

Fair Registration Practices Report

Physiotherapists (2011)

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
- an application for registration guide that provides detailed information on the application process
- a career map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process. This career map is also posted on the College website to assist applicants.

The College has an open website that provides information on:

- Frequently Asked Questions related to registration
- A section for internationally educated physiotherapists that provides information on:
 - An overview on how to become a physical therapist in Ontario and a registration process flow chart. This flow chart is in the process of being revised to provide more information and enhance user-friendliness
 - A check list to determine if an individual is ready to apply for registration and identify his or her next steps in the registration process
- Language requirements
- Educational credentials
- Frequently Asked Questions unique to internationally educated physical therapists
- Helpful links for living and working in Canada
- Information on preparatory tools such as the Exam Skills Preparation Workshop and the bridging program

Information on Agreement on Internal Trade (AIT) and OLMA (Ontario Labor Mobility Act) – this section of the website provides a brief history of OLMA and how it applies to applicants. Physiotherapy regulators across Canada have reviewed registration categories from a permit-on-permit perspective to facilitate inter-jurisdictional movement.

The College conducts annual presentations at Health Force Ontario and at the Ontario universities that have physiotherapy programs.

Transitioning to Professional Practice Program- the College has a program to interact with new and future physiotherapists; to build relationships and provide important information about professional regulation in Ontario. The program utilizes a four phase approach to facilitate transitioning into professional practice; the first phase is pre-registration for physiotherapy students and international candidates. Pre-registration allows all individuals to apply to the College prior to beginning the Alliance's credentialing and examination processes and benefit from:

- Orientation materials to the College
- Electronic newsletters
- Ongoing management of their application while an individual completes mandatory processes prior to initial registration

The second phase targets individuals when they first register at the College, subsequent phases are focused on continued interactions with new registrants as they progress through their initial years of professional practice.

The College reviews all published information annually to ensure that it is accurate and current. The College will launch a new website in 2012 to enhance the ability for users to find the information that they are seeking.

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 government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process. This career map is also posted on the College website to assist applicants
- The College created a new Rationale for Registration Requirements document in 2011 to justify each of the registration requirements.
- annual presentations with consistent content are conducted at Ontario universities and at Health Force Ontario. As often as possible, Health Force Ontario presentations are conducted collaboratively with The Canadian Alliance of Physiotherapy Regulators, as well as the bridging program, allowing individuals to receive a complete overview of the entire entry to practice process.
- The College has an open website that provides information on:
 - Frequently Asked Questions related to registration
 - A section for Internationally Educated Physiotherapists provides information on:
 - A registration process flow chart (this is currently under revision)
 - A check list that helps an internationally educated applicant identify their next steps in the registration process
 - A checklist to determine if an individual is ready to apply for registration
 - Language requirements needed to start the registration process and related information
 - Educational credentials
 - Frequently Asked Questions internationally educated physical therapists
 - Helpful links
 - Information on preparatory tools such as the Exam Skills Preparation Workshop

Information on Agreement on Internal Trade (AIT) and OLMA (Ontario Labor Mobility Act) .Physiotherapy regulators have reviewed registration categories from a permit-on-permit perspective to facilitate inter-jurisdictional movement.

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 on behalf of most physiotherapy regulators in Canada (the exception is Quebec). 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. The College website provides links to The Alliance's website to assist users in accessing Alliance information. The Alliance has formed a client services team to work directly with internationally educated physiotherapists and guide them through The Alliance's processes.

A career map posted on the government of Ontario website (ontarioimmigration.ca) that outlines the steps to initiate the registration process is also posted on the College website to assist applicants.

The College has an open website that provides information on:

- Frequently Asked Questions related to registration
- A new document created in 2011 that provides justification for each of the registration requirements.
- A section for Internationally Educated Physiotherapists provides information on:
 - Registration process flow chart
 - A check list that helps an internationally educated applicant identify their next steps in the registration process
 - A checklist to determine if an individual is ready to apply for registration
 - Language requirements needed to start the registration process and related information
 - Educational credentials
 - Frequently Asked Questions unique to internationally educated physical therapists
 - Helpful links
 - Information on preparatory tools such as the Exam Skills Preparation Workshop

Information on Agreement on Internal Trade (AIT) and OLMA (Ontario Labor Mobility Act). Physiotherapy regulators have reviewed registration categories from a permit-on-permit perspective to facilitate inter-jurisdictional movement.

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

*** SAME AS LAST YEAR ***

The College does not have a requirement for any education or practical experience that must be completed in Ontario. There is no requirement for supervised practice prior to registration.

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. The Alliance's policies clarify this issue. The Credentialing team and the Client Services team will work with any applicant who needs assistance in this regard.

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 posted on the government of Ontario website (Ontario immigration.ca) that outlines the steps to initiate the registration process is posted on the College website to assist applicants in understanding the registration process.
- presentations at Ontario universities and Health Force Ontario (presentations at HFO often include The Alliance and the bridging program as well)

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 is currently revising its application form and guide to clarify the process and is moving towards introducing online initial application forms and supporting documents.

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.

The Alliance now uses a Declaration of Identity document to simplify requirements for identification. This document makes it easier for internationally educated individuals who have difficulty in providing a birth certificate from their home country to create one document for the credentialing and examination process.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

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 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 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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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. The website also provides links to The Alliance website and contact information for The Alliance. 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 University of Toronto Bridging Program (previously conducted at Ryerson University) 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. The website has an extensive list of links for internationally educated physical therapists such as physiotherapy organizations across Canada and government services.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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. The Alliance also publishes detailed information on timelines for the written and clinical examination. The registration flow chart currently under revision will also include timelines.

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.

The Career Map, posted on the Government of Ontario website (ontarioimmigration.ca) and on the College's

website, also contains a list of relevant fees.

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. A new Accessibility Policy has been developed in 2011 that aligns with the Accessibility for Ontarians with Disabilities Act (AODA).

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.

The College introduced the following new items:

- Rationale for Registration Requirements document
- An Accessibility Policy to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA)

The Physiotherapy bridging program has moved to the University of Toronto from Ryerson University.

The Alliance has formed a client services team to work directly with internationally educated physiotherapists and guide them through The Alliance's processes.

The career map has been updated in 2011.

The College is in the process of revising a number of the items discussed in this section:

- registration flow chart
- College website
- application forms and guides

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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.

The fees as of December 31, 2011 were:

Credentialing Fee - \$780

Prior Learning Assessment Fee - \$425

Physiotherapy Competency Exam Fee - \$1975

College Application Fee - \$100

Provisional Practice - \$75 (Provisional Practice is optional)

Independent Practice (four months) - \$265

Independent Practice (full year) - \$635

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

A small increase to College registration fees occurred in 2011.

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

a) What are your timelines for making registration decisions?

*** SAME AS LAST YEAR ***

Applications that meet all registration requirements are processed within ten business days of receipt of the 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 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?

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

In 2011, the College introduced an Internal Audit Committee. This committee is intended to monitor College compliance with policies and procedures. The first audit was a review of registration applications to ensure that the ten day application processing timeline was met. 100% of files reviewed met the standard.

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

The College introduced an Internal Audit Committee in 2011 that measures adherence to College policies and procedures, including timelines.

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Access to Records (4 / 13)

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

*** SAME AS LAST YEAR ***

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. Upon receiving a request, the College would provide a copy of all of 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST 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.

The 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
- The College has an open website that provides information on:
- The Ontario Regulators for Access Consortium online orientation module (including a link to the module) introducing internationally educated professionals to the structure, function, and context of regulation in Ontario. This orientation helps in creating an action plan for becoming licensed/registered
- Frequently Asked Questions related to registration
- A section for internationally educated physiotherapists provides information on:
- An overview on how to become a physiotherapist in Ontario and a registration process flow chart. This section contains a career map that 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)
- A check list to determine if an individual is ready to apply for registration and identify his or her next steps in the registration process
- Language requirements
- Educational credentials
- Frequently Asked Questions unique to internationally educated physiotherapists
- Helpful links for living and working in Canada
- Information on preparatory tools such as the Exam Skills Preparation Workshop
- Annual presentations with consistent content are conducted at Ontario universities and at Health Force Ontario.

The Alliance resources include:

- The Alliance encourages applicants to contact The Alliance in the way that they are most comfortable, whether it is in person, by phone, by email fax or mail. Recently, The Alliance has added additional client services staff to enhance its customer service via all of these means.
- Website Resources. The Alliance website contains a significant amount of information that applicants can access.
- Examination Candidate Handbook 2011 which describes the process of applying for the examinations, lists fees and provides other relevant policies. The Alliance has included a section on the role of the regulator with a flow chart on the licensing/registration process to assist applicants in understanding the regulatory process.
- 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 and a Lexicon 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 FAQ and Qualifications Assessment FAQ. These documents answer questions about the credential review process for applicants.
- A webpage that discusses how to prepare for the exam as well as a section for individuals attempting the examination process for a second time called "repeating the exam". This section contains guidelines for preparing for a second attempt and assists individuals to reflect on their performance.

Additionally, there is a bridging program at the University of Toronto for Internationally Educated Physiotherapists (formerly at Ryerson University) and an Exam Skills Preparation Program which will also

hosted by the University of Toronto.

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

*** SAME AS LAST YEAR ***

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 as well as the College website. 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.

The College has designed a new Transitioning to Professional Practice Program to interact with new and future physiotherapists, to build relationships and provide important information about professional regulation in Ontario. The program utilizes a four phase approach to facilitate transitioning into professional practice; the first phase is pre-registration for physiotherapy students and international candidates. Pre-registration allows all individuals to apply to the College prior to beginning The Alliance's credentialing and examination processes and benefit from:

- Orientation materials to the College
- Electronic newsletters
- Ongoing management of their application while an individual completes the mandatory processes prior to initial registration

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

The physiotherapy bridging program has moved to the University of Toronto from Ryerson University.

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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.

*** SAME AS LAST YEAR ***

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 2011, 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

No Registration Committee decisions exceeded the College timelines.

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

*** SAME AS LAST YEAR ***

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 the applicant via courier outlining the statutory reason for the referral and indicating that he or she has 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 telephone discussions or email correspondence 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 to provide the decision of the Committee. A formal 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 depending on who is nominated or elected by peers. As well, the public members appointed to the Committee may have received their education outside of Canada. In 2011, one member of the Registration Committee was an internationally educated physiotherapist and two others are internationally educated public member.

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

Applicants that are referred to the Registration Committee were previously all contacted via telephone to discuss their applications. This was challenging as some applicants may still be overseas or they may prefer email communication. We now communicate with the applicant in the way that they prefer.

The composition of the Registration Committee has changed since 2010. An additional public member is internationally educated.

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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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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Assessment of Qualifications (8 / 13)

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

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

The Agreement on Internal Trade (AIT) between the federal, provincial and territorial governments in Canada requires the College to consider all applications foremost under the Ontario Labour Mobility Act (OLMA). When the College receives an application from a physiotherapist who is currently registered with a similar certificate/license in another Canadian jurisdiction the application is considered under OLMA as follows:

- Where the registration categories are similar, no new requirements are expected with the exception of a review of previous discipline history and other administrative matters (e.g. fees, form, liability insurance)

- Where the categories of registration are not similar, the College's existing registration requirements apply.
- Applicants who do not qualify under OLMA must meet the following registration requirements:
- 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 College is involved in a project to develop occupational specific language testing; the pilot is scheduled for completion in 2012.

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

*** SAME AS LAST YEAR ***

The Canadian Alliance of Physiotherapy Regulators assesses the international qualifications to determine if they are substantially equivalent to an accredited Canadian physiotherapy program. The bar for substantial equivalence 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. However, 1025 supervised clinical practice hours are required as a part of a physiotherapy practice education.

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.

College and Alliance staff take courses and attend educational conferences 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.

*** SAME AS LAST YEAR ***

Applications from the same jurisdiction or institution are used by The Alliance 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 may be created in Braille to aid the individual. The College has an Accessibility Policy to ensure reasonable accommodations are provided. This policy aligns with the requirements outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

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. Due to a significant increase in the number of credentialing applicants, The Alliance was unable to meet the average timelines for most of 2011. Currently, all Alliance credentialing files are being processed according to timelines, with the exception of non-precedent cases. The Alliance expects that this final backlog will be cleared within the next 3 months. 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.

The Alliance is investigating new technology (Web-based Credential Assessment Tool) to reduce credentialing assessment time, increase efficiency and improve communication.

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.

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. Individuals who have pre-registered under the College's new Transitioning to Professional Practice Program will have their application processed in five business days as the College will have created a record in its database system previously.

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. 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 five reviews of the tool and a review of the systems in which the tool functions. The most recent review was completed in 2011. 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.

A review of the current understanding of the term "substantial equivalence" was conducted by

Canadian physiotherapy regulators in 2011. The Alliance will be looking at variable pathways for credentialing in 2012.

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 all provincial physiotherapy regulators (except Quebec). The examination contains a written component and clinical component to objectively 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. The College receives reports about the validity of each administration of the exam.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 five best practices reviews completed since the program began. The fifth review was completed in 2011. The Alliance is currently in the process of implementing recommended improvements.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

The Alliance reviewed and confirmed its policy on exam eligibility in 2010. 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.

*** SAME AS LAST YEAR ***

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.

In 2010, the Alliance expanded the information reported to regulators regarding exam results.

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

*** SAME AS LAST YEAR ***

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.

In 2011, the fifth best practices review of The Alliance's credentialing program was completed.

The College implemented an Accessibility policy to meet the requirements of the Accessibility for Ontarians

with Disabilities Act (AODA).

Due to a significant increase in the number of credentialing applications, The Alliance was unable to meet published credentialing timelines for most of the year. Currently, all Alliance credentialing files are being processed according to timelines, with the exception of non-precedent cases. The Alliance expects that this final backlog will be cleared within the next 3 months.

Applications for registration where the individual has pre-registered with the College are now processed within five business days.

The Alliance will be exploring the use of variable pathways for credentialing in 2012.

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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. In December 2011, the College and The Alliance extended their current written agreement for an additional five years.

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. The Alliance is exploring the development of a profession-specific language test. The pilot results will be available in 2012.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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. In 2011, The Alliance experienced a significant increase in the number of credentialing applications it received. For most of the year, The Alliance was unable to meet its published timelines. The backlog was successfully cleared at the end of November 2011, with the exception of non-precedent program files.

iv. provides training to individuals assessing qualifications

*** SAME AS LAST YEAR ***

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

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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 five 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 include:

- 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.

A review of the current understanding of the term "substantial equivalence" was

conducted by Canadian physiotherapy regulators in 2011.

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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. In 2010, The Alliance expanded the information reported to regulators regarding exam results to include previous attempts and administrative reconsiderations (when applicable).

Further, since 2009 the Alliance hosts an annual Evaluation Services Day for physiotherapy regulators to review and align their policy as well as practice.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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 five credential review processes. The most recent review was completed in 2011.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

In 2010 The Alliance reviewed and confirmed its policy on exam attempts and limits. 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.

The Alliance sends reports on examination results to the College. In 2010, the Alliance expanded the information reported to regulators regarding exam results to include the applicant's date of birth (in addition to name – as a positive identification), number of previous exam attempts (if any) and any accommodations made.

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

*** SAME AS LAST YEAR ***

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. In 2010, The Alliance expanded the information reported to regulators regarding exam results to include previous attempts and administrative reconsiderations (when applicable).

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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.

The College and The Alliance extended their current written agreement for an additional five years.

The Alliance is piloting a profession-specific language test.

In 2011, The Alliance experienced a significant increase in the number of credentialing applications received. For much of 2011, The Alliance was unable to meet its published timelines. This backlog was cleared by the end of the year and timelines should be met in 2012.

The fifth best practices review of the credentialing system occurred in 2011. This included a review of the term substantial equivalence.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

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. Each year Registration Committee members are provided with an orientation to their role and also the role of The Alliance. In 2011, all staff and Committee members completed training related to the Accessibility for Ontarians with Disabilities Act (AODA).

iii. individuals who make internal review or appeal decisions

Committee members are provided with annual orientation and training, this includes information on The Alliance credentialing and examination services. As well, ongoing training is provided on a quarterly basis at Council meetings and as educational opportunities arise throughout the year. In 2011, Registration Committee members completed training related to the Accessibility for Ontarians with Disabilities Act (AODA).

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

Additional training was added in 2011 in relation to the Accessibility for Ontarians with Disabilities Act (AODA).

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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.

Effective December 2009, the Agreement on Internal Trade (AIT) between the federal, provincial and territorial governments in Canada requires the College to consider all applications foremost under the Ontario Labor Mobility Act (OLMA). The College is compliant with OLMA. Physiotherapy regulators reviewed registration categories from a permit-on-permit perspective to facilitate inter-jurisdictional movement.

The College's registration regulation was amended in December 2011 to align with the requirements of OLMA and to make the categories of registration more consistent with other Canadian physiotherapy regulators.

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

*** SAME AS LAST YEAR ***

Effective December 2009, the Agreement on Internal Trade (AIT) between the federal, provincial and territorial governments in Canada requires the College to consider all applications foremost under Ontario Labour Mobility Act (OLMA). When the College receives an application from a physiotherapist who is currently registered with a similar certificate/license in another Canadian jurisdiction the application is considered under OLMA as follows:

- Where the registration categories are similar, no new requirements are expected with the exception of a review of previous discipline history and other administrative matters (e.g. fees, form, liability insurance)
- Where the categories of registration are not similar, the College's existing registration requirements apply. Applicants who do not apply under OLMA must meet the following registration requirements:
 - 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 College is involved in a project to develop occupational specific language testing; the pilot is scheduled for completion in 2012.

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

Amendments to the College's registration regulation became effective on December 15, 2011. These changes align with the requirements of OLMA and make the registration categories align more closely with those of other Canadian physiotherapy regulators.

The College is involved in a project to develop occupational specific language testing; the pilot is scheduled for completion in 2012.

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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)	

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	22
Staff involved in appeals process	0
Staff involved in registration process	4

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	27
Philippines	25
U.S.	25
Australia	12
U.K.	6
Iran	3
Ireland	3
Pakistan	2
Brazil	1
Israel	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	5338	811	205	1259	0	7613

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).

	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
from January 1st to December 31st of the reporting year						
New applications received	268	41	25	82	0	416

Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	268	41	25	82	0	416
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	47	22	18	29	0	116
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	1	0	1
Applicants who were issued an alternative class of licence³	221	19	7	52	0	299

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 is an optional certificate of registration to allow individuals to begin to practice in Ontario as a Physiotherapy Resident while waiting to complete the clinical component of the Physiotherapy Competency Exam.

Courtesy Registration (formerly teaching practice) is a temporary certificate for regulated physiotherapists from other jurisdictions who need to use title in Ontario for a specific event less than 30 days long.

This year we have completed the chart differently than previous years. Individuals who were issued an alternative class of license are not counted in the line of those who became fully registered members.

	Class of licence	Description
a)	Independent Practice	<div data-bbox="824 289 1487 432" style="border: 1px solid black; padding: 5px;"> <p>The College's general registration category.</p> </div>
b)	Provisional Practice	<div data-bbox="824 533 1487 802" style="border: 1px solid black; padding: 5px;"> <p>An individual has completed all educational requirements and passed the written component of the exam. They are registered to complete the next available practical component of the exam.</p> </div>
c)	Courtesy Registration	<div data-bbox="824 903 1487 1205" style="border: 1px solid black; padding: 5px;"> <p>Short-term category for physiotherapists from another regulated jurisdiction to come to Ontario for less than 30 days to teach a course. participate in a course, participate in a research project or a specific event where they would need to use title in Ontario.</p> </div>
d)		<div data-bbox="824 1308 1487 1371" style="border: 1px solid black; height: 30px;"></div>
e)		<div data-bbox="824 1472 1487 1535" style="border: 1px solid black; height: 30px;"></div>
f)		<div data-bbox="824 1635 1487 1698" style="border: 1px solid black; height: 30px;"></div>
g)		<div data-bbox="824 1799 1487 1862" style="border: 1px solid black; height: 30px;"></div>

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)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
from January 1st to December 31st of the reporting year						
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	3	1	0	2	0	6
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

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.

An amendment to the College's registration regulation changed the registration categories. There are now three categories of registration.

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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: Shari Hughes

Title: Registrar

Date: March 1, 2012

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