.

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

The College does not have a requirement for any education or practical experience that must be completed in Ontario.

e) requirements that may be satisfied through acceptable alternatives

The Alliance will consider accepting alternative documents in cases of refugees, etc. when an individual is unable to obtain official documentation. There is information provided in the credentialing package to address this issue.

Applications to the College that do not meet the requirements as laid out in the Registration Regulation will be referred to the Registration Committee for review. The Registration Committee would determine if an acceptable alternative to a registration requirement has been met. The College has a Registration Committee fact sheet that provides this information to applicants.

f) the steps in the assessment process

The College has a number of resources available that describe the steps in the assessment process. These include:

- one-on-one consultation with an Entry to Practice staff member either face-to face, over the phone or via email
- an application for registration guide that provides clear information on the steps in the assessment process
- a checklist on the College's website that helps an international applicant identify their next steps in the application process
- a career map that outlines the steps in the assessment process and presentations at Ontario universities and Health Force Ontario

The College reviews all published information annually to ensure that it is accurate and current. As well, The Alliance provides detailed information about the credential review process on its website , specifically in the Credentialing Package.

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

The College has a number of resources available that lists the documentation that must accompany all applications. These include:

- one-on-one consultation with an Entry to Practice staff member either face-to face, over the phone or via email
- an application for registration guide that provides a checklist on the documentation that must be submitted

The College requires the same documentation from all applicants regardless of where they were educated.

The Alliance provides a detailed list of all documentation that must be submitted in the credentialing application package. Only internationally educated applicants need to undergo the credentialing process to determine if their education is substantially equivalent to an accredited Canadian physiotherapy program .

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

The Alliance has a policy that allows for the acceptance of sworn statements before a legal authority in lieu of full documentation when an individual is truly unable to access the required documentation. For example, this may apply in the case of a refugee. The College would also accept the alternative documentation that The Alliance had accepted.

i) how applicants can contact your organization

The College encourages applicants to contact the College in the way that they are most comfortable; whether it is in person, by phone, by email, fax or mail. There is a list of the appropriate staff contact people available on the College's website.

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

The College will email an applicant to indicate that their application for registration has been received. The email will also indicate whether the application is complete. Applicants with incomplete applications will be notified of what documentation is missing from their application. Where an applicant does not have an email address, applicants will be contacted by telephone to discuss any issues with the application. Applicants who have submitted a complete application will be notified that it may take up to ten business days from the date of receipt to process their application.

Where an application needs to be referred to the Registration Committee for review, an applicant will be contacted by telephone to discuss the referral, explain the process and answer any questions that the

applicant may have. A formal Committee referral letter will then follow by courier for Canadian addresses and by mail and email for international addresses.

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

The College and The Alliance require documents to be translated by a certified translator.

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

The College's website provides information about the role of the Canadian Alliance of Physiotherapy Regulators which conducts the credentialing and examination processes. As well, the physiotherapy career map indicates which steps in the assessment process will be conducted by The Alliance. The College website also provides information about the Ryerson Bridging Program and the Exam Skills Preparation program which applicants may choose to become involved with. The College regularly answers requests from applicants in person, by phone and by email on the role of third-party organizations.

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

The College publishes on its website and in the application guide that completed applications for registration will be processed within ten business days. Timelines at The Alliance are also clearly published in The Alliance's credentialing and examination information and on their website. These timelines, deadlines and time limits include: time limits for validity of credentialing results, deadlines to apply for each administration of the Physiotherapy Competency Examination and the amount of time it takes to complete the credentialing process.

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

The College publishes on its website and in the application guide that completed applications for registration will be processed within ten business days. The Alliance publishes in its materials and on its website the average timelines for completion of the credentialing process for both precedent and non-precedent files.

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

The College publishes all fees in relevant application materials and on our website. As well, the College's fee by-law which lists all fees charged by the College is posted on the website. The Alliance fees are all published in relevant materials and on their website. All fees are also listed in the physiotherapy career map.

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

The College provides reasonable accommodations where requested on a case-by-case basis. The Registration Committee would review these requests.

The Alliance provides accommodations for examination candidates with special needs. The Candidate Handbook which can be sent out to applicants and appears on the Alliance's website includes a section providing information on how to request accommodations.

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

There have been no significant changes to practices in the last year. The College continues to refine its communication materials for applicants and is beginning a pre-registration process in early 2010 that will allow the College to provide even more support and materials to applicants prior to their initial registration at the College. The College also continues to refine its communication materials to help applicants more clearly understand the registration process.

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Amount of Fees (2 / 13)

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

Internationally educated applicants are required to have their education reviewed to determine if the education that they have completed is substantially equivalent to the accredited Canadian physiotherapy education programs. Applicants from accredited Canadian education programs would not pay the credentialing or prior learning assessment fees. All other fees are the same for Canadian and International applicants.

Credentialing Fee - \$780
Physiotherapy Competency Exam Fee - \$1975
College Application Fee - \$100
Provisional Practice - \$70
Independent Practice (four months) - \$250
Independent Practice (full year) - \$600

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

There have been no changes to practices that have occurred during the reporting year. The credentialing fee has increased marginally in the last year.

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

a) What are your timelines for making registration decisions?

Applications that meet all registration requirements are processed within ten business days of receipt of the completed application. Applications that do not meet the registration requirements as described in the College's registration regulation are referred to the Registration Committee for review. Decisions are issued within 45 days of the date when the applicant indicated that they do not wish to make any further submissions for the Committee to review.

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

Every effort is made to respond to written requests for information within two business days. Where an application meets all of the registration requirements, applicants are provided with a written confirmation of their registration within ten business days. Registration Committee decisions are couriered to applicants within 45 days of the date that the applicant indicated that they do not wish to make any further submissions to the Committee.

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

Where an application meets all of the registration requirements applicants are provided with a written confirmation of their registration within ten business days. Registration Committee decisions are couriered to applicants within 45 days of the date that the applicant indicated that they did not wish to make any further submissions to Committee.

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

The College uses a Balanced Scorecard to measure a variety of markers across the organization. Timelines associated with case disposition are measured on the scorecard and reported to Council quarterly.

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

There has not been any changes to these practices made during the reporting year.

Access to Records (4 / 13)

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

The College has a policy related to applicant's access to their registration file. All information in the applicant's file is usually submitted by the applicant. Therefore, the applicant would generally have knowledge of all information contained in the application. The College would provide a copy of all of the the information to the applicant so that they had access to all relevant information contained in their file.

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

Access to records would rarely be limited or refused. This may only occur when something in the record posed a risk to the applicant or another person. As well, legal advice related to a specific application is privileged and would likely not be released to the applicant.

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

The College has a policy related to applicant's access to their registration file. The College does not charge fees for providing access to or a photocopy of information contained in applicant files.

d) List the fees for making records available.

The College does not charge fees for making records available.

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

The College does not charge fees for making records available.

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

There have been no changes to these processes made during 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.

The College and The Alliance provide many resources to assist applicants. College resources include:

- An application guide which outlines the process to apply for registration and provides a checklist of documentation that must be submitted to the College
- Website resources. The College provides a number of resources on its website that assist applicants, including a checklist to help applicants determine what step should be taken next in the application process and a section of the website called Applying to the College.
- Career Map. The career map clearly describes the process for applying for registration with the College, including all fees and contact information for third parties (The Alliance and language tests)
- Presentations. The College regularly does presentations for applicants at Ontario universities and at Health Force Ontario.

The Alliance resources include:

- Website Resources. The Alliance website contains a significant amount of information that applicants can access.
- Examination Candidate Handbook which describes the process of applying for the examinations, lists fees and provides other relevant policies.
- Orientation Resource for the Physiotherapy Competency Exam which is a 140 page document that describes the examination, provides sample questions and explains what type of information is included on the examination
- Exam Blueprint which outlines what information will be tested in the exam
- Examination Reference List which assists applicants by providing a list of references that should be reviewed when studying for the examination.
- The Credentialing Package describes how applicants can have their education reviewed, what type of information they need to provide and the forms that they must submit.
- Educational Credentials & Qualifications Assessment FAQs. This document answers questions about the credential review process for applicants.

Additionally, there is a bridging program available at Ryerson University for Internationally Educated Physiotherapists and an Exam Skills Preparation Program also hosted at Ryerson University.

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

All of the above resources are posted on the College's website or The Alliance's website and can be accessed by anyone. The Career Map is available through the Ontario government website and will be posted on the College website shortly to enhance materials available to applicants. Health Force Ontario presentation dates are posted on the College website. The College will direct individuals to these resources when requests for information are received at the College. As well, the College will mail out the application guide and forms to interested individuals.

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

occurred during the reporting year.

The College continues to review the information provided to new applicants. Health Force Ontario presentations have become a regular feature, occurring approximately every 6 months (or as requested). The Ryerson Bridging Program launched in January 2009.

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Internal Review or Appeal Processes (6 / 13)

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

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

Upon receipt of an application that does not meet the registration requirements as described by the Registration Regulation, an applicant receives notice of their referral to the Registration Committee. The Regulated Health Professions Act requires that applicants be given 30 days notice to make any submissions to support their application. An applicant may waive the 30 day period in order to have their application reviewed at an earlier Registration Committee meeting. An internal review by the Registration Committee is completed and the formal decision and reasons are released within 45 days of the expiry of the 30 day period or the date when the applicant has waived the 30 day period and indicated that they do not wish to make any further submissions for the Committee to review.

The College does not conduct appeals. Appeals are conducted by the Health Professions Appeal and Review Board.

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

In 2009, all decisions were released within the College timelines for written disposition of a Registration Committee case.

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

No Registration Committee decisions exceeded the College timelines.

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

The Regulated Health Professions Act specifies that applicants are provided with 30 days to make written submissions to be reviewed by the Registration Committee. When an application is received that does not appear to meet the registration requirements, the application is referred to the Registration Committee for review. The applicant would then be contacted by phone to discuss the referral and ensure that they understand the reason for referral. A formal letter would be sent to them via courier outlining the statutory reason for the referral and indicating that they have 30 days to make submissions.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

The letter that is sent to applicants indicates that submissions should be made in writing. These written submissions can be sent via fax, mail or email. This information is also provided in the telephone discussions with applicants.

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.

Applications are initially reviewed by staff. If all requirements for registration as described in the College's Registration Regulation are met, staff can then process the application and issue a certificate of registration. When staff have doubts about whether the registration requirements have been met, the application is referred to the Registration Committee to make a decision about whether to issue a certificate of registration. The composition of the Registration Committee is outlined in the College by-laws and includes four Council members (two physiotherapists and two public appointees) and an additional physiotherapist who is not a member of Council. Staff are not members of the Registration Committee and this ensures that two different groups have reviewed the application.

e) Describe your internal review or appeal process.

An application is referred to the Registration Committee when it does not meet the requirements as they are laid out in the College's Registration Regulation. The applicant is then couriered a referral letter and contacted via telephone to ensure that they understand the process. The applicant is provided with 30 days to make written submissions. The application and accompanying documentation is then provided to the Registration Committee for review at the next Committee meeting. The Registration Committee reviews applications for registration, along with any written submissions the applicant has made. The Committee makes a decision about the application. Staff then contact the applicant via telephone to verbally share the decision of the Committee. A written decision and reasons are then provided to the applicant.

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

The Registration Committee has five members. The composition of the Registration Committee is outlined in the College by-laws and includes four Council members (two physiotherapists and two public appointees) and an additional physiotherapist who is not a member of Council. The by-law does not require an internationally educated member of the profession to be on the Committee, however, any of the physiotherapists who are on the Committee could be internationally educated. As well, the public members appointed to the Committee may

have received their educations outside of Canada.

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

There have been no changes to the practices reported in this section made during the reporting year.

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Information on Appeal Rights (7 / 13)

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

When an application has been refused by the Registration Committee or the Committee proposes to place terms, conditions and limitations upon the certificate of registration, the applicant is sent a formal letter along with the decision and reasons. The formal letter outlines the applicant's right to appeal to the Health Professions Appeal and Review Board and indicates the timelines in which the request for appeal must be made. A fact sheet, which has been provided to the College by the Health Professions Appeal and Review Board, is also sent to the applicant.

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

This is a statutory process. No changes have been made to the process.

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Assessment of Qualifications (8 / 13)

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

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

- An applicant must have completed a degree in physiotherapy from an accredited school in Canada or be deemed to be substantially equivalent by the Canadian Alliance of Physiotherapy Regulators
- The applicant must successfully complete the Physiotherapy Competency Examination
- The applicant must be reasonably fluent in French or English. If they were not educated in either French or English, then they must successfully complete one of the designated language tests.
- The applicant must be legally able to work in Canada.
- The applicant's past and present conduct must provide reasonable assurance that they will practice the profession with integrity, decency and honesty, that they can communicate effectively and that they are mentally competent to practice
- The applicant must hold professional liability insurance in accordance with the College by-laws

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

The Canadian Alliance of Physiotherapy Regulators assesses the international qualifications to determine if they are substantially equivalent to an accredited Canadian physiotherapy program. The international programs must be completed at university level or a level deemed to be equivalent to university level. The bar for substantial equivalence of physiotherapy content is set through reviews of the Canadian programs. The minimal requirement in each content area for Canadian programs is the level required for international applicants. International applicants are not expected to meet any requirement at a level above the requirement in an accredited Canadian program.

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

The College does not have a work experience requirement.

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.

Staff take educational courses to understand educational systems. As well, the College and The Alliance rely upon third-party experts in educational systems to assist by providing additional information when needed. These experts include World Education Services (WES) and International Qualification Assessment Services (IQAS).

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

Applications from the same jurisdiction or institution are used when assessing future files. These precedent cases are reviewed to ensure that consistent decisions are made over time. However, outcome decisions may vary based on the individual courses an applicant has completed.

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

A physiotherapy program needs to be recognized by the appropriate authority in the home country. Where mandatory accreditation of physiotherapy program exists, the program must be accredited.

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

The College provides reasonable accommodations where requested by applicants. For example, College staff can complete an application for an applicant or in the case of a visually impaired applicant, an application form is created in Braille to aid the individual.

The Alliance is committed to offering the examination so that it is accessible to applicants with special needs. Requests for accommodation on the Physiotherapy Competency Examination are reviewed on a case-by-case basis. Some examples of possible accommodations include:

- additional time to complete the examination
- services of a reader or recorder
- services of a sign language interpreter
- modification of room arrangements to allow physical access

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

The length of time differs based on a number of variables. For example, an applicant would submit a credentialing application to The Alliance for review. The first variable encountered is whether the application submitted is complete, or whether The Alliance will need to follow up with the individual to get complete information. The Alliance will then verify the educational information submitted with the institution that granted the credential. Sometimes the responses from the institutions are very fast, sometimes this process takes much longer with The Alliance having to send several notices to try to verify the educational information. The timelines for completing the credential review differ for precedent and non-precedent files. This means that institutions that have been reviewed previously will have reduced timelines for completion. The average timeline for precedent files is 12 -14 weeks and the average timeline for non-precedent files is 20-22 weeks. Upon completion of the process, an applicant will either be deemed to be substantially equivalent, have small gaps in equivalence or not be equivalent. If small gaps exist, an applicant will have to meet these gaps prior to moving on to the examination process. The length of time to fill the gaps will vary based on how the applicant decides to fill the gaps. For example, they may take a course that is self-study and completed on their own timelines or they may choose to take a formal course that lasts one or more semesters. Once the applicant is deemed to be substantially equivalent they must register for the written component of the Physiotherapy Competency Examination. The written component is offered every two months and applicants can decide to sit any administration of the written component that they choose within two years of the issuance of the credentialing results. Results for the written component are usually released approximately 4-6 weeks after the exam took place. Unsuccessful applicants must register to take the written component again. Upon successful completion of the written component an applicant must register for and attempt the clinical component of the Physiotherapy Competency Examination. Upon registration for the clinical component of the examination, the applicant can choose to apply for Provisional Practice, which allows them to practice as a Physiotherapy Resident while being monitored by an Independent Practice certificate holder. If the application meets all the registration requirements, the application for registration is processed within ten days of receipt of the completed application. If there is doubt as to whether all of the registration requirements are met, the application is referred to the Registration Committee for review. Applicants are given 30 days to make submissions to the Committee. Upon indication that no more submissions will be made to the Committee or expiry of the 30 day period, the application will be reviewed by the Registration Committee and a formal decision issued within 45 days.

The clinical component of the examination is offered twice per year. The results of the clinical component are usually released 6-12 weeks after the exam took place. If unsuccessful, an applicant must register and complete the clinical exam again. Successful applicants can then apply to the College for an Independent Practice certificate. If the application meets all the registration requirements, it is processed within ten days of receipt of the completed application. If there is doubt as to whether all of the registration requirements are met, the application is referred to the Registration Committee for review. Applicants are given 30 days to make submissions to the Committee. Upon indication that no more submissions will be made to the Committee or expiry of the 30 day submission period, the application will be reviewed by Committee and a formal decision issued within 45 days.

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

Only internationally educated professionals need to complete the credential review process as described above. Canadian graduates are verified that they in fact are graduating from an accredited Canadian program and then they are eligible to enter the examination process. Due to the difference in this procedure, timelines differ for these two groups. All other timelines and processes are the same for both Canadian and international graduates.

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.

It is likely that average times for Canadian graduates would be lower than those for internationally educated due to the difference in credential review times. However, this is not always the case due to some of the other variables discussed in the process, e.g. decision on when to complete the examination, success on examination, whether a referral to Registration Committee is needed, etc.

i) If your organization conducts credential assessments:

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

The College does not conduct credential assessments. Credential assessments are conducted by the Canadian Alliance of Physiotherapy Regulators (The Alliance) for Yukon territory and all provincial physiotherapy regulatory authorities, except for Quebec. The Alliance built a reliable and valid tool for credential assessment in the mid-1990s. The tool is periodically reviewed and updated to maintain currency. Since the mid-1990s there have been four reviews of the tool and a review of the systems in which the tool functions. Canadian Physiotherapy Regulators receive and review any /all policy changes and set the credentialing standards. The Alliance has an understanding of educational systems around the world. This knowledge and the use of third party experts, such as World Education Service (WES) and International Qualifications Assessment Service (IQAS), assists The Alliance to determine the level of education.

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

The Alliance has developed standards for substantial equivalency based on the minimum requirements of Canadian physiotherapy academic programs.
The criteria includes:

- That the program is equivalent to a baccalaureate degree (or higher)
- That the program is recognized by the appropriate authority within the home country
- That the program contains appropriate physiotherapy content

The Alliance does not focus on the title of the physiotherapy credential and does not require a program to be called a baccalaureate, master's or Ph.D. credential. Two criteria are considered when determining the acceptability of the physiotherapy credential before The Alliance can proceed with education content review:

The first criterion is that the applicant's physiotherapy credential must be at university level. In 2007, The Alliance adopted a new interpretation of "university level learning", as a level of learning normally associated with universities but, in some countries representing learning that can only be acquired at other higher education institutions that are recognized / accredited by educational authorities in the country of education. Other higher education institutions are defined as institutions offering programs considered at the same educational level as university programs in the home country.

The second criterion is that the institution (where the physiotherapy education was completed) must be recognized and / or accredited (if accreditation is mandatory in the country of education). Recognition status is defined as a public or private institution that has been given full authority to grant degrees, diplomas, and other credentials by a public or private act of the provincial/territorial legislature or through a government-mandated quality assurance mechanism. Accreditation is a process of quality assurance through which accredited status is granted to an educational institution or program of study by responsible authorities. It means that standards of education established by professional authorities have been met.

iii. Explain how work experience is taken into account.

Work experience is not required for registration in Ontario. However, relevant work experience may be reviewed in the Prior Learning Assessment and Recognition (PLAR) process in order to attempt to fill small gaps identified through the education credential review process.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The Alliance conducts the Physiotherapy Competency Examination used by the College. The examination contains a written component and clinical component to evaluate applicant competency.

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

The examination is validated a number of ways. Firstly, the examination was built by psychometric experts who ensured that the examination is valid and reliable. Secondly, the examination blueprint is based on an analysis of practice which is conducted approximately every five years. This practice analysis ensures that the examination content is based on current practice and is used to update the examination blueprint. A practice analysis was completed in 2008. The Alliance also conducts or oversees other studies of the examination through an ongoing Monitoring and Evaluation Program. For example, studies completed include inter-rater reliability studies and an external study conducted by John Norcini. Finally, standard validity and reliability checks are carried out for each examination administration.

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

Work experience is not reviewed in the Physiotherapy Competency Examination.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Prior Learning Assessment and Recognition (PLAR) is conducted by The Alliance. PLAR provides opportunities for applicants to fill small gaps identified in the credential review process. The PLAR process enables an applicant to submit additional proof of learning not completed as part of the formal physiotherapy academic program. This evidence could include proof of additional courses or workshops completed, detailed records of physiotherapy work experience from outside of Canada, research papers or presentations completed, a portfolio, etc. The evidence is reviewed and credited to fill identified gaps.

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

The method to review prior learning was developed as part of the credentialing process. It is reviewed and validated regularly as part of the system review process. There have been four best practices reviews completed since the program began.

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

Previous work experience as a physiotherapist outside of Canada will be reviewed to determine if the individual has filled any of the identified gaps through their previous work experience.

l) If your organization administers examinations:

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

The Physiotherapy Competency Examination conducted by The Alliance is a two-part examination, which includes a written component and a clinical component. The passing score for the Written Component is a specific score on the Standard Score scale. The Alliance's Board of Examiners sets the passing score for the Written Component. To pass the clinical component applicants must meet three criteria:

1. Achieve or exceed the minimum total score required;
2. Achieve a passing score on a minimum number of stations;
3. Demonstrate an overall level of safe, professional practice appropriate to physiotherapy.

Applicants can attempt both components of the examination three times. An applicant may be approved to take the examination a fourth time and then a fifth time if they demonstrate proof of further preparation deemed satisfactory by The Alliance.

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

The Alliance has a number of validity and reliability checks built into the examination process. The Alliance demonstrates that the exam questions are valid by:

- Completing a practice analysis and having an examination blueprint
- Extensive consultation on exam questions
- Standardized quality control methods
- Completion of a number of reports and studies on the examination
- Support by external testing and measurement consultants

The Subkoviak approach is used to determine reliability at the cut score and the total station score of the clinical component.

After each exam administration, reports are provided to the College to demonstrate that each administration was valid and reliable. If concerns arise, the reports are shared with a third party testing expert who can help the College determine whether it is reasonable to rely on the results from that administration of the exam. If it was determined that validity or reliability has been compromised, the College will determine how to proceed on a case-by-case basis (depending upon the exact circumstances) with the help of legal counsel.

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

Items are continually written by Item Generation Subcommittees across the country. The national test construction committees approve the items. All questions are reviewed regularly for currency against a national practice analysis.

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

There have been no changes made to this section during the reporting year. In 2010, a fifth review of the credentialing program at The Alliance will begin.

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Third-Party Organizations (9 / 13)

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

The College has a written agreement with The Canadian Alliance of Physiotherapy Regulators to utilize their expertise in credential review and conducting the Physiotherapy Competency Examination. Use of a national organization to conduct the assessments promotes national consistency of results and eases labour mobility.

The College also relies upon the expertise of language testing services, such as TOEFL, TOEIC, MELAB, IELTS and CanTEST to provide evidence of sufficient language fluency. However, the College does not have a formal relationship with any of the agencies that deliver these tests.

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

The College and The Alliance have a written agreement on the utilization and role expectations of The Alliance's Evaluation Services. As well, the College has two representatives (the Registrar and the Council President) on The Alliance's Board of Directors. As members of the Board, the College is able to ensure that appropriate practices are occurring at The Alliance.

The Alliance has many online resources that it provides to applicants about the assessment practices. In March 2009, College staff were invited to The Alliance's offices to provide feedback on documentation provided to applicants. This feedback was compiled and the applicant documentation from The Alliance has since been updated to reflect these comments.

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

As above, the agreement with The Alliance and the representation on The Alliance Board allow the College to impact operations in the Evaluation Services area of The Alliance. The College is also aware that The Alliance consults with WES and IQAS, external experts on credential evaluation and examination. As well, The Alliance regularly attends conferences and reviews journals, reports and other information to ensure they are current in all practices.

iii. provides timely decisions, responses and reasons to applicants

The agreement with The Alliance indicates that the Alliance will provide reports on their adherence to the timelines associated with credential evaluation. These reports continue to indicate that credential evaluation services are being completed within published timelines.

iv. provides training to individuals assessing qualifications

Through the services agreement and the Board representation, the College is aware that Alliance staff are receiving appropriate training.

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

The Alliance has a policy related to applicant's accessing their records. Applicant's may by appointment review The Alliance's file related to their assessments.

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

The Alliance provides accommodations for examination candidates with special needs. Through the services agreement and Board representation, the College can monitor this issue.

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.

Credential assessments are conducted by the Canadian Alliance of Physiotherapy Regulators (The Alliance) for Yukon territory and all provincial physiotherapy regulatory authorities, except for Quebec. The Alliance built a reliable and valid tool for credential assessment in the mid-1990s. The tool is periodically reviewed and updated to maintain currency. Since the mid-1990s there have been four reviews of the tool and a review of the systems in which the tool functions. Canadian Physiotherapy Regulators receive and review any /all policy changes and set the credentialing standards. The Alliance has an understanding of educational systems around the world. This knowledge and the use of third party experts, such as World Education Service (WES) and International Qualifications Assessment Service (IQAS), assists The Alliance to determine the level of education.

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

The Alliance has developed standards for substantial equivalency based on the minimum requirements of Canadian physiotherapy academic programs.

The criteria includes:

- That the program is equivalent to a baccalaureate degree (or higher)
- That the program is recognized by the appropriate authority within the home country
- That the program contains appropriate physiotherapy content

The Alliance does not focus on the title of the physiotherapy credential and does not require a program to be called a baccalaureate, master's or Ph.D. credential. Two criteria are considered when determining the acceptability of the physiotherapy credential before The Alliance can proceed with education content review:

The first criterion is that the applicant's physiotherapy credential must be at university level. In 2007, The Alliance adopted a new interpretation of "university level learning", as a level of learning normally associated with universities but, in some countries representing learning that can only be acquired at other higher education institutions that are recognized / accredited by educational authorities in the country of education. Other higher education institutions are defined as institutions offering programs considered at the same educational level as university programs in the home country.

The second criterion is that the institution (where the physiotherapy education was completed) must be recognized and / or accredited (if accreditation is mandatory in the country of education). Recognition status is defined as a public or private institution that has been given full authority to grant degrees, diplomas, and other credentials by a public or private act of the provincial/territorial legislature or through a government-mandated quality assurance mechanism. Accreditation is a process of quality assurance through which accredited status is granted to an educational institution or program of study by responsible authorities. It means that standards of education established by professional authorities have been met.

iii. Explain how work experience is taken into account.

Work experience is not required for registration in Ontario. However, relevant work experience may be reviewed in the Prior Learning Assessment and Recognition (PLAR) process in order to attempt to fill small gaps identified through the education credential review process.

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

i. Describe the methodology used to evaluate competency.

The Physiotherapy Competency Examination is a two-part examination. There is a written component and a clinical component. The written component is a multiple choice examination. The clinical component is an Objective Structured Clinical Examination (OSCE) which allows candidates to demonstrate their skills with standardized patients in front of a physiotherapist who has been trained to be an examiner.

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

The Alliance has a number of validity checks built into the examination process. The Alliance demonstrates that the exam questions are valid by:

- Completing a practice analysis and having an examination blueprint
- Extensive consultation on exam questions
- Standardized quality control methods
- Completion of a number of reports and studies on the examination
- Support by external testing and measurement consultants

After each exam administration, reports are provided to the College to demonstrate that each administration was valid and reliable. If concerns arise, the reports are shared with a third party testing expert who can help the College determine whether it is reasonable to rely on the results from that administration of the exam.

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

Work experience is not considered in the Physiotherapy Competency Examination.

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

i. Describe the methodology used to evaluate prior learning.

Prior Learning Assessment and Recognition (PLAR) is conducted by The Alliance. PLAR provides opportunities for applicants to fill small gaps identified in the credential review process. The PLAR process enables an applicant to submit additional proof of learning not completed as part of the formal physiotherapy academic program. This evidence could include proof of additional courses or workshops completed, detailed records of physiotherapy work experience from outside of Canada, research papers or presentations completed, a portfolio, etc. The evidence is reviewed and can be used to fill identified gaps.

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

The method to review prior learning was developed as part of the credentialing process. It is reviewed regularly as part of the credential review process. Since the mid 1990s there have been four credential review processes.

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

Previous work experience as a physiotherapist outside of Canada will be reviewed to determine if the individual has filled any of the identified gaps through their previous work experience.

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 Physiotherapy Competency Examination conducted by The Alliance is a two-part examination, which includes a written component and a clinical component. The passing score for the Written Component is a specific score on the Standard Score scale. The Alliance's Board of Examiners sets the passing score for the Written Component. To pass the clinical component applicants must meet three criteria:

1. Achieve or exceed the minimum total score required;
2. Achieve a passing score on a minimum number of stations;
3. Demonstrate an overall level of safe, professional practice appropriate to physiotherapy.

Applicants can attempt both components of the examination three times. An applicant may be approved to take the examination a fourth time and then a fifth time if they demonstrate proof of further preparation deemed satisfactory by The Alliance.

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

The Alliance has a number of validity and reliability checks built into the examination process. The Alliance demonstrates that the exam questions are valid by:

- Completing a practice analysis and having an examination blueprint
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- Completion of a number of reports and studies on the examination
- Support by external testing and measurement consultants

The Subkoviak approach is used to determine reliability at the cut score and the total station score of the clinical component.

After each exam administration, reports are provided to the College to demonstrate that each administration

was valid and reliable. If concerns arise, the reports are shared with a third party testing expert who can help the College determine whether it is reasonable to rely on the results from that administration of the exam.

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

Items are written by Item Generation Subcommittees across the country in an ongoing way. The national test construction committees approve the items. All questions are reviewed regularly against a national practice analysis.

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

There have been minor changes to The Alliance's policies and procedures based on feedback provided at the March 2009 session. There have been no significant process changes that have occurred.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

The College does not assess qualifications. The Alliance requires annual training for their staff who assess qualifications.

ii. individuals who make registration decisions

College staff are provided with ongoing education in the areas of making fair decisions, human rights, cultural competence, writing decisions and reasons, etc.

iii. individuals who make internal review or appeal decisions

Committee members are provided with annual orientation and training. As well, ongoing training is provided on a quarterly basis at Council meetings and as educational opportunities arise throughout the year.

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

There have been no changes to training processes in the last year.

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Agreements on the Recognition of Qualifications (11 / 13)

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

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

The College has a signed Mutual Recognition Agreement with other Canadian physiotherapy regulators as required by the Agreement on Internal Trade. The Ontario Labour Mobility Act which passed in December 2009, has modified the terms of the Mutual Recognition Agreement and further eased the movement of physiotherapists between Canadian jurisdictions.

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

All applicants are reviewed against the Labour Mobility rules first. If an applicant is registered/licensed in a Canadian jurisdiction and they hold a certificate of registration/license that is similar to a category of registration that exists in Ontario, they can move using the labour mobility rules. The College can then ensure that there are no conduct concerns related to the individuals ability to safe, competently and ethically practice physiotherapy. If there are no concerns, the applicant is registered. If there are any conduct concerns the application is referred to the Registration Committee for review.

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

The Ontario Labour Mobility Act passed in December 2009. This has changed our processes related to processing applications from registrants in other Canadian jurisdictions.

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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)	No others. Please note that some materials are available in French, not all.

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	20
Staff involved in appeals process	1
Staff involved in registration process	3

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants¹ 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	41
U.S.	28
Iran	8
Australia	7
U.K.	7
Pakistan	5
Poland	4
Brazil	1
Colombia	1
Hong Kong	1

¹Persons 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 members² 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	5001	813	174	1170	0	7158

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:

Applications your organization processed in the past year

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

from January 1 st to December 31 st 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	285	44	28	98	0	455
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	285	44	28	97	0	454
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	1	0	1
Applicants who met all requirements and were authorized to become members but did not become members	1	0	0	0	0	1
Applicants who became FULLY registered members	284	44	27	97	0	452
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0

Applicants who were issued an alternative class of licence³	213	9	5	66	0	293
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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:

Provisional practice certificate is considered an alternative class of license for these purposes. The alternative class of license is included in the total who became members above.

	Class of licence	Description
a)	Independent Practice	General registration category
b)	Academic Practice	For physiotherapists who only practise within their academic role at an Ontario university physiotherapy program
c)	Provisional Practice	An individual has completed all educational requirements & passed the written component of the exam. They are registered to complete the next available practical component of the exam.
d)	Inactive	Not currently using title or practising in Ontario.
e)	Teaching Practice	Short-term category for physiotherapists from another jurisdiction to teach a course in Ontario.

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

Reviews and appeals your organization processed in the past year

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

from January 1 st to December 31 st of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	4	2	1	16	0	23
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	1	0	1
Registration decisions						

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

Additional comments:

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

There were no changes to our practices relevant to this section in this reporting year.

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Certification (13 / 13)

I hereby certify that:

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

Name of individual with authority to sign on behalf of the organization: Jan Robinson

Title: Registrar and CEO

Date: February 26, 2010

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