

Fair Registration Practices Report

Chiropractors (2010)

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

Information about registration practices is made available to individuals applying or intending to apply by mail or inquiry (phone, fax, e-mail) and through viewing the information on CCO's website. Upon successful completion of CCO's Legislation and Ethics examination, candidates receive a standard letter enclosing the registration form by mail and may apply for registration. The registration form is also posted on CCO's website. Applicants can contact CCO staff or consult CCO's website for instructions on how to apply for registration. The registration form is reviewed annually by the Registration Committee with any recommended revisions going to Council for approval. The registration form includes a version date to reflect that the form is current.

b) requirements for registration

The requirements for registration are as follows:

- i. Graduation from a chiropractic educational program accredited by the Council on Chiropractic Education (Canada) (CCEC) which is a standing committee of the Canadian Federation of Chiropractic Regulatory and Educational Accrediting Boards (CFCREAB) or considered by Council to be equivalent,
- ii. Successful completion of the legislation and ethics examination set or approved by Council.
- iii. Successful completion of the national clinical competency examinations set by the Canadian Chiropractic Examining Board (CCEB) or approved by Council as equivalent.

This information is available on CCO's website under "Prospective Members". All legislation and ethics examination candidates receive the ChiroCare binder containing information about CCO relevant to the legislation and ethics examination, including legislation, standards of practice, policies, guidelines and information relating to registration with CCO. In addition to a hard copy of all relevant legislation and other documents in the chirocare binder, all information is posted on CCO's website.

To facilitate registration, CCO offers the legislation and ethics examination contemporaneously with all CCEB examinations (approximately 3 times per year), and has also held special sittings of the examination at the CCO office.

All CCO committees are directed to review their policies and standards of practice annually, following the composition of the committees at the first meeting of Council following general elections. Registration requirements and processes are regularly reviewed by the Registration Committee with any changes being recommended to and approved by Council.

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

Candidates are required to complete a chiropractic education program accredited by CCEC or considered by Council to be equivalent. Most approved chiropractic education programs require three years of post-secondary education. Therefore, the number of years of post secondary education for candidates is generally seven years. This information is available on CCO's website under the "Prospective Members" section and in the ChiroCare binder. There are no length and type of work experience or program content requirements. CCEC sets the standards for the accreditation of chiropractic educational programs of which there are two in Canada, namely, the Canadian Memorial Chiropractic College (CMCC) in Toronto, and the University of Three Rivers in Quebec. CCEC also has reciprocal recognition of international programs with the Council on Chiropractic Education International (CCEI) which is the organization responsible for accrediting chiropractic educational institutions world wide.

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

There are no practical experience requirements or supervision requirements for registration, although accredited chiropractic educational institutions generally have a supervised clinical component to their programs in the last year of study. Once registered, members are encouraged in the standard letter advising them of their registration, to attend CCO's Record Keeping Workshops and to be peer assessed, but these are not required *before* a candidate becomes registered.

e) requirements that may be satisfied through acceptable alternatives

If an applicant graduates from a non-accredited chiropractic educational program, he or she may apply to an accredited chiropractic program to gain an equivalent degree (with any advanced standing evaluated by the educational institution). An applicant may find out this information through communication with CCO staff (phone, fax, e-mail, mail).

The Registration Committee has the discretion to permit registration of individuals without completing all three parts of the clinical competency examinations administered by the CCEB, and the committee has exercised that discretion for individuals with significant experience in another jurisdiction. In particular, the committee has exempted applicants from Part A of the examinations which is the written knowledge based portion of the examinations. This has allowed applicants to become registered more quickly as they can complete Parts A and B in one sitting.

f) the steps in the assessment process

Information related to registration assessment is found on CCO's website under "Prospective Members" and in the ChiroCare binder mailed to applicants. Applicants may also find out this information through communication with CCO staff (phone, fax, e-mail or mail). National and international applicants are treated in the same manner for registration. There are no additional requirements (work experience for example) for applicants trained outside of Canada. All applicants meet the same requirements, graduation from an accredited educational institution, successful completion of the legislation and ethics examination and successful completion of the CCEB national clinical competency examinations.

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

Documentation that is required is as follows:

- i. Official or notarized copies of all transcripts from an accredited chiropractic educational institution
- ii. notarized photos of the applicant
- iii. a letter of good standing from every jurisdiction in which the applicant is or has been registered
- iv. confirmation of Canadian citizenship, permanent residency or authorization under the Department of Citizenship and Immigration Act (Canada) to practise the profession
- v. Completed application
- vi. application fee

The same information is required of nationally and internationally trained applicants. This information is communicated in the application for registration mail-out that examination candidates receive. This information is also available on CCO's website under "Prospective Members" and in the ChiroCare binder.

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

CCO has never faced a situation where an applicant cannot obtain the required documentation. However, alternatives may include, subject to the discretion of the Registration Committee, submitting a sworn affidavit attesting to the academic training. This information could be obtained by communicating with CCO staff. Directions for applicants who may not satisfy all requirements are available on CCO's website under "Prospective Members" and in the ChiroCare binder mailout. If an applicant requested an exemption of some kind from the documentation ordinarily required, the request would be carefully considered, and addressed depending on the specific circumstances and evidence available to otherwise satisfy the registration requirements.

i) how applicants can contact your organization

Applicants may contact CCO through email, fax, mail or phone. The Registration Coordinator's contact information is referenced on CCO's website and contact information is included on the application for registration.

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

Following successful completion of the examinations (CCEB and legislation and ethics), CCO communicates by mail with applicants to advise them of their results and to encourage them to apply for registration by completing the form enclosed with the correspondence. This communication is within approximately one week of CCO receiving the results of the examination. The vast majority of applicants are registered without a referral to the Registration Committee within one week of CCO receiving the completed form and accompanying documents (transcripts, letter of good standing from other jurisdiction, fees etc). If a matter is referred to the Registration Committee, CCO communicates regularly (phone, e-mail, fax and/or mail) with applicants about the status of their application, the information required for the consideration of the Registration Committee and the anticipated date of a decision.

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

To date, CCO has not faced a situation in which documentation has been submitted in a language other than English or French. The Registration Committee would have the discretion to translate such documentation. An applicant could find out this information through communication with CCO staff.

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

CCO is a member of CFCREAB which includes the CCEC as a standing committee (see information above). CCEC, like CCEI develops accreditation criteria to assess how effectively chiropractic educational programs plan, implement and evaluate their mission, goals, objectives, inputs, resources and outcomes. A representative from CCEC is the Canadian member of CCEI.

CCEB conducts clinical competency examinations for individuals seeking licensure to practise in any province in Canada. CCO is a member of the board of directors of CCEB.

The two educational programs in Canada, namely CMCC and UQTR in appropriate circumstances would assess an applicant's education and experience for the purpose of determining advanced standing, if any, in their educational programs.

Third party organizations are referred to and linked on CCO's website in the "Prospective Members" section. Applicants may also communicate with CCO staff to learn more about these organizations.

CCO's Registration Committee examines its registration processes regularly, including the use of third party examiners and accrediting bodies. Whenever there is a policy change regarding third party organizations, this

information is communicated through the website and the ChiroCare Binder mailout.

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

Applicants must complete the CCEB examinations and legislation and ethics examination within two years of graduation. This is communicated on CCO's website in the "Prospective Members" section and in the ChiroCare binder under the Registration Regulation and information on how to apply, as well as through communication with CCO staff.

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

The registration process usually takes approximately one week from CCO's receipt of the completed documentation including registration form and applicable fees.

This information is communicated on CCO's website under the "Prospective Members" section as well as through communication with CCO staff.

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

All information relating to fees is available on CCO's website, including links to other organizations and on CCO's registration and renewal forms. CCO Council reviews its fees during its budget review. The fees by-law, posted on the website, includes all fees relating to registration and renewal with CCO.

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

CCO will accommodate individuals with special needs on a case-by-case basis, which is communicated through CCO staff, consistent with CCO's policies available on the website and in the ChiroCare Binder. Historically, the Registration Committee has accommodated individuals with various disabilities, including learning disabilities, by for example providing more time to complete the legislation and ethics examination or a separate examination area.

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

CCO has now made its Legislation and Ethics examination open book and has re-written the examination to ensure that it remains current and relevant.

CCO continuously updates the "Prospective Members" section on its website and to ensure that it contains up-to-date information, including a number of changes made during the reporting year. As well, CCO's website and ChiroCare binder is updated regularly to reflect the most up-to-date CCO policies and practices.

The Ministry of Health has recently processed amendments to CCO's Registration Regulation which includes some changes consistent with amendments to the Regulated Health Professions Act (including the requirement for malpractice insurance for example) and once proclaimed, all of CCO's registration policies and practices will be updated.

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Amount of Fees (2 / 13)

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

*** SAME AS LAST YEAR ***

There is no difference in fees for internationally trained applicants.

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

The application fees have remained the same during the reporting year (\$50 application fee and \$325 registration fee for the first year), although the registration *renewal* fees increased from \$850 to \$950 for 2010.

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

a) What are your timelines for making registration decisions?

The vast majority of registration decisions are made by CCO staff and take from 5 - 7 business days to process. Where there are any questions as to eligibility for registration, the Registrar will refer the application to the Registration Committee for a decision and will notify the applicant. Registration Decisions are usually made at Registration Committee meetings which generally take place once every six weeks or on an as needed basis. In extenuating circumstances, the committee may hold an urgent teleconference meeting.

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

When registration decisions are processed by staff, applicants are generally notified in writing within a week. When registration applicants are referred to the Registration Committee, applicants are notified in writing immediately after a decision is made by the Registration Committee.

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

Written reasons are provided with every written letter to applicants. Decisions that are made by CCO staff are sent to applicants within 5-7 business days of receiving the application.

Decisions that are made by the Registration Committee are sent immediately following decisions of the Registration Committee. The Registration Committee generally meets once every six weeks or on an as needed basis based on the referrals made.

Any external decisions are dependent on the Health Professions Appeal and Review Board (HPARB) and any decision will be provided following a decision at the HPARB level.

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

CCO staff ensures that all communication to applicants occurs within 5-7 business days of receiving an application.

CCO regularly schedules Registration Committee meetings once every six weeks or on an as needed basis based on referrals of applications. CCO may schedule Registration Committee teleconferences to ensure that applications referred to the Committee are decided in a timely manner.

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

No changes in the past year.

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Access to Records (4 / 13)

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

CCO will provide current information that an applicant has submitted to CCO upon request. An applicant may be mailed any requested portion of his/her application or may personally access his/her application at the

CCO office. CCO generally receives information from applicants directly so they are already in possession of the documents. In the case of transcripts or a letter for standing from another jurisdiction, an applicant will be provide with a copy upon request.

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

Access would not be limited, unless the information is somehow confidential or protected under law. An applicant would be able to access any piece of information relating to their registration application, including for example, a copy of any discipline decision or criminal conviction from Canada or another jurisdiction. The applicant is informed of the documentation reviewed by the Registration Committee and upon request, may receive a copy of any of the documents.

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

*** SAME AS LAST YEAR ***

No fees are charged for access to records.

d) List the fees for making records available.

*** SAME AS LAST YEAR ***

No fees are charged for access to records.

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 ***

No fees are charged for access to records.

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

No changes have been made during the past year.

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

Applicants receive the ChiroCare binder with all relevant CCO information in preparation for the legislation and ethics examination. This binder also serves as a resource once applicants become registered with CCO and begin practising. As well, all relevant information is available on CCO's website. Along with the ChiroCare binder, applicants receive application forms for registration which include instructions on how to complete and submit the application form.

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

CCO mails applicants the ChiroCare binder for the Legislation and Ethics examination. Some applicants pick up their ChiroCare binders directly from the CCO office. Information contained in the ChiroCare binder is also available on CCO's website.

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

More information contained in the ChiroCare binder is now included on CCO's website.

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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.

CCO is responsible for administering the registration function of the college in a manner consistent with the *RHPA*. If there is a question about an applicant's suitability for registration, the application is referred to the next Registration Committee meeting, the applicant is notified of the grounds for the referral and the applicant is given an opportunity to make submissions.

The Registration Committee generally meets once every six weeks or as needed to review referrals of registration applications. Once a decision is made, the decision, reasons and next steps are immediately communicated to the applicant. Appeals of CCO Registration Committee decision are heard by HPARB which is solely responsible for its own timelines.

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

timelines.

All internal reviews are conducted at the next meeting of the Registration Committee, which generally meets once every six weeks or more often on an as needed basis. No internal reviews exceed this timeline. CCO has no control over the timeline for a request for review by HPARB. In any event, CCO's experience to date has been that HPARB has supported decisions made by the Registration Committee, including for example the requirement for an applicant to complete the required examinations.

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

There is no difference in the internal review process of national and international applications. Further, the timelines are the same, and as previously indicated, HPARB determines the timelines for a request for a review from all applicants.

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

Applicants are afforded the opportunity to submit information, such as professional resumes, transcripts and professional portfolios to the Registration Committee for review, where for example, an applicant is seeking an exemption from all or some of the examination requirements. As well, the Registration Committee may interview applicants by telephone or in person. This is communicated to applicants upon any referral to the Registration Committee, affording applicants time to submit information. The appeals process is conducted through and administered by HPARB.

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.

CCO staff will inform applicants by telephone, email or mail on their opportunity to make submissions, which generally is in writing, although in some circumstances, the committee has sought clarification from an applicant through a telephone or in person interview.

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.

CCO staff initially review applications to verify that the requirements for registration have been met. If there is a question as to this, the application is referred to the Registration Committee for review.

Members of the Registration Committee, who have not previously seen the application, act as decision makers for referrals of applications. Members declare a conflict before proceeding with a review. CCO staff may provide the Registration Committee with information pertaining to the application; however, the decision is solely made by members of the Registration Committee.

e) Describe your internal review or appeal process.

If there is a question as to whether an application meets the requirements for registration, CCO staff will refer the application to the Registration Committee for an internal review.

The Registration Committee reviews these applications for the appropriate information and requirements. The Registration Committee may allow the application, deny the application, allow the application subject to certain terms, conditions and limitations or request further information. The Registration Committee evaluates each application in accordance with CCO regulations and policies with regard to registration.

Once a decision of the Registration Committee has been made, an applicant may appeal this decision externally to HPARB. This is an external review process.

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

The Registration Committee is composed of two professional members, one appointed public member and one alternate public member. All professional members are elected through an election process based on a number of electoral districts in Ontario. National and internationally trained members may serve on council, and no distinction is made to their eligibility to run for Council or to be elected as a member of the Registration Committee.

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

CCO's Registration Committee is working on specific policies to further guide its registration decisions and to ensure consistency with its new proposed Registration Regulation which has been signed and sealed and is at the Ministry of Health for processing. This review is ongoing and not specific to 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.

Consistent with the requirements of the RHPA, Registration Committee decisions include a specific reference to the right of an applicant to request a review by HPARB, and the contact information for HPARB (including address and phone number). This information is also available on CCO's website.

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

occurred during the reporting year.

No changes have been made. The RHPA requirements have remained the same.

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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 criteria are as follows:

- i. Graduation from a chiropractic education program accredited or recognized by CCEC or considered by the Council to be equivalent.
- ii. successful completion of the legislation and ethics examination set or approved by Council.
- iii. successful completion of the examinations set by CCEB or approved by the Council as equivalent.
- iv. If the applicant has previously been or is registered or licensed to practise another profession in Ontario, or chiropractic or another regulated profession in another jurisdiction, the applicant must provide evidence that there has been no finding of, and that there is no current investigation or proceeding involving an allegation of, professional misconduct, incompetence or incapacity or similar conduct.
- v. The applicant must not have been found guilty of an offence that is relevant to the applicant's suitability to practise.
- vi. The applicant must be able to speak and write either English or French with reasonable fluency.
- vii. The applicant must be a Canadian citizen or a permanent resident of Canada or authorized under the Department of Citizenship and Immigration Act (Canada) to engage in the practice of the profession.

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

A program in or outside of Canada must be accredited or recognized by CCEC. Information previously provided above.

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

*** SAME AS LAST YEAR ***

Work experience is not assessed.

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.

CCO relies on CCEC to accredit chiropractic educational programs. CCEC, which is a member of CCEI regularly reviews its standards of accreditation and programs that seek to be accredited. More information can be found at www.cceintl.org.

CCO is a member of the CFCREAB, which includes CCEC as a standing committee. CCO attends CFCREAB meetings twice a year and reports back to CCO Council about the work done by CFCREAB.

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

This question does not make sense in our context. CCO relies on CCEC to accredit educational institutions. Once an applicant has graduated from an accredited institution, they may apply for registration. If required, the Registration Committee has access to all previous committee decisions to ensure consistency in decision making with respect to similar applicants.

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

The status of an institution must be accredited or recognized by CCEC. The standards for accreditation are the same regardless of the home country in which the institution is situated. The accreditation process is done on a regular basis, and institutions may receive accreditation for a specific number of years, following which they are reviewed again to ensure standards are still being met. CCO is notified of any change in the accreditation status of a chiropractic educational institution.

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

Currently, the Registration Committee addresses applicants on a case-by-case basis and takes all appropriate measures to accommodate such individuals, such as administering a take home or extra time for the legislation and ethics examination.

CCO has recently passed a policy explaining its commitment to assisting applicant with special needs, while still ensuring protection of the public.

In one instance, CCO registered an individual with a visual impairment with a term or condition on his certificate that he not be permitted to read or interpret X-rays (which ordinarily is within the scope of chiropractic practice). CCO has also accommodated individuals writing the legislation and ethics examination by providing a separate room, free of distractions or possible allergies or by giving the applicant extra time to complete the examination, provided the applicant provides sufficient information and evidence of a disability that should be accommodated.

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 required to complete the registration process is largely dependent on the applicant.

It may take a graduate of an accredited chiropractic program from one month to more than one year to pass all required examinations and become eligible for registration, although the examinations are offered several times per year in different locations in Canada. The application process takes from five to seven business days once an applicant has become eligible for registration and has submitted all supporting documentation. Candidates for registration who have not registered with CCO within two years of completing their CCEB examinations may be required to rewrite their examinations. Eligible candidates for registration are encouraged to complete the process for registration in a timely manner following completion of the CCEB examinations. The time is the same for national and internationally trained applicants.

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

There is no difference in average time for domestic and internationally trained individuals - all applicants must satisfy the same requirements no matter where they were trained.

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.

There is no difference in average time for national and internationally trained individuals.

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.

*** SAME AS LAST YEAR ***

CCO does not conduct credential assessments.

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

CCO does not conduct credential assessments. If an individual does apply from an unaccredited chiropractic program, the Registration Committee would encourage the applicant to communicate with an accredited educational institution to determine the steps to be taken to receive a diploma from the institution.

iii. Explain how work experience is taken into account.

Work experience is not directly taken into account, except in the limited circumstance in which an applicant is

seeking an exemption from Part A of the CCEB examinations, in which case the Registration Committee may exempt the applicant from the written, knowledge based examination because of his/her work experience, as supported by a professional portfolio or letters of recommendation from another jurisdiction.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

CCO does not conduct competency assessments, but utilizes the examinations of the CCEB. Under the Registration Regulation, CCO Council may choose to recognize or conduct its own examinations but the only examination CCO administers is the legislation and ethics examination.

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

*** SAME AS LAST YEAR ***

CCO does not conduct competency assessments.

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

Work experience is not used in the assessment of competency. All applicants for registration are treated in the same manner.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

*** SAME AS LAST YEAR ***

CCO does not administer prior learning assessments.

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

*** SAME AS LAST YEAR ***

CCO does not administer prior learning assessments.

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

Not applicable to CCO.

l) If your organization administers examinations:

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

CCO administers a multiple choice/short answer legislation and ethics examination. Passes and failures are determined by the scores at that individual exam sitting. CCO has developed a policy with regard to re-writes, allowing an applicant to write an alternative examination as soon as possible at the CCO office. There is no maximum number of re-writes allowed.

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

The examination is reviewed by all members of the Registration Committee to ensure the questions are fair and that the information is readily available from a review of the Chirocare binder and information posted on the website. To date, results have not been below desired levels. However, some individuals have been given an opportunity to rewrite the examination an an earlier time than waiting for the next scheduled examination sitting, if they were successful on the CCEB examinations, and unsuccessful on the legislation and ethics examination.

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

The examination is regularly reviewed for updates to legislation, regulation, standards of practice, policies and guidelines. The examination is reviewed by the Registration Committee and questions are updated or revised. Any feedback included on the applicants' feedback forms is also reviewed.

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

CCO has comprehensively reviewed and updated the legislation and ethics examination during the reporting year. The examination is now open book, and includes a variety of types of questions including multiple choice and short answers.

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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.

CCO relies on:

- CCEC to accredit or recognize chiropractic educational institutions;
- CCEB to conduct national clinical competency examinations; and
- Accredited chiropractic educational institutions (such as CMCC) to review and evaluate students from unaccredited chiropractic educational institutions.

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

CCO refers to CCEC and CCEB in its website and ChiroCare binder. Both organizations' websites can be linked from CCO's website section "Prospective Members". Both organizations make information regarding fees, processes and content available on their websites. CCO is in regular communication with CCEB regarding special examination circumstances, such as recertification.

CCO has representatives on CFCREAB, which includes CCEC as a standing committee. CCO attends meetings of CFCREAB, provides input into any policy or process changes, and reports back to Council on a regular basis.

CCO is a member of CCEB, attends its meetings, provides input into any policy or process changes and reports back to Council on a regular basis.

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

See information above.

iii. provides timely decisions, responses and reasons to applicants

CCEC and CCEB have policies and procedures in place to ensure that applicants are communicated with in a timely, responsive manner. CCO sits on the boards of both organizations, attends board meetings to help develop policies and reviews both organizations' policies and procedures to ensure that they are consistent with CCO's mandate, policies and procedures.

CCO is often in contact with applicants who wish to re-certify by taking CCEB examinations as well as with CCEB staff pertaining to individual applicants.

iv. provides training to individuals assessing qualifications

CCEC, CCEI and CCEB have staff, boards, consultants and advisors who assess qualifications of programs and help develop examinations. Information regarding their training can be found on their respective websites <http://www.chirofed.ca>, www.cceintl.org and www.cceb.ca.

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

*** SAME AS LAST YEAR ***

CCEB has policies in place regarding access to examinations relating to appeals, which can be found at the following link: www.cceb.ca/docs/cceb-disability-policy.pdf.

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

CCEB has a policy to accommodate individuals with special needs, which can be found at the following link www.cceb.ca/docs/cceb-disability-policy.pdf.

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.

CCEI approved accrediting bodies have standards that are reviewed periodically for doctor of chiropractic programs all over the world.

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

All international chiropractic accrediting bodies must be members in good standing with CCEI. These include CCEC, the Council on Chiropractic Education Australasia, the Council on Chiropractic Education - Europe and the Council on Chiropractic Education - United States. All of these accrediting bodies must use the standards developed by the CCEI to ensure that the educational institutions that are accredited conform to standards.

iii. Explain how work experience is taken into account.

Applicants may be eligible for a re-assessment examination from CCEB if they have applicable work experience reflected in their professional portfolio and CCO has agreed to exempt the individual from completing Part A of the examinations.

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

i. Describe the methodology used to evaluate competency.

According to the CCEB website:

The CCEB administers a total of four examinations: Chiropractic Knowledge (Component A), Clinical Decision Making and Diagnostic Imaging Examination (Component B), Clinical Skills Evaluation Examination (Component C), and the Re-certification Examination. The first three examinations are written by students or graduates of accredited chiropractic programs seeking registration for the first time. The Re-certification Examination is written by chiropractors who have received the CCEB certificate but have not been in practice in Canada or have been absent from the practice in Canada for some time.

Candidates who fail to achieve a passing score on a CCEB examination and wish to rewrite it will be required to retake and pass the entire examination. They must reapply for an examination; they will not be rescheduled automatically.

A candidate is allowed a maximum of four attempts to pass CCEB examinations. If a candidate is unsuccessful after the third attempt (second rewrite), the CCEB will provide the candidate with a Performance Report by subject matter. A candidate applying for a fourth attempt (third re-write) will be required to wait one year from the date of the last unsuccessful examination. Candidates are urged to obtain remedial training before their fourth and final attempt.

Retabulations of examination scores are provided to applicants if they send a written request that is received in the CCEB office within 12 weeks of the final day of writing. The score forms will be hand graded and compared to the computerized scoring. A candidate's score may increase or decrease on a retabulation.

Component A - Chiropractic Knowledge

This exam is the first of three required to be awarded a CCEB Certificate. Component A tests proficiency in chiropractic knowledge and is comprised of two sections. Each section is allowed three hours. Component A may be written no sooner than 2 years prior to your graduation from an accredited chiropractic college. Candidates may also write this exam if they have already graduated. Component A is offered three times yearly – in February, June, and October. The exam venue is determined by the CCEB. Candidates are assigned to testing centres on a first-come, first-served basis. If space is full, candidates may be offered an alternate site based upon availability.

Component B - Clinical Decision Making and Diagnostic Imaging Examination

This exam is the second of three required to be awarded a CCEB Certificate. Component B tests proficiency in clinical decision making and diagnostic imaging and is comprised of two sections. Each section is allowed 3 hours. Candidates may write Component B if they have received a successful status on Component A. Component B may not be written in the same exam session as Component A. Component B may be written no sooner than six months prior to your graduation from an accredited chiropractic college or following graduation. Component B is offered three times yearly – in February, June, and October. The exam venue is determined by the CCEB. Candidates are assigned to testing centres on a first-come, first-served basis. If space is full, candidates may be offered an alternate site based upon availability.

Component C - Clinical Skills Evaluation

This exam is the third of three required to be awarded a CCEB Certificate. Notification of issuance of a CCEB Certificate will be forwarded to the provincial licensing offices indicated by the candidate. Component C tests clinical skills and is comprised of 10 Objective Structured Clinical Examination (OSCE) stations. This exam is allowed three hours. Candidates may write Component C if they have received a successful status on both Component A and Component B. Component C may be written no sooner than two months prior to graduation from an accredited chiropractic college, and the student must have completed all their academic and clinical course requirements or following graduation. Component C must be written within 3 years of your successful completion of Component B. If more than 3 years has elapsed, Component B must be rewritten. Component C is offered three times yearly – in February, June, and October. The exam venue is determined by the CCEB. Candidates are assigned to testing centres on a first-come, first-served basis. If space is full, candidates may be offered an alternate site based upon availability.

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

*** SAME AS LAST YEAR ***

CCEB operates on a 3 year plan, where in year 1, it solidifies the administrative foundation, in year 2 reviews the content of the examination and in year 3 reviews the structure and the delivery of the examination. A new examination is created for each sitting. CCEB organizes workshops and committees to ensure that each new examination meets current, acceptable psychometric standards.

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

Work experience is not assessed for initial application, but experienced practitioners, who have not been registered in Ontario for more than 2 years, may submit a professional portfolio to the Registration Committee, which includes relevant work experience, and may be eligible for CCEB re-assessment examination or alternatives (such as completing CCO's legislation and ethics examination) that satisfy the Registration Committee that they are competent to practise in Ontario.

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

i. Describe the methodology used to evaluate prior learning.

This is not applicable in CCO's context.

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

This is not applicable in CCO's context.

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

This is not applicable in CCO's context.

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 CCEB administers a total of four examinations: Chiropractic Knowledge (Component A), Clinical Decision Making and Diagnostic Imaging Examination (Component B), Clinical Skills Evaluation Examination (Component C), and the Re-certification Examination. The first three examinations are written by students or graduates of accredited chiropractic programs seeking registration for the first time. The Re-certification Examination is written by chiropractors who have received the CCEB certificate but have not been in practice in Canada or have been absent from the practice in Canada for some time.

Candidates who fail to achieve a passing score on a CCEB examination and wish to rewrite it will be required to retake and pass the entire examination. They must reapply for an examination; they will not be rescheduled automatically.

A candidate is allowed a maximum of four attempts to pass CCEB examinations. If a candidate is unsuccessful after the third attempt (second rewrite), the CCEB will provide the candidate with a Performance Report by subject matter. A candidate applying for a fourth attempt (third re-write) will be required to wait one year from the date of the last unsuccessful examination. Candidates are urged to obtain remedial training before their fourth and final attempt.

Retabulations of examination scores are provided to applicants if they send a written request that is received in the CCEB office within 12 weeks of the final day of writing. The score forms will be hand graded and compared to the computerized scoring. A candidate's score may increase or decrease on a retabulation.

Component A - Chiropractic Knowledge

This exam is the first of three required to be awarded a CCEB Certificate. Component A tests proficiency in chiropractic knowledge and is comprised of two sections. Each section is allowed three hours. Component A may be written no sooner than 2 years prior to your graduation from an accredited chiropractic college. Candidates may also write this exam if they have already graduated. Component A is offered three times yearly – in February, June, and October. The exam venue is determined by the CCEB. Candidates are assigned to testing centres on a first-come, first-served basis. If space is full, candidates may be offered an alternate site based upon availability.

Component B - Clinical Decision Making and Diagnostic Imaging Examination

This exam is the second of three required to be awarded a CCEB Certificate. Component B tests proficiency in clinical decision making and diagnostic imaging and is comprised of two sections. Each section is allowed 3 hours. Candidates may write Component B if they have received a successful status on Component A.

Component B may not be written in the same exam session as Component A. Component B may be written no sooner than six months prior to your graduation from an accredited chiropractic college or following graduation. Component B is offered three times yearly – in February, June, and October. The exam venue is determined by the CCEB. Candidates are assigned to testing centres on a first-come, first-served basis. If space is full, candidates may be offered an alternate site based upon availability.

Component C - Clinical Skills Evaluation

This exam is the third of three required to be awarded a CCEB Certificate. Notification of issuance of a CCEB Certificate will be forwarded to the provincial licensing offices indicated by the candidate. Component C tests clinical skills and is comprised of 10 Objective Structured Clinical Examination (OSCE) stations. This exam is allowed three hours. Candidates may write Component C if they have received a successful status on both Component A and Component B. Component C may be written no sooner than two months prior to graduation from an accredited chiropractic college, and the student must have completed all their academic and clinical course requirements or following graduation. Component C must be written within 3 years of your successful completion of Component B. If more than 3 years has elapsed, Component B must be rewritten. Component C is offered three times yearly – in February, June, and October. The exam venue is determined by the CCEB. Candidates are assigned to testing centres on a first-come, first-served basis. If space is full, candidates may be offered an alternate site based upon availability.

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

CCEB operates on a 3 year plan, where in year 1, it solidifies the administrative foundation, in year 2 reviews the content of the examination and in year 3 reviews the structure and the delivery of the examination. A new examination is created for each sitting. CCEB organizes workshops and committees to ensure that each new examination meets current, acceptable psychometric standards.

CCEB staff, the Chiropractic Resource Officer and the Acceptable Competence Level Setting Committee review the questions for validity and reliability.

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

*** SAME AS LAST YEAR ***

CCEB operates on a 3 year plan, where in year 1, it solidifies the administrative foundation, in year 2 reviews the content of the examination and in year 3 reviews the structure and the delivery of the examination. A new examination is created for each sitting. CCEB organizes workshops and committees to ensure that each new examination meets current, acceptable psychometric standards.

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

CCO has not changed any practices, but continues to be an active participant on the boards of all third party organizations on which it relies. CCO will put forward requested changes to practices, such as administering the re-certification examination more often, if it feels a need is not being met by these organizations.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Members of the Registration Committee are provided with an orientation on the legislation, regulations, and policies related to the registration of applicants to CCO. This training is provided by the Registrar and General Counsel as well as outside counsel on an as needed basis. There has been consistency in the composition of the Registration Committee recently. In addition, staff attend various programs and seminars, including seminars facilitated by Richard Steinecke for health regulators relating to the legislative requirements for registration.

ii. individuals who make registration decisions

See above.

iii. individuals who make internal review or appeal decisions

See above.

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

CCO continuously encourages council members and staff to attend continuing education activities related to

their duties at CCO. This is not specific to the reporting year.

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Agreements on the Recognition of Qualifications (11 / 13)

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

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

CCO is a signatory to a mutual recognition agreement (MRA) signed by all chiropractic regulated jurisdictions in Canada, with the exception of British Columbia. The MRA facilitates the movement of currently practising chiropractors in one province to another.

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

The MRA has facilitated the movement of chiropractors into Ontario in that a member in good standing in another chiropractic regulatory board in Canada may be offered a take home legislation and ethics examination rather than waiting until a scheduled sitting for the examination. This allows the applicant to become registered within a shorter period of time.

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

CCO has adopted principles of the Agreement on Internal Trade into its Registration Regulation to facilitate labour mobility.

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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	9
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
U.S.	35

U.K.	1
New Zealand	1
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

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	2831	4	1075	19		3929

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:

All members are eligible to use the doctor title, and may refer to themselves as chiropractors, consistent

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	155	1	35	1	0	192
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	155	1	35	1	0	192
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	155	1	35	1	0	192
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence						0
Applicants who were						

**issued an alternative
class of licence³**

0

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:

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

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).

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	2	0	7	0	0	9
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:

The following statistics apply to the number of applications the Registration Committee reviewed during the designated time period. All of these reviews were of individuals who either were out of practice for a period of time and wished to reinstate their General license or who were moving to Ontario from another

jurisdiction. None of the internal reviews by the Registration Committee were of initial applications. No internal reviews were appealed to the Health Professions Appeal and Review Board during the reporting period.

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

CCO continues to make registration decisions in accordance with its regulations and policies. There are no specific changes to registration practices during the reporting year.

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Certification (13 / 13)

I hereby certify that:

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

Name of individual with authority to sign on behalf of the organization: Jo-Ann Willson

Title: Registrar and General Counsel

Date: March 4, 2011

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