

# Fair Registration Practices Report

## Pharmacy Technicians (2013)

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

This Fair Registration Practices Report was produced as required by:

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

### Provision of Information About Registration Practices (1 / 13)

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

#### a) steps to initiate the registration process

There are several ways the College makes information about the registration process available to applicants - on the website, through e-mail notification to a subscriber list, through presentations organized with key employers and at related conferences.

The primary method is through the College website at [www.ocpinfo.com](http://www.ocpinfo.com). The website allows applicants to access the information from anywhere, at any time and on a number of platforms, and because the website is managed in-house it is a tool that can be updated immediately if information changes. There are three places on the home page where applicants can access registration information: the "Applicant" tab located in the centre of the home page and on the universal bar along the top of the page will take the applicant to the "Applicant home page". The universal bar also has direct link to "Registration". All three access points allow you to select "Register as a Pharmacy Technician". The registration process varies depending on the applicant's status at the time of their application with the College (e. g. a new graduate who has never been registered, a currently practicing pharmacy assistant seeking registration under the transition period or, an internationally educated pharmacy technician or pharmacist seeking registration as a pharmacy technician). Information is presented under the different headings and therefore applicants are able to select the status which matches their own situation so that they have access to the information most relevant to them. On the Register as a Pharmacy Technician page, applicants can click on one of the following:

- Currently employed as a pharmacy assistant in Canada
- Graduate from a CCAPP-accredited pharmacy technician program
- International pharmacy technician
- International pharmacy technician applicant passed the PEBC Qualifying Exam on the first attempt
- Pharmacy technician licensed in Canada outside of Ontario

The Registration Program staff are responsible for updating the licensing portion of the website and ensuring it is current, accurate and presented in a user friendly manner. Changes to the information on the website are made immediately if a requirement changes or when improvements are identified based on questions and feedback received by the College from applicants, members or other stakeholders. The Registration Program staff work closely with the Client Services staff who are the frontline customer service representatives for applicants and members. When Client service representatives are provided with feedback or identify a problem with any information posted on the website (either inaccurate or confusing) they notify Registration Program staff of the issue immediately. Changes to the website are managed in-house by the Communications

department. The College values and follows a continuous improvement approach to all of its business processes and encourages feedback from stakeholders through many avenues. At any time, users of the website can ask questions or provide feedback to any staff member by accessing the Contact Us tab and sending an email or by phoning the College. This includes a directory listing all department contact information to help users direct their questions to the most appropriate department.

Although pharmacy technicians only became regulated as of December 3, 2010, the legislation which enabled regulation was passed in 2007 and therefore communication about the process for registration began in 2007 in order to prepare potential applicants for registration. In the fall of 2007 and 2009 the College offered a series of District meetings throughout the province and all of these included a presentation on the proposed registration requirements and process for pharmacy technicians. In addition, the College continues to provide information sessions for any technicians or employers who request it. The College participates in an information session for international pharmacists in conjunction with staff from Health Force Ontario (HFO) and the Pharmacy Examining Board of Canada twice a year. A similar session will be available for international pharmacy technician applicants if the HFO office staff identify a sufficient number of attendees. In the event that a specific pharmacy technician session is not provided, information about registration requirements as a pharmacy technician are addressed in the pharmacist session, in the event some attendees wish to pursue this option. During the reporting year, there were no separate sessions for pharmacy technician applicants.

As noted above, the College also has a Client Services department with staff readily available to answer phone calls and emails during business hours. If they were not able to answer the question they redirect the caller to a staff person in the Registration Program department who could address it. There is also a Client Service Representative available to meet with individuals on-site at the College for walk-in or scheduled appointments. These staff are trained to address questions about the current registration requirements and process or to process applications. If necessary they will direct applicants to other College staff or third party organizations for assistance.

## b) requirements for registration

The primary tool to explain the registration requirements is the College's website ([www.ocpinfo.com](http://www.ocpinfo.com)). A summary of the requirements can be accessed from the Applicant homepage under "Register as a Pharmacy Technician" or from the Registration tab on the universal bar menu. Applicants can select the status which matches their own situation so that they have access to the information most relevant to them. On the Register as a Pharmacy Technician page, applicants can click on one of the following choices:

- Currently employed as a pharmacy assistant in Canada
- Graduate from a CCAPP-accredited pharmacy technician program
- International pharmacy technician
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- Pharmacy technician licensed in Canada outside of Ontario

The current regulation and related Council resolutions related to the requirements are available on the menu bar of the Registration page (Home>Registration>Resolutions and Policies). As stated above, the summary of requirements are listed according to different categories of applicants which are provided under "Register as a Pharmacy Technician" and can be accessed through the Applicant homepage or from the Applicant or Registration tabs on the universal bar,. This allows the College to present only the necessary information for that applicant category.

Information which is repeated on different pages of the website (e.g. regulations and related Council resolutions, the fees & timelines, exam details) is accessed using a live link to a common page. This technique allows the information to be presented in a less cluttered manner and ensures that updates only need to be made in one location, yet accessed from a variety of pages on the website.

The website is managed in-house which allows changes to be made immediately. Registration Program staff ensure the information is current and accurate as noted above. Updates are made when any change in requirements or process occurs or as needed to clarify information. Questions and comments received by the College through any mechanism (e. g. calls, e-mails, feedback at presentations) are monitored and used to

help assess the need for changes on the website.

As noted above, two live presentations are held annually in conjunction with staff from Health Force Ontario (HFO), the International Pharmacy Graduate (IPG) Program and the Pharmacy Examining Board of Canada. The material presented is updated prior to each presentation based on questions or feedback received from former attendees and based on any changes in the requirements or processes of any of these organizations. Time is reserved for questions and answers with the entire group or for individual conversations following the presentation. Similar sessions would be provided for pharmacy technician applicants if there were sufficient numbers to warrant it.

As noted above, the College's Client Service Representatives are also readily available to explain the registration requirements on the phone, through email or in person during business hours. These staff are trained to address questions and provide current information about the registration requirements. These staff also help ensure the website information is clear by sharing ongoing feedback they receive from applicants, and by monitoring the type and frequency of questions asked by applicants. As necessary they will direct applicants to other College staff or third party organizations for assistance.

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

As stated above, the College website serves as the primary tool to provide information about the requirements for registration. Since some of the requirements vary depending on the applicant's status at the time of their application, the information is provided according to different types of applicants (new graduate, currently working as an assistant, international pharmacy technician applicant). Information about education requirements, practical training requirements, examinations, demonstration of language proficiency and documentation to verify good character and legal work status is presented on a separate web page, categorized for each of the above applicant groups or by type of requirement.

In addition to the information on the OCP website, international graduates are directed to the Pharmacy Examining Board of Canada (PEBC) website at [www.pebc.ca](http://www.pebc.ca) to access current information about the credential evaluation process that is used to determine if they have a diploma or degree that will be accepted to pursue registration and establish eligibility to write the examinations of the PEBC. Likewise, the requirements for demonstration of language proficiency and length of practical training varies for the different applicant groups, so each group is provided with the information and any appropriate links to outside resources that apply specifically to their situation. Information that is consistent for all applicant types, such as required fees, is provided by directing them to a common page on the website (e.g. the fees & timelines). This approach helps to simplify the information that applicants need and ensures consistency across applicant groups. Information is also provided to applicants through the other tools listed above in 1.a).

Also as stated above in 1.a) the Registration Program staff are responsible for ensuring the information on the website is current and easy to understand.

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

Information about the education and practical experience that is required for registration is also provided using the same tools and methods as noted in 1 a. The website has specific information about the practical training requirement, including an overview of the requirement, the policy that identifies the criteria for the site and preceptor to be approved and an orientation video on the two types of practical training: 1.Structured Practical

Evaluation for applicants who are in practice and are part of the transition group and 2. Structured Practical Training for graduates from a CCAPP accredited pharmacy technician program or approved international bridging program. This information is updated by Registration Program staff and also reviewed by them for clarity as noted above in 1.a).

#### e) requirements that may be satisfied through acceptable alternatives

Consideration of alternative evidence and mechanisms to meet any of the registration requirements or requests for exemptions, may be made to a panel of the Registration Committee, and are considered on a case by case basis. Information about making a panel request is available on the College's website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Referral to Panel or under the Quick Links on the Applicant homepage. Links to this information are built into other webpages that explain requirements that are frequently referred to panel. For example, on the page for "Currently a Pharmacy Assistant in Canada" applicants where it describes the need to provide evidence of language proficiency, there is a link to the information about approved objective language tests and information about making a panel request for consideration of non-objective evidence of language proficiency. This information can also be accessed by clicking on Registration > Training & Examinations > Language Proficiency. This information is also included in any presentations provided to potential applicants about the registration process.

Client Service Representatives also provide this information to applicants as they deem appropriate either from questions applicants ask or as they review application forms. If a Client Service Representative identifies an application that will require referral to a panel of the Registration Committee, they inform the applicant of the panel process (by email or phone) and forward the applicant's information to the panel folder for follow-up by the Registration Program Specialist.

Website information is updated and reviewed in the same manner as all other information, noted above in 1.a).

#### f) the steps in the assessment process

The steps for registration, which include the steps for the assessment process is clearly laid out on the website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Register as a Pharmacy Technician, applicants can click on one of the following choices:

- Currently employed as a pharmacy assistant in Canada
- Graduate from a CCAPP-accredited pharmacy technician program
- International pharmacy technician
- International pharmacy technician applicant passed the PEBC Qualifying Exam on the first attempt
- Pharmacy technician licensed in Canada outside of Ontario

Each page outlines the steps for the specific category and has live links to more detailed information according to the type of applicant (i.e. currently a pharmacy assistant in Canada, a new graduate or an international graduate).

Changes to update or clarify the information found in the Registration portion of the website or in any of the information sessions are made as required by the Registration Program staff as noted above in 1.a).

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

The documentation of qualifications is posted on the website and is available through the on-line registration process for pharmacy technicians.

Once an applicant starts the process and pre-registers with the College, the documentation requirements are posted directly on the "on-line application". The applicant is guided through a number of tabs on the application. Each tab is related to a different registration requirement and has information about what documentation needs to be attached or provided directly to the College from an outside organization (e.g. test results sent directly to the College from the testing agency). Automated emails or if necessary, customized e-mails or phone calls are made to applicants by Client Services staff to notify them of the next steps and/or any missing information.

Documentation requirements are consistent for all applicants but may come from different sources. Documentation is needed to verify that each requirement has been met. Differences between Canadian graduate applicants and International graduate only relate to the type or source of the documentation as follows:

- Verification of education - the College accepts graduate lists directly from the Registrar's office of an accredited program in Ontario, validation with an official transcript is also accepted. International graduates must provide an official transcript, however, in order to avoid duplication of documentation, the College will accept a copy of the information sent directly from the Pharmacy Examining Board of Canada or email verification from PEBC about the education credentials.
  - Verification of identity and work status in Canada - Canadian applicants may provide a birth certificate or passport and Non-Canadian applicants are required to provide a valid international passport and proof of eligible work status in Canada with one of the following:
    - Record of Landing
    - Permanent Resident card, or
    - Valid study or work permit
  - Verification of language proficiency - Graduates of CCAPP accredited pharmacy technician programs are deemed to have demonstrated language proficiency upon graduation. Non-CCAPP graduates must demonstrate that they possess reasonable language proficiency by arranging for results of approved language tests (within the last 2 years) to be sent directly to the College, or by requesting consideration of non-objective evidence of language proficiency by a panel of the Registration Committee or by submitting evidence that meets criteria outlined in policies approved by the Registration Committee.
- Changes to update or clarify the information found in the Licensing portion of the website or in any of the information sessions are made as required by the Registration Program staff as noted above in 1.a).

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

The College recognizes that in some rare circumstances applicants may not be able to provide documentation that is normally used to validate registration requirements (such as transcripts for credential evaluation). There is notation on the College website, on the Supporting Documentation page, that indicates how the College will handle these situations. The link to the Supporting Documentation page is found on each website page that explains the registration process by applicant type.

The College accepts the alternative documentation process that the Pharmacy Examining Board of Canada follows to verify the education credential requirements and the College will accept any determination that PEBC has made using an alternative verification approach. The College uses a similar individualized approach to seek validation of registration requirements in the event the usual documentation is not available.

Information about the alternatives for required documentation is available on the PEBC website as well. Our Client Service Representatives will explain this information to applicants by phone or email, if necessary.

Changes to update or clarify the Registration portion of the website are made as noted above in 1. a).

#### i) how applicants can contact your organization

The website has contact information for department phone numbers and email contact. It is posted on the "Contact Us" which is located on every website page. A link to the client service email address is also found where appropriate throughout the description of the registration process by applicant type. Applicants can contact Client Services on the College's website at [www.ocpinfo.com](http://www.ocpinfo.com) > Contact Us or any of the highlighted links to "Client Services" from various pages on the website.

Applicants can also drop-in or make an appointment to meet with a Client Service representative at the College office during business hours. The Client Services department has a call center phone line which is answered during business hours. This allows phone calls to be picked up quickly by any one of the client service representatives and avoids callers having to leave messages.

Contact information is also provided at all presentations about registration. The College website link is also posted on other websites such as the Pharmacy Examining Board of Canada, Health Force Ontario, and the National Association of Pharmacy Regulatory Authorities.

Changes to update or clarify the Registration portion of the website are made as noted above in 1. a).

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

The College communicates with applicants throughout the registration process to notify them when aspects of their application have been accepted or validated and when there are any outstanding documents or issues that need to be resolved. Client Service Representatives and Registration Program staff spend a considerable amount of time guiding applicants through the registration process. Applicants are contacted by telephone and email depending on the issue and applicant's preference. Applicants indicate their preferred method of communication on their application form.

In some cases email notification about their application status is sent automatically to applicants when their application is processed. The College uses an online registration process for pharmacy technician applicants. Applicants using the online registration service are able to receive automated email notifications in response to activity on their application. For example they may receive an email to inform them that their application has been received and when they can expect to receive information about the next step in the process. In other cases the notifications are sent by staff as necessary when the application is being processed.

Information about when they will receive notification from the College is also included within various sections of the registration portion of the website. For example, the information about applying to complete their practical training indicates that they will be notified when they may begin training after their application has been processed.

Information about how to contact the College is also provided during registration presentations and is provided directly to applicants by Client Service Representatives as they proceed through the process. When applicants call the College's main phone number, they are also provided with details about how to reach the Client Service or Registration department.

The website information is updated as described above in 1.a)

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

The College website provides information about the requirement for translation of documents on the supporting documentation page of the website. Since the information that most frequently requires translation is related to evidence of education credentials, the College also directs applicants to the PEBC website which provides information about the translation requirements for documents required to complete the document evaluation process. Client Service Representatives also provide this information in response to questions from applicants either by email, on the phone or in person.

The College also has a database of the languages the College staff are able to communicate in, other than English. Given the diversity of the College staff, there is some opportunity for staff to communicate the necessary information in several other languages.

There is also a notation in French, on the website under the Registration page advising individuals who seek information about registration in French to contact Client Services at [occlientservices@ocpinfo.com](mailto:occlientservices@ocpinfo.com) with details of their request. The College will provide a response in French using either in-house or out-sourced translation services.

The website information is updated as described above in 1.a)

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

Information about the Bridging Education Program offered by Community Colleges and the role of the Pharmacy Examining Board of Canada is outlined on the College's website. This information and links to all their websites is available on the College's website by clicking on [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examinations. This information can also be accessed by from the Quick Links menu on the Applicant homepage.

The College relies on each of the third party organizations to update their own information and therefore uses links to their websites rather than posting the information directly on the College website; this ensures the information is up-to-date and accurate. Registration Program staff are responsible for ensuring the information and links about the third parties on any of the Registration pages of the website are accurate.

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

This information is available in a summary chart under each applicant type on the College's website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Fees & Timelines and by clicking on one of the following categories of applicants:

- Currently employed as a pharmacy assistant in Canada
- Graduate from a CCAPP-accredited pharmacy technician program
- International pharmacy technician
- International pharmacy technician applicant passed the PEBC Qualifying Exam on the first attempt
- Pharmacy technician licensed in Canada outside of Ontario

Client Service Representatives and Registration Program staff also assist individuals in tracking timelines as necessary. These staff are trained on which timelines to monitor and are able to easily identify timeline issues, because the member/applicant database is designed to automatically track timelines. For notable timelines that may impact the applicant's ability to complete the registration process, the College notifies applicants directly by email or phone. For example, the Structured Practical Training (SPT) Administrative Assistant is responsible for tracking the timelines associated with completion of the practical training requirement for students and interns. The online training portal is designed to provide automated flags when an individual misses a deadline and to generate an automated email at a predetermined time. If necessary the SPT Administrative Assistant follows up with additional emails and/or by phone if they continue to have outstanding activities or assessments. In other situations such as when individuals complete the Jurisprudence Exam, applicants are provided with information about the validity of the results when they are informed of their status (i.e. the information is part of their results letter). This information is also posted on the website with the

information about the Jurisprudence Exam (Registration > Training & Examinations > Jurisprudence Exam).

This information is updated in the same manner as described above in 1.a). The Colleges IT department assists with updating of the on-line registration form and process.

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

Information about the time it takes to complete each stage of the registration process is found in a summary chart at the end of the description of the registration process on each web page, by applicant type and can be accessed from the website [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Fees & Timelines and by clicking on one of the following categories of applicants.

- Currently employed as a pharmacy assistant in Canada
- Graduate from a CCAPP-accredited pharmacy technician program
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The information available is provided as a sample of the timelines for each step because of the individual nature of the time it takes to complete the process. The time required for each applicant will depend on the applicant's successful completion of the required education, examinations and training, and can vary greatly. It will also depend on the timing for completion of the required exams.

The OCP jurisprudence examination dates and application deadlines are available on the College's website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examinations > Jurisprudence. The dates of the Pharmacy Examining Board of Canada (PEBC) examinations and application deadlines are available on their website which has a link from the OCP website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examination > PEBC. Dates associated with the bridging program available from the NAPRA website and can also be accessed through links on the OCP website [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examination > Pharmacy Technician Bridging Program.

Changes to update or clarify the Licensing portion of the website and ensure accuracy of external links is the responsibility of the Registration Program staff as noted above in 1.a).

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

Information about the fees, including an estimate of the fees payable to third parties (such as the licensing exams) is on the each web page, by applicant type. The information is accessed by clicking on one of the following categories of applicants:

- Currently employed as a pharmacy assistant in Canada
- Graduate from a CCAPP-accredited pharmacy technician program
- International pharmacy technician
- International pharmacy technician applicant passed the PEBC Qualifying Exam on the first attempt
- Pharmacy technician licensed in Canada outside of Ontario

Fees are also printed on each application form that must be completed by the applicant depending on the level of registration to which he/she is applying. In addition the Career Map lists registration-related fees, including those charged by third parties (e.g. PEBC, language proficiency testing institutions). All third parties associated with the registration process also list all of their fees on their own websites, which ensures that the fees posted are accurate and current.

The Coordinator of Client Services is responsible for ensuring that information on the College website related to application forms and fees is updated and current.

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

The College has a link titled "Accessibility" that is accessible on the home page of the website. The information on the page the link opens provides information about the College's Customer Service Policy (Providing Goods and Services to People with Disabilities) and outlines the College's commitment to excellence in providing goods and services to all members of the public, including people with disabilities. The policy outlines the kind of accommodations that are available and identifies the type of training that all College staff are provided with. It also provides information about how to provide feedback to the College and who to contact for assistance if necessary.

In addition to the policy for overall accommodation for persons with special needs, applicants may request testing accommodation to write the College's pharmaceutical jurisprudence examination. The Policy on Jurisprudence Examination Testing Accommodations is available on the College's website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examinations > Jurisprudence Exam. This document can also be found by entering "testing accommodations" in the Search feature. This information is also available on the application for the Jurisprudence exam. The Client Service Representatives are also aware of the policies and are able to direct applicants to the information or refer them to the staff person responsible for the jurisprudence examination.

The Registration Advisor - Jurisprudence Lead is responsible for ensuring this information is kept up to date and is clear for applicants.

The Human Resources manager is responsible for ensuring the information about the College's accessibility policy is updated and posted on the website. .

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

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Changes to the website were initiated during the reporting year and the final implementation of the redesigned website occurred in early January 2014. The content of information did not change significantly but the format and navigation of the site did. Formal review and analysis of end user preferences and needs was considered throughout the re-design process. Information provided in this report reflect the final re-design of the website.

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## Amount of Fees (2 / 13)

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

Fees are not set differently for internationally trained applicants, however the total cost of registration is different among applicants due to different requirements for demonstration of eligibility for registration. The fees payable to OCP and third parties are established for each requirement that needs to be met, regardless of whether the applicant is domestically or internationally educated and therefore the total fees for an applicant are dependent on which or how many requirements they need to meet in order to complete their registration. Not all international applicants will have the same costs associated with registration. The fees for pre-registration, the training program, the jurisprudence exam, and the application for a certificate of registration are the same for all applicants. The primary difference in the cost of registration is the result of different processes for validation of education credentials, different bridging education requirements, completion of practical training programs and different methods of validating language proficiency.

Graduates of pharmacy technician programs accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) follow a different process than international graduates for credential validation, which results in different fees. For example, CCAPP graduates are granted eligibility to sit the PEBC Qualifying Exam without having to complete phase I and II of the credential evaluation process; therefore they do not pay the \$530 document evaluation fee or the \$350 Evaluating Exam fee, which is required for international graduates. In addition, the transition applicants and international graduates may need to complete an approved bridging education program or other education program identified by a panel of the Registration Committee. For applicants required to complete the approved bridging education program they will pay approximately \$ 1,500 in tuition fees.

The structured practical training program requirement also varies for different types of applicants. Those in the "transition" group (already practicing in the profession) are not required to complete the full practical training program. Therefore new graduates and international graduates are required to pay the training fee (\$410) at the time of registration, whereas the training fee does not apply to the transition applicants.

Finally, graduates of CCAPP programs demonstrate language proficiency within the education program, while international graduates are required to provide different evidence of language proficiency. Most international graduates will be required to complete an objective language proficiency test which costs about \$200. This fee will not apply to all international graduates however, as a panel of the Registration Committee may accept non-objective evidence of language proficiency which may be demonstrated without any additional cost.

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

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

a) What are your timelines for making registration decisions?

The processing time for an application of registration, once all requirements have been met, is up to 10 business days. Applications for a certificate of registration are received and reviewed by a Client Service Representative and, if necessary, a Registration Program staff member to determine whether all of the registration requirements as set out in the Registration Regulation, by-laws and policies have been met.

If the applicant has met all of the requirements then a Certificate of Registration is granted upon payment of the required fees. With the exception of the Jurisprudence exam, the College provides applicants with feedback on the completion of each registration requirement within a 10 day timeframe, most often within 1 - 2 business days. Results of the Jurisprudence exam are provided within 4 - 6 weeks of the exam administration date.

If the applicant has not demonstrated that they meet all of the requirements for a certificate of registration, or if the Registrar proposes to put terms, conditions or limitations on the certificate or to refuse the application, the application is referred to a panel of the Registration Committee as required under legislation [paragraph 15. (1)(b) of the Code]. A panel is comprised of a minimum of three members of the Registration Committee (i.e., two members of the College and a member of the Council who is a public member, ) [ss 17.(2) of the Code]. The Registration Committee convenes panels once a month to review such applications. The panel will review the individual's application and all supporting documentation before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month and the applicant is advised of the panel's decision within three business days of the panel meeting. If it is necessary or desired for the applicant to receive a formal Panel Order with written reasons for the decision, this will be sent to the applicant within 8 - 10 weeks.

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

If an application is referred to a panel, the applicant is notified by letter of the referral to the panel [ss 15.(3) of the Code]. This letter of notice of the referral informs the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel for a period up to 30 days after receiving the notice. The notice of referral letter is sent by email to applicants whose files are complete by the 1st of the month preceding the panel meeting. These letters are sent out by the 15th of the same month. In some cases an applicant whose file was not complete within the timelines, may request to have their application considered by a panel in fewer than 30 days, and in these cases, if the request can be met, the notice of referral letter is emailed to the applicant immediately. In these cases, the applicant is asked to sign a waiver of the 30 day period to make submissions.

After the panel meeting, the Registration Program Specialist or other Registration Program staff advise the applicant of the panel's decision by email within three business days of the meeting, and usually within one day. If it is necessary or desired for the applicant to receive a formal Panel Order with written reasons for the decision, this will be sent to the applicant within 8 - 10 weeks.

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

Applicants are notified by email of the panel's decision within three business days. Applicants for whom positive decisions are made (i.e., with no conditional requirements attached) may act on the decision immediately; written reasons are not required. Applicants for whom the panel has not denied the application but have set conditional requirements on granting a certificate of registration, are asked to sign and return a waiver to indicate if they are satisfied with the decision and wish to act on it immediately. Written reasons are not required if an applicant signs and returns the waiver. If they choose not to sign the waiver, they will be issued a Panel Order with written reasons within 8 - 10 weeks.

An applicant whose application has been denied, or who is not satisfied with the Panel's decision, is issued a formal Panel Order including written reasons.[ss 20.(1) of the Code]. The College's timeline to provide the applicant with a Panel Order is eight to ten weeks from the date of the Panel meeting. These Panel Orders are accompanied by a letter advising the applicant of their right to appeal the decision to the Health Professions Appeal and Review Board within 30 days of the date of the cover letter [ss 20.(2) of the Code].

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

The College has established business processes that assist in adherence and tracking of the timelines. Applications that are being referred to a panel but are incomplete or pending are stored in a folder that is checked regularly against the applicant's file. Client Service Representatives notify the Registration Program Specialist when the file is ready to proceed to a panel by moving the file to the folder for the next available panel. The Registration Program Specialist is responsible for managing the process and adhering to timelines associated with a referral to panel.

Following the panel meeting, an email with the panel's decisions is prepared and sent by the Registration Program Specialist, or in her absence other Registration Program staff, as determined by the Program Specialist or Manager. It is the Registration Program Specialist's responsibility to monitor responses from applicants following notification of the panel decision. Applicants who received a conditionally positive decision by a panel but have not returned a waiver to notify the College that they accept the decision are contacted three to four weeks after a panel meeting to determine if they would like to act upon the decision or if they wish to receive a formal Panel Order. If a Panel Order is required, the Registration Program Specialist, and/or other Registration Program staff or legal counsel, as necessary, prepare a draft decision based on the panel's deliberations and send it to the Panel Chair for his/her review, editing, approval and signature. The Registration Program Specialist monitors the timelines for completion of the Panel Order to help ensure the timelines are met. Tracking information is provided in annual reports, which also helps promote adherence to the timelines.

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

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

All material that has been submitted by an applicant or upon the direction of an applicant from a third party (e.g., PEBC, language proficiency testing institutions, degree transcripts) is accessible to the applicant upon written request [ss 16.(1) of the Code]. Requests are managed by the Coordinator of Client Services.

Applicants who have an application referred to a panel of the Registration Committee are informed of and provided with copies (if desired) of all information that is to be made available to the panel in order to allow them the opportunity to address the information prior to the panel meeting. A copy of the Panel Order, including written reasons and all of the material considered by the panel is provided to an applicant who has appealed a panel's decision to the Review Board [ss 21.(3) of the Code]. Access to information with respect to an applicant's record by someone other than the applicant (e.g., employer/recruiter) is only given upon receipt of written permission by the applicant, unless there is some other legal authority to do so [ss. 36 of the RHPA].

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

\*\*\* SAME AS LAST YEAR \*\*\*

The College operates on the premise that applicants have full access to their own records. However, the Registrar may refuse to give an applicant access to anything in the record that may, in the Registrar's opinion, jeopardize the safety of any person [ss 16.(2) of the Code].

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

\*\*\* SAME AS LAST YEAR \*\*\*

The College does not charge a fee for making records available. In the event a fee was necessary, it would be determined and communicated to the applicant prior to preparing the record for the applicant.

d) List the fees for making records available.

No fee has been charged to date but if necessary it would be based on cost recovery.

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

No fee has been charged but if necessary it would be based on cost recovery. the College has the discretion to waive a fee if it was deemed likely to cause undue hardship. The decision to waive a fee would be approved by the Registrar only after consideration of the individual circumstances.

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

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## 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.

1 The College's Pharmaceutical Jurisprudence Examination - The College website has a number of resources

to assist exam candidates in preparation to write the jurisprudence exam. These include the exam requirements, study material, exam blueprint and sample questions. The first E-Learning module was made available in 2013 (additional modules will be available in 2014). There is also a copy of the exam protocol which explains all of the procedures that are followed in relation to the administration of the exam. Review slides are available on the College's website for anyone to access. Guidelines for Testing Accommodation are also posted on the website. (Registration>Training & Assessments>Jurisprudence Exam)

2 Structured Practical Training - The website has information about the training program and an orientation video. Once an applicant is eligible to start their practical training rotation they are given access to an on-line training portal which provides them with all the information and materials they need to complete the process, and Registration Program staff are also available by phone or email for assistance if needed.

3 The Pharmacy Technician Bridging Program that both transition and international applicants have to complete has transitioned to a national program provided by the National Association of Pharmacy Regulatory Authorities (NAPRA) as of 2013. A link to their website can be access from the OCP website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examinations > Pharmacy The program is delivered in both in-class and online formats. NAPRA has all the location and contact information on their website. International applicants are also required to complete the Orientation to the Canadian Health Care System Culture and Context offered by the University of Toronto. The OCP website has a link to the course information.

4 Information regarding the PEBC Evaluating Examination and Qualifying Examination is available on the PEBC website. Information is provided about the exam procedures, exam blueprint, study materials (including textbooks and websites), sample questions and stations, as well as the process for receiving exam results. An orientation video for the Qualifying Examination is also available. Links to the PEBC website are available from the College's website.

5 The Language Proficiency Requirements are posted on the website, with the minimum required test scores for each of the accepted tests. Information about non-objective evidence of language proficiency including policies that allow some applicants to meet the requirement without being referred to a panel of the Registration Committee is also available on the website. This section of the website provides a link to all of the contact information for the testing agencies.

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

These resources are all readily available on the College website at [www.ocpinfo.com](http://www.ocpinfo.com) under the Registration tab or from the menu on the Applicant homepage. Resource material for specific registration processes or requirements are provided on the webpage addressing the specific requirement. These sections of the website are accessed from the web pages that describe the registration process for each applicant type or from a secondary menu that lists each requirement (JP exam, SPT, Fluency and PEBC).

Registration presentations are posted on the Applicant homepage of the OCP website under the "News" section and through organizations that assist newcomers to Ontario (e.g., HFO, YMCA). Information about how to access the Structured Practical Training program portal is automatically sent to applicants when their eligibility to start the program has been confirmed. Information about how to access information about the Jurisprudence exam is also available on the application to sit the exam.

The College also directs individuals to the College website when they call into the College's main phone number. Client Service Representatives and Registration Program staff also refer applicants to the website for more information about the registration process.

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

The bridging program is now provided by the National Association of Pharmacy Regulatory Authorities (NAPRA). It is based on the existing program in Ontario. Applicants will be able to complete any or all remaining courses with the NAPRA program.

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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.

If the Registrar has reason to believe an applicant has not met all of the requirements for a certificate of registration, or proposes to refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of a minimum of three members of the Registration Committee (i.e. two members of the College and a Council member who is a public member) [ss 17.(2) of the Code]. A panel is convened once a month to review such applications. The panel will review the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month, provided their file is complete. In some cases, applications may be considered by the panel within a shorter timeline, as is described below in b).

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

There were two internal reviews that exceeded the eight week timeline for completion of a written Panel Order; one completed within nine weeks and the other within 10 weeks.

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

Not applicable - there were no internationally trained applicants.

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

If an application is referred to a panel, the applicant is notified by letter of the referral [ss 15.(3) of the Code]. The letter of notice of the referral is sent by mail and informs the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel up to 30 days after receiving the notice. If an applicant would like their application to be considered by a panel in fewer than 30 days from the

date of the panel referral, the notice of the referral is e-mailed to the applicant. The applicant is invited to submit additional written information and asked to sign a waiver of the 30 day notice period if he/she wishes the application to be considered by the earliest available panel. The Registration Program Specialist reviews the submissions made by an applicant with other Registration Program staff to consider if there is any additional information that the applicant may be advised to provide in order to assist the panel in their consideration of the referral. Further submissions are accepted up until the day of the panel meeting.

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.

If an application is referred to a panel, the applicant is first notified by phone or e-mail and then in writing with a letter of notification of the referral [ss 15.(3) of the Code]. The letter of notice of the referral is e-mailed and informs the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice or sooner. The applicant is also provided with the contact information for the Registration Program Specialist, who is available to address any questions the applicant may have about the process. The applicant is invited to submit additional written information by mail, fax or electronic means. The Registration Program Specialist manages the panel applications and is available to the applicant by phone or email throughout the process.

General information about the panel process and the ability to make submissions is also posted on the College's website, under the Quick Links on the Applicant homepage or on webpages where referrals to panel are applicable (e.g. non-objective evidence of language proficiency). The Client Service Representatives are also able to provide applicants with information about how to submit materials for the panel meeting, or if in doubt they will refer the applicant to the Registration Program Specialist. Other Registration Program staff are also available to answer questions if necessary.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

Applications are processed by the Client Services staff on behalf of the Registrar and, if necessary in consultation with Registration Program staff to ensure that initial decisions about the eligibility of the application are made according to the requirements established in regulation, by-law and/or policy. When there is any doubt whether the applicant meets the registration requirements, as required under the Code, [ss. 15.1b)] the Registrar refers the application to a panel of the Registration Committee.

Panels are comprised of three members of the Registration Committee (i.e., two members of the profession - pharmacist or pharmacy technician and a public member) [ss 17.(2) of the Code]. College staff provide the application and all supporting documentation to the panel, but they do not participate in making the decision so that the decisions made by a panel are not influenced by individuals who otherwise serve as decision-makers for registration purposes. Although the panel is provided with a copy of the notice of referral which outlines the statutory grounds for the referral, College staff do not provide opinions or judgment on the material provided to the panel.

e) Describe your internal review or appeal process.

If the Registrar proposes to refuse an application, to place terms, conditions or limitation on an applicant's certificate of registration, or has doubts as to whether the applicant meets the registration requirements, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of a minimum of three members of the Registration Committee (i.e., two members of the profession and a public member of Council) [ss 17.(2) of the Code]. The chair of the Registration Committee appoints the

panel members for each panel. Panels are convened at least once a month to review such applications. The panel reviews the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month. The chair of the Registration Committee may choose to schedule a panel meeting at any time to address applications requiring review.

Prior to the panel meeting, the Registration Program Specialist, with support from other Registration Program staff, reviews each file to determine if there is any additional information the applicant may be advised to submit to aid in the panel's consideration of the application.

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.

Under the College bylaws, the Registration Committee is composed of a minimum of two members of Council who are members of the College, a minimum of two members of Council appointed to the Council by the Lieutenant Governor in Council, a minimum of one member of the College who is not a member of the Council, a dean of a school of pharmacy in Ontario and a representative of a pharmacy technician program in Ontario. During the first eight months of the reporting period the committee had five members of Council who were members of the College, three members of Council appointed to the Council by the Lieutenant Governor in Council and two members of the College who were not members of Council. During the last four months of the reporting period the committee had six members of the Council who were members of the College, three members of Council appointed to the Council by the Lieutenant Governor in Council and one member of the College who was not a member of the Council. One of the committee members was an international graduate during the full reporting period. Decisions about registration are made by a panel which is comprised of a minimum of three members of the Registration Committee, one of whom must be a public member [ss 17.(2) of the Code]. The dean and the pharmacy technician program representative do not sit on any panels of the Registration Committee to ensure that there is no perceived or actual conflict of interest or bias.

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

Revisions to the bylaws allow for changes to the composition of the registration committee to include a representative from a pharmacy technician program in Ontario.

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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.

Following each panel meeting, applicants are informed of the panel decision by email within 3 business days. Included in the email is notification of the applicant's right to appeal the panel's decision to the Health Professions Appeal and Review Board (HPARB). An applicant whose application has been denied or who is not satisfied with the Panel's decision is issued a formal Panel Order [ss 20.(1) of the Code]. These Panel Orders are also accompanied by a letter advising the applicant of their right to appeal the panel's decision to HPARB within 30 days of the date of the cover letter [ss 20.(2) of the Code]. A link to the HPARB website is also available on the College's website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Referral to Panel. This section of the website, which explains the panel process, also provides the information about the right to an appeal by the HPARB. The Registration Program Specialist also ensures that applicants are aware of their right to an appeal, often explaining the process to the applicant prior to their application being considered by a panel.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting 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 requirements for registration are described fully in the Part I - VII of the General Regulation ( O.Reg 202/94) under the Pharmacy Act. In summary to be registered as a pharmacy technician in Ontario an applicant must meet the following core requirements;

### 1. Education:

i. have successfully completed a pharmacy technician program designed to educate and train persons to be pharmacy technicians which was, at the time the applicant graduated, accredited by the Canadian Council for Accreditation of Pharmacy Programs or such other accrediting body approved by the Council for that purpose, or

ii. have successfully completed a pharmacy technician program designed to educate and train persons to be pharmacy technicians other than one referred to in subparagraph i or have a university degree or university diploma in pharmacy and, in either case,

A. must have successfully completed a program that, at the time the applicant commenced was approved by the Council as one whose graduates should possess knowledge, skill and judgment at least equivalent to a current graduate or

B have successfully completed the examination provided for in paragraph 4 on the applicant's first attempt and have successfully completed any further education or training or combination of education and training that was specified by a panel of the Registration Committee to evidence that the applicant possesses knowledge, skill and judgment at least equal to those of current graduates

### 2. Jurisprudence Exam

The applicant must have successfully completed an examination in pharmaceutical jurisprudence approved by the Council for applicants for a certificate of registration as a pharmacy technician.

### 3. Structured Practical Training

The applicant must have successfully completed a structured practical training program approved by the Council, while under the supervision of a preceptor approved by the Registration Committee. In order to successfully complete the structured practical training requirements the applicant must demonstrate

competence as defined in the Professional Competencies for Canadian Pharmacy Technicians at Entry-to-Practice (NAPRA 2007).

#### **4. Entry-to-Practice Exam**

The applicant must have successfully completed the qualifying examination of the Pharmacy Examining Board of Canada for pharmacy technicians at a time when the examination was approved by the Council or have successfully completed another examination that has been approved by the Council for that purpose.

#### **5. Language Proficiency**

1. The applicant must possess sufficient language proficiency, in either English or French, to be able to communicate and comprehend effectively, both orally and in writing.

#### **6. Good Character**

1. The applicant must not have been found guilty of any offence in any jurisdiction.

2. The applicant must not be the subject of a current proceeding in respect of any offence in any jurisdiction.

3. The applicant must not have been the subject of a finding of professional misconduct, incompetence or incapacity or any like finding in Ontario or any other jurisdiction in relation to pharmacy or any other profession or occupation and must not be the subject of any current professional misconduct, incompetence, or incapacity proceeding or any like proceeding in Ontario or any other jurisdiction in relation to pharmacy or any other profession or occupation.

4. The applicant's past and present conduct must afford reasonable grounds for the belief that the applicant,  
i. will practise pharmacy with decency, honesty and integrity, and in accordance with the law,  
ii. does not suffer from any physical or mental condition or disorder that could affect his or her ability to practise pharmacy in a safe manner,  
iii. has sufficient knowledge, skill and judgment to competently engage in the practice of pharmacy authorized by the certificate of registration, and  
iv. will display an appropriately professional attitude.

#### **7. Work Status**

The applicant must be a Canadian citizen or permanent resident of Canada or must hold the appropriate authorization under the Immigration and Refugee Protection Act (Canada) to permit the applicant to engage in the practice of pharmacy in Ontario as a pharmacist, registered pharmacy student, intern or pharmacy technician in the manner permitted by the certificate of registration for which he or she has applied.

#### **8. Professional Liability Insurance**

The applicant must provide evidence satisfactory to the Registrar that the applicant will have professional liability insurance in the amount and in the form as required by the by-laws as of the anticipated date for the issuance of his or her certificate of registration.

#### **9. Payment of Fees**

The applicant must have paid any fees required under the by-laws for the issuance of the certificate of registration for which the applicant applied.

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 Council for Accreditation of Pharmacy Programs (CCAPP) accredits all of the pharmacy technician education programs across Canada to ensure similar educational outcomes. Pharmacy technicians are not regulated in many other countries and there is limited information about formal education programs. During the transition phase of registration all applicants, regardless of the country of their first education program, were required to complete a bridging education program and were considered Canadian graduates. Starting in January 2012, PEBC implemented a document evaluation process for international pharmacy technicians. The process involves comparing an applicant's formal pharmacy technician education in terms of duration and curricular content to a CCAPP-accredited program. International pharmacy technician applicants who pass document evaluation are then eligible to take the PEBC Evaluating Examination.

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

Work experience is not directly assessed but may provide the applicant with the competency needed to complete the assessments of qualification within the minimum timeframes. For example, individuals who have practiced within a similar scope are more likely to be able to complete Parts I and II of the PEBC Qualifying Exam on their first attempt and as a result will not be required to complete the bridging education program that other international pharmacy technician graduates must complete. Additionally, applicants with relevant work experience may also be better able to complete the structured practical training program within the minimum 12 week period, whereas other individuals may require an extended training period.

Applicants with a minimum of 600 hours practice over the last three years in Canada may also use these work hours as evidence of current practice, in the event they are not able to demonstrate current practice through other accepted means, such as having completed the PEBC Qualifying Exam within the last three years, or completing their education program (including bridging) within the last two years.

Work experience is required as part of the PEBC credential evaluation process - see Section 9 c. iii

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.

The assessment of educational systems and credentials of applicants from programs that are not accredited by the Canadian Council of Accreditation of Pharmacy Programs is completed by the Pharmacy Examining Board of Canada. The PEBC has a continuous quality assurance process in place to ensure that their credential assessment process reflects good practices in credential recognition. They continuously monitor changes within the academic community, both domestically and internationally to ensure their assessment process remains current.

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

The PEBC document evaluation process for international pharmacy technicians is relatively new. PEBC is beginning to develop a database of international credentials, building on their work with pharmacist credentials. As the database of international pharmacy technician credentials is developed, historic and precedent assessments will be used to ensure consistency in the document evaluation process.

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

The College does not complete the credential evaluation itself but rather relies on the document evaluation process completed by the Pharmacy Examining Board of Canada who follows international principles for good practice in assessment of foreign credentials. The credential evaluation process includes validation that the credential has been received from a bona fide educational institution in the country of origin, at the time the credential was awarded.

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

The College's Guidelines for Special Needs Testing Accommodations state the following:

1. Requests for testing accommodation will be reviewed and approved on a case by case basis, using an external consultant as necessary. All requests will be reported for information at the following Committee meeting. The candidate will provide a written request stating the disability or impairment, its impact on testing performance, and the accommodations that are being requested. The following disabilities will be considered: Physical, Psychiatric, Hearing/Visual, Learning, Other

2. Evaluation of the disability or need for the requested accommodation must be completed by a qualified professional. Professionals who are qualified in the assessment of the disability will be acceptable. Diagnosis in Ontario is a controlled act and may only be performed by qualified members of the College of Psychologists (CPO) and the College of Physicians and Surgeons (CPSO). The name, title, professional credentials and information about the license/certification of the evaluator must be included on the report outlining the diagnosis.

3. Evidence of disability or need for accommodation must be provided by the qualified professional. The candidate will arrange for supporting documentation of a previously identified disability or other need requiring an accommodation to be submitted to the College. This documentation must provide recent assessment of the disability and substantiate the candidate's request for testing accommodations. The report must outline the diagnosis and make recommendations for appropriate testing accommodations stating why these are necessary. It must be submitted on letterhead, dated and signed by the qualified professional. If the assessment was completed during the candidate's education, school records documenting the disability and the accommodations that were provided to the candidate will generally be accepted from the institution and may be considered sufficient. The candidate may be requested to provide written consent to allow the College to contact all professional or institutions submitting documentation on their behalf. Note: An independent assessment of the candidate's testing needs may be requested by OCP.

4. Accommodations specific to the individual will be provided upon review and approval. The College will endeavour to support the candidate in providing appropriate and reasonable testing accommodations in accordance with the terms of the Ontario Human Rights Code to the point of "undue hardship". This Code identifies three factors in determining whether a requested accommodation would cause undue hardship:

1. cost;
2. availability of outside sources of funding; and
3. health and safety requirements.

Other factors that may be considered include the degree to which an accommodation negatively impacts other students and staff. Each candidate will generally be provided with appropriate accommodations based on supporting documentation with the appreciation that individuals may require varying degrees of assistance. Accommodations requested by the candidate that have not been recommended by a qualified professional will not be provided. Types of accommodations that may be provided include:

1. Extra time
2. Private room
3. Assistive technology (e.g. audio-taped exam)
4. Reader
5. Scribe or assistance with completion of Scantron answer sheet
6. Food/drink in exam room
7. Rest breaks during exam

#### 5. Confidentiality

The College is committed to protecting the privacy and confidentiality of the candidate's disability. However, sufficient documentation will be required to be able to evaluate and provide necessary accommodations. The candidate is responsible for providing the College with the necessary information in a timely manner. This information will not be shared or released outside of the College without the written consent of the applicant.

#### 6. Acceptance of testing accommodations by the candidate.

The candidate must sign and date a letter (refer to standard letter) prepared by the College clearly outlining the specific accommodations that he/she will be provided during the examination. This letter will confirm the candidate's acceptance of the accommodations being provided to him/her before the examination.

The College's policy on Special Needs Accommodation is reviewed annually by the Registration Committee to ensure that it remains current and in compliance with the College's overall policy for accessibility.

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 College considers that the entire registration process for pharmacy technicians to be complete once they have met all of the registration requirements. The length of time to complete the process will depend on the status of the applicant when they initiate their pre-registration application. Individuals who have been working in the profession and are transitioning to become registered will be able to complete the process on average in 12 to 18 months. New graduates will complete either a one or two year education program and then will be able to complete the process within another 6 months.

International applicants, will require 12 to 18 months to complete the entire process, however may initiate the document evaluation process and language proficiency testing prior to arriving in Canada which would mean that they could complete the process easily within 12 months or less once they were in Canada. There have been very few international applicants to date and therefore the College has not been able to establish average timeframes for this group of registrants yet. The primary factor affecting the timeframe to complete the registration requirements is related to the timing of examinations which are only held twice annually.

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

There were no international applicants during the reporting year, but the average time is not expected to be any different for this group from those transitioning to registration from practice as an assistant.

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.

As noted above this is not applicable at this time.

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.

Not applicable.

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

Not applicable.

iii. Explain how work experience is taken into account.

Not applicable.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

Pharmacy technician applicants are required to demonstrate their competency by completing a structured practical training approved by Council. During their training they are required to complete structured activities while working in an accredited community pharmacy or hospital under the supervision of an approved pharmacist or pharmacy technician preceptor. The applicant and their preceptor also complete regular assessments of their competency, based on the NAPRA Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice (2007). By the end of their rotation, the applicant must have demonstrated to the satisfaction of the preceptor that he/she is able to independently practice according to the NAPRA competencies. The applicant must also submit documentation of his/her activities to be reviewed and approved by a reviewer.

The NAPRA competency document is available on the OCP website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examinations > SPT and on the NAPRA website at [www.napra.org](http://www.napra.org) .

All preceptors are oriented to this role during a training workshop and are provided with resources needed to support the student/intern in the training program. To ensure the training is focused on the competencies, and to provide consistency of training among applicants, the student/intern is required to complete a number of structured activities during the training program. Although the preceptor is responsible for evaluating the successful completion of the activities, the applicant also submits evidence of completing the activities so that Registration Program staff can also monitor completion of the activities and ensure consistency of evaluation across the program.

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

The College utilizes a continuous improvement business model. Registration Advisors (College staff) monitor the performance of the structured practical training program on an ongoing basis. Review of submitted activities and assessments provides valuable feedback for the staff to evaluate trends in performance across applicant groups. In addition, applicants and their preceptors submit evaluations of the program at the end of each training rotation. Applicants provide feedback on the overall program, their preceptor and the site they completed the training in. Preceptors provide feedback on the program. These evaluations are reviewed by staff and changes are made to the program accordingly. These evaluation activities and related revisions to the program are completed annually.

As the training program was new for pharmacy technicians with the onset of regulation in 2010, an evaluation of the training program was undertaken during the reporting year to determine if the program was functioning as intended. A focus group meeting was held and subsequent revisions were made to some of the activities as a result of the feedback. In addition this evaluation and revision of the program, a more formal program evaluation of the overall training program design (consistent with that for pharmacists) was initiated in 2012. Program changes will be proposed in 2014.

Registration Program staff monitor the performance of the structured practical training program on an ongoing basis. Review of submitted activities and assessments provides valuable feedback for the staff. In addition, pharmacy technician applicants and their preceptors submit evaluations at the end of the rotation. Technician applicants provide feedback on the overall program, the preceptor and the site. Preceptors provide feedback on the program. These evaluations are reviewed by staff for trends. This program has just been introduced within the last year. Review of the activities and overall program functioning will occur on an annual basis, and more formal evaluation will occur as a part of more formal program evaluation activities.

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

Work experience is not directly considered in the assessment process but is reflected in the applicant's ability to perform the competencies that are being evaluated. Individuals with work experience directly related to the NAPRA competencies may anticipate being able to complete the assessment within the minimum amount of time needed for a preceptor to complete the evaluation. Individuals with work experience that is not similar to the Ontario scope of practice or NAPRA competencies as a pharmacy technician may require a longer period of training in order to develop the competency needed to demonstrate proficient performance.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Not applicable.

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

Not applicable.

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

Not applicable.

l) If your organization administers examinations:

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

The College administers a pharmaceutical jurisprudence examination that consists of multiple choice questions. The exam is offered four times per year and is administered in several Ontario cities and in every province at each administration.

The exam follows a criterion based scoring methodology. Scoring is based on a standard setting process for each exam administration. Each administration of the exam has a cut-score required for successful completion based on the standards set for each test item. Answer sheets are scored electronically but for unsuccessful candidates hand-scoring is provided upon request and payment of an administrative fee. The performance of each item is evaluated following each exam administration and any item that performs poorly (as determined by statistical analysis and subject matter expert review) is removed from the exam for scoring purposes.

There is no limit to the number of rewrites permitted, however a candidate may only attempt the examination three times in any 24 month period. The results of the exam remain valid for a period of three years.

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

describe how you correct the deficiencies.

The jurisprudence exam is developed according to a blueprint that has been created according to the National Model Licensing Program by the National Association of Pharmacy Regulatory Authorities. The blueprint is reviewed every three to four years or when significant legislative changes occur. A new blueprint was approved in 2012. Standards are set for all test items. A minimum performance level is assigned to each multiple choice question to reflect its level of difficulty. These standards are set by a standard setting committee comprised of practising pharmacy technicians and pharmacists in Ontario. OCP utilizes the services of a psychometrician for exam development and administration. This individual reviews the results of the exam for each administration to determine its' validity and reliability. If an item has performed poorly on the exam as supported by a statistical analysis, and confirmed by a subject matter expert, the item is dropped from the scoring. Items that have performed poorly may be revised or rewritten and then the item standard is re-set by the standard setting committee.

The Registration Committee is provided with summary reports of the exam performance and assesses the need for any changes in the exam administration.

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

Exam questions are reviewed as a part of setting the exam for each administration and reviewing the performance of each item following each exam administration. The Registration Advisor - Jurisprudence Lead is responsible for the ongoing maintenance of the examination item bank and overall quality assurance of the exam. If there is a change in legislation, regulations or standards, the related test items are identified and revised accordingly. The standards committee meets four times a year to select the items for each exam administration. Through this process, test items that require updating are identified. The Registration Advisor, JP Lead also reviews every question that has been selected for the exam to determine if it remains current and valid. There is also a group of exam item writers who meet regularly to develop new questions for the item bank. New items are reviewed with the standard setters group prior to being added to the exam bank.

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

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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 relies on

1. Language assessment agencies to evaluate language proficiency of applicants and,
2. The Pharmacy Examining Board of Canada (PEBC) to evaluate education credentials of non-CCAPP, international graduates and entry-to-practice competency for all pharmacy technicians seeking licensure to practice in Ontario

1. Language tests - An applicant's language proficiency is assessed by means of standardized tests. Approved tests include TOEFL, IELTS, CanTEST, MELAB. The minimum accepted scores for these tests are consistent among all pharmacy regulatory authorities across Canada except for Quebec and are determined through a formal standard setting process facilitated by the National Association of Pharmacy Regulatory Authorities (NAPRA). Applicants may also request acceptance of nonobjective evidence of their language proficiency from a panel of the Registration Committee. The language proficiency requirements are available on the OCP website at [www.ocpinfo.com](http://www.ocpinfo.com) > Registration > Training & Examinations > Language Proficiency and on the NAPRA website at [www.napra.org](http://www.napra.org)> Pharmacy Technicians >Pharmacy Technicians Language Proficiency Requirements.

2. The PEBC assesses the qualifications of non-CCAPP, international graduates using a two step process: Document Evaluation (credential assessment and a verification of 2000 hours of related practice in the past 3 years, some of which was obtained in a jurisdiction outside Canada) and an Evaluating Examination which is designed to determine if an international pharmacy technician completed a program of study comparable to one accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP). The exam evaluates knowledge in all areas of current pharmacy technician education in Canada. PEBC also assesses entry-to-practice competency of all applicants with the Qualifying Examination which is an objective competency assessment based on the NAPRA Professional Competencies for Canadian Pharmacy Technicians at Entry-to-Practice. Part I of the exam is a multiple choice question (MCQ) exam and Part II is an objective structured performance exam (OSPE). The PEBC's Qualifying Examination assesses individuals to determine if they have the necessary professional knowledge, skills and abilities to practise pharmacy within their scope of practice, in a safe and effective manner.

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

NAPRA also posts the report of Language Proficiency Requirements for Pharmacy Technicians in Canada on their website. The report identifies the methodology used to set the requirements. The report can be accessed from the NAPRA website under [www.napra.org](http://www.napra.org)> Pharmacy Technicians >Pharmacy Technicians Language Proficiency Requirements.

1.The National Association of Pharmacy Regulatory Authorities (NAPRA), of which the College is a member, develops the requirements for demonstration of language proficiency. NAPRA follows a formal standard setting process, facilitated by an independent language assessment consultant to set the language proficiency requirements. This standard setting process is completed every couple years to ensure the accepted language tests continue to be valid and reliable and includes consideration of the test agencies policies and practices. Information about each of these testing agencies is available on their respective websites which can be accessed from either the NAPRA or the OCP website ([www.napra.org](http://www.napra.org) or [www.ocpinfo.com](http://www.ocpinfo.com) ) under the language proficiency section. Each of the tests approved by the College are administered by internationally recognized assessment organizations with a demonstrated history of valid and reliable language tests.

2.The Pharmacy Examining Board of Canada (PEBC) assesses qualifications and competence of applicants on behalf of the provincial regulatory authorities in Canada. The PEBC website provides in-depth information about all of their assessment activities ([www.pebc.ca](http://www.pebc.ca)).

The College has a strong relationship with PEBC, which enables ongoing collaboration and monitoring of their practices. A College representative, who is an elected member of Council, sits on the PEBC board and therefore contributes to the practices of the PEBC and serves as a liaison with the College. This individual is also a member of the Registration Committee and is thus able to serve as a vehicle for two-way communication with the PEBC. Registration Program staff also have strong working relationships with the staff of the PEBC and are familiar with their practices and processes. College staff also monitor the information available on the PEBC website and frequently receive feedback from applicants about their experiences with PEBC. This information is used to determine if there are any issues of concern of which the College

representative needs to be informed. The College has also signed a Memorandum of Understanding with the PEBC which allows for sharing of information between the two organizations.

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

1. As noted above, NAPRA reviews the practices of accepted testing agencies during a formal standard setting review every couple years. An independent language assessment consultant assists with review of the language testing agencies to ensure they remain valid and reliable tools for assessment. During the registration process, if an applicant identifies an issue regarding the language proficiency tests accepted by the College, these are brought to the attention of staff for follow-up. Contacts have been established with the testing institutions and with an independent language expert at the Ontario Institute of Studies in Education. Issues may also be brought to the Registration Committee and/or NAPRA for consideration as required (e.g., introduction of internet based TOEFL in 2005).

2. The College representative who sits on the PEBC board provides reports to Council on the practices of the PEBC and addresses issues with the Registration Committee as necessary. College staff also monitor the information available on the PEBC website and frequently receive feedback from applicants about their experiences with PEBC. This information is used to determine if there are any issues of concern of which the College representative on the PEBC Board needs to be informed.

#### iii. provides timely decisions, responses and reasons to applicants

1. Part of the ongoing review of language testing agencies (as noted above), includes the provision of timely decisions and reasons to applicants. The currently accepted language testing agencies usually provide results to candidates within two weeks. Client Services staff are able to confirm a candidate's official test scores electronically after this period if the candidate has provided the College with his/her unique identification number. This helps to expedite the process and avoids the need for test results to be mailed to the College.

2. The provision of timely decisions and reasons for applicants is an important consideration for the College and is monitored along with all PEBC assessment practices. PEBC results are available within four to eight weeks from the exam date. The date for release of the results is published in advance so applicants and the College always know how long it takes for a decision to be made. The results are sent directly to the candidate and at the same time a summary of the results is sent to all pharmacy regulatory authorities across Canada, which expedites the process and avoids a delay in the applicant having to request information be sent to the College. The College has a representative on the PEBC board which also allows the College to monitor the practices of PEBC and participate in making any necessary changes.

#### iv. provides training to individuals assessing qualifications

1. As noted above, the ongoing review of testing agencies and assessments, every couple years by NAPRA, includes consideration of the training they provide to their assessors. Information about the training or qualifications of language proficiency assessors is available on the testing agencies websites. Any concerns regarding the validity of these tests are brought to the attention of an identified College staff member who will follow-up with the established contacts at the testing institutions or an independent language expert at the Ontario Institute of Studies in Education.

2. As noted above, the ongoing monitoring of PEBC assessment practices includes consideration of the training provided to the individuals involved. Qualified psychometricians are directly involved in the assessment process and assist with training of individuals involved in all aspects of the exam (item writers,

standard setters and assessors). Assessors for the Objective Structured Performance Examination (OSPE) portion of the PEBC's Qualifying Examination are licensed pharmacists or pharmacy technicians who are specifically trained to observe and evaluate candidates' responses according to the competencies. Assessors use standardized scoring criteria and evaluation forms. Information about becoming a PEBC assessor is available on the PEBC's website at [www.pebc.ca](http://www.pebc.ca).

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

1. As noted above, the ongoing review of testing agencies and assessments, every couple years by NAPRA, includes consideration of exam candidate access to their assessment records. The College recognizes that in order to maintain exam integrity, test papers are generally not shared with candidates. In reviewing the practices of the language testing agencies use of industry standards regarding this issue are expected. Candidates may request that their tests be re-scored or they may request a review, reconsideration or appeal of their results. This information is available to candidates on the website of each testing agency. (accessible from the OCP website at <http://www.ocpinfo.com/registration/training-exams/language-proficiency/lp-technicians/>)

2. As noted above, the ongoing monitoring of PEBC assessment practices includes consideration of exam candidate access to their assessment records. The College recognizes that in order to maintain exam integrity, testing papers are not shared with candidates. As noted on the PEBC website, ([www.pebc.ca](http://www.pebc.ca) >examination results) candidates who are unsuccessful on the examination are provided with feedback reports for each respective exam. For the Evaluating Exam these reports provide relative feedback on a candidate's performance according to the subject areas tested in the examination and for the Qualifying Exam the reports provide relative feedback on a candidate's performance according to the competency areas tested in the examination. This information is intended to help candidates to identify their areas of greatest weakness so that they can focus further study and remediation accordingly. Candidates may request their exams be re-scored (hand scored) to ensure correct data entry and tabulation of scores.

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

1. As noted above, the ongoing review of testing agencies and assessments, every couple years by NAPRA, includes consideration of the testing agencies policies on special needs accommodations. Accommodations for special needs is not only one of the industry standards, but in many cases is also governed by legislation. Information about accommodations is readily available on websites for each of the testing agencies. (accessible from the OCP website at <http://www.ocpinfo.com/registration/training-exams/language-proficiency/lp-technicians/>)

2. Similarly, the ongoing monitoring of PEBC assessment practices by the representative who sits on the PEBC board, includes consideration of their policies for special needs accommodations. The PEBC's Special Needs Testing Arrangements policy is available on their website ([www.pebc.ca](http://www.pebc.ca)) The College is very aware of these policies having relied on the expertise of the PEBC to assist with development of OCP's own testing accommodation policy.

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.

The PEBC has over 40 years of experience in assessing academic credentials of pharmacists for pharmacy regulatory authorities in Canada and their procedures are consistent with international principles for good

practice in the assessment of foreign qualifications. Ontario is the first province in Canada and one of the first jurisdictions internationally to regulate pharmacy technicians and PEBC has implemented a process for evaluation of internationally educated pharmacy technicians. Applicants who have a pharmacy technician or pharmacist diploma/degree from another country are required to submit an originally produced, currently-dated transcript (with an attached official translation, if necessary) mailed directly to the PEBC by the educational institution. This document should include marks or grades obtained for each subject in each year. This documentation is used to verify that the applicant has graduated from a bona fide educational institution. To determine if the educational program is equivalent to a CCAPP-accredited pharmacy technician program, the program length, transcript and syllabus are reviewed.

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

PEBC uses a two step process to evaluate documents and establish equivalency. As noted above, the PEBC first completes a document evaluation and looks at the integrity of the institution, academic level of the program (e.g., diploma equivalency) and course content. The Evaluating Examination is used to determine if the applicant has the knowledge and skills comparable to a graduate from a CCAPP-accredited pharmacy technician program. It evaluates knowledge and skill in required areas of current pharmacy technician education

iii. Explain how work experience is taken into account.

Along with evaluation of educational equivalency, work experience is taken into account during PEBC's Document Evaluation process for international pharmacy technicians. Applicants are required to have 2000 hours of pharmacy work experience over the last three years, some of which was completed in a jurisdiction outside of Canada.

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 \*\*\*

The PEBC Qualifying Examination is a competency based assessment. The blueprint reflects the NAPRA Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice (2007). The exam has a criterion-referenced pass/fail standard and is composed of two parts; a multiple choice question exam (MCQ) and an objective structured performance exam (OSPE). The combination of these two exam formats allows for assessment of an individual's knowledge, skills and judgment and is used in combination with other competency-based assessments, such as structured practical training, to provide a comprehensive assessment of the individual's ability to meet the entry-to-practice competencies. Information about the Qualifying exam is available on the PEBC website at [www.pebc.ca](http://www.pebc.ca)

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

The PEBC evaluates their methodology on an ongoing basis as part of the analysis of each exam administration. The blueprint is validated against the NAPRA competencies which were first developed in 2007 based on input from pharmacists and pharmacy technicians across Canada. The exam blueprint is re-affirmed every three to five years depending on the frequency of changes in pharmacy practice in Canada. The passing standard for the MCQ is set any time that the exam blueprint is changed. The passing standard for

the OSPE is set after each administration. Practising pharmacists and pharmacy technicians from a variety of practice settings across the country assist with setting of standards and review of the blueprint, to ensure the exam is valid for Canadian practice

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

The PEBC does not directly consider work experience in their assessment of competency, except to the extent that work experience contributes to the applicant's knowledge and skill in pharmacy practice.

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

i. Describe the methodology used to evaluate prior learning.

Pharmacy technician applicants who have been in practice in Ontario and international pharmacy technician applicants who are completing the bridging program have the opportunity to use PLAR for 3 of the 4 mandatory courses. These three courses allow for completion of a challenge exam, which is set to evaluate the candidate's knowledge against the learning outcomes that are set for the course.

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

The prior learning process has been developed according to the guidelines set by the Ministry of Training, Colleges and Universities for the Community Colleges in Ontario. All Community Colleges have a PLAR department and are responsible for following valid methodologies. The process used for the pharmacy technician applicants is a challenge exam format and the examinations are updated regularly by Subject Matter and Curriculum design experts. New exams are validated with pharmacy technicians in practice prior to be administered with candidates.

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

Work experience is not directly assessed but provides the applicant with the prior knowledge they need to be successful with the challenge exam.

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 PEBC administers the Evaluating and Qualifying Examinations. Both exams consist of multiple choice questions which are scored electronically. The Qualifying Examination also includes an objective structured performance examination (OSPE) that is marked using trained assessors who follow standardized scoring criteria and evaluation forms. The passing standards for the Evaluating and Qualifying Examinations are criterion-referenced. This standard is performance-based and represents the level of performance appropriate to enter practice, as determined by a panel of practitioner experts.

Applicants are permitted to attempt each of these exams three times, and may apply to the PEBC, with

evidence of completed remediation activities, to request a fourth (final) attempt. The PEBC informs the applicant of the remediation requirement following the third failed attempt. PEBC has policies in place for exam candidates to appeal an exam result and/or to request a "no-standing" decision. Information on the policy regarding "no standing" decisions is provided to candidates in advance of each exam administration. More detailed information is available on the PEBC website, along with a full description of the appeal policy.

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

For the written MCQ exams, a statistical procedure known as equating is in place to ensure that the difficulty of each exam is taken into consideration so that the underlying estimate of ability that represents a pass/fail decision remains the same with each exam sitting. For the Qualifying Examination, to ensure consistency with actual practice expectations, exam questions and OSPE stations are assigned a minimum performance level reflecting competency as determined in standard setting sessions by practising pharmacists and pharmacy technicians across Canada. Proposed questions and stations are pre-tested on live versions of the exam but not counted towards the candidates' result until their validity has been established. The statistical performance of each question and station is reviewed by a psychometrician. A question or station may be removed from the final calculation of candidates' results if any significant issues are identified. Questions or stations that are identified as problematic may subsequently be re-written, re-standardized and re-tested on a future exam.

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

The Pharmacy Technician Evaluating and Qualifying Examinations were first introduced in 2009. Multiple choice questions and OSPE stations are reviewed and updated on an ongoing basis by practising pharmacists and pharmacy technicians with content expertise. Exam drafts are reviewed by pharmacists to ensure currency.

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

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## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

An orientation session for new Registration Committee members, Registration Program and Client Service staff is held annually when the new Committee has been appointed. The Registration Program legal counsel conducts the orientation, including a review of the legislative obligations for the College Registration practices in the Regulated Health Professions Act (including the Fair Access to Regulated Professions Act and Ontario

Labour Mobility Act), the Human Rights Code, the Accessibility to Ontarians with Disabilities Act and the Pharmacy Act and related regulations. Individual orientation sessions are held for all new staff and Committee members as required throughout the year.

Pharmacists and pharmacy technicians who serve as assessors for the purpose of the structured practical training program must first attend an OCP Preceptor Orientation Workshop to become eligible to precept a pharmacy technician applicant. During the workshop, these preceptors review the scope of practice for each level of registration and are introduced to the NAPRA Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice, and the assessment tools used to assess the applicant's competency. Preceptors must continue to update their skills in order to continue to serve in this role. Advanced Preceptor Workshops are offered for preceptors to attend every three years to develop their skills further and maintain their eligibility to serve as a preceptor. The College continues to review the topics of the advanced workshops to ensure that preceptors have opportunities to receive the training needed to fairly assess applicant's competence. They are also provided with additional resources to support their role in assessing the pharmacy technician during the training program.

Activities completed by the applicant are submitted through the training portal for review by Registration Advisors.

## ii. individuals who make registration decisions

As noted in 10.a) i. an orientation session for new Registration Committee members, staff involved in registration decisions is held annually. In addition the College provides orientation to new staff as necessary throughout the year. Individualized training needs for staff are established annually through the Colleges performance measurement system. Following the development of annual performance plans in the early part of the year, individual, department and College-wide training plans are established and developed by the department manager and Human Resources manager.

Registration Program staff receive ongoing training and support throughout the year by the Registration Program legal counsel with respect to making registration decisions and/or supporting the Registration panels in making decisions that are in accordance with the registration regulation and related legislative requirements.

## iii. individuals who make internal review or appeal decisions

As noted above in 10 a) i. an orientation session for new Registration Committee members is provided annually. Legal counsel is also available throughout the year to provide additional training or support to the Committee as needed. The Committee Chair and Registration Program Manager also monitor the training needs of committee members and make arrangements for additional training and/or resources for the Committee when necessary. All Council members also receive training with respect to Understanding Cultural Diversity. The College provides the workshop sponsored by the Ontario Regulators for Access Consortium on a regular cycle every couple years to ensure that all Council members receive this training during the first year or two of their tenure on Council.

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

## Agreements on the Recognition of Qualifications (11 / 13)

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

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

The College's Registration Regulation (Part 1 - VII of the General Regulation 202/94 under the Pharmacy Act) includes provisions supporting the Ontario Labor Mobility Act which serve to recognize a certificate of registration from another Canadian jurisdiction, provided the applicant holds an equivalent type of certificate. In these cases, the registration requirements for education, the entry-to-practice examination, practical training and language proficiency are considered to be met. Applicants must successfully complete the jurisprudence exam administered by OCP prior to completing their registration, in order to demonstrate they are knowledgeable about the laws of pharmacy practice in Ontario. In order to be eligible for the labour mobility provisions the applicant's registration status must also be in good standing in the other provincial or territorial jurisdiction(s) where they hold a certificate of registration, as demonstrated by a letter of standing from the regulatory authority in that jurisdiction.

Two other provinces also register pharmacy technicians (Alberta and British Columbia) which means that the labour mobility provisions in the Registration Regulation are in effect. The College has not had any pharmacy technician applicants register under these provisions to date.

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

The labour mobility provisions in the Registration Regulation allow applicants who hold a certificate of registration in another jurisdiction in Canada to be granted an equivalent certificate of registration in Ontario, without having to meet all of the registration requirements. The labour mobility provisions indicate that the requirements for education, the entry-to-practice examination, practical training and language proficiency are considered to be met. Applicants are still required to complete the jurisprudence exam administered by OCP prior to their registration in Ontario and they must provide a letter of standing from the other jurisdiction(s) in order to demonstrate that their registration status is in good standing and they are eligible for the labour mobility provisions.

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

## 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	No
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	83
Staff involved in appeals process	3
Staff involved in registration process	18.5

### Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants<sup>1</sup> 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
n/a	

<sup>1</sup>Persons who have applied to start the process for entry to the profession.  
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

### Jurisdiction where members were initially trained

d) Indicate where your members<sup>2</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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
<b>Members on December 31<sup>st</sup> of the reporting year</b>	1826	0	0	0	0	<b>1826</b>

<sup>2</sup> Persons who are currently able to use the protected title or professional designation of the profession.

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

Additional comments:

**Applications your organization processed in the past year**

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

from January 1 <sup>st</sup> to December 31 <sup>st</sup> 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
<b>New applications received</b>	1231	0	0	0	0	<b>1231</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	3563	1	0	0	0	<b>3564</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	17	0	0	0	0	<b>17</b>
<b>Applicants who became FULLY registered members</b>	803	0	0	0	0	<b>803</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were</b>						

<b>issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	0
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<sup>3</sup> 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:

	<b>Class of licence</b>	<b>Description</b>
<b>a)</b>		<input type="text"/>
<b>b)</b>		<input type="text"/>
<b>c)</b>		<input type="text"/>
<b>d)</b>		<input type="text"/>
<b>e)</b>		<input type="text"/>
<b>f)</b>		<input type="text"/>
<b>g)</b>		<input type="text"/>
<b>h)</b>		<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 <sup>st</sup> to December 31 <sup>st</sup> 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						0
Applicants who initiated an appeal of a registration decision	1					1
Appeals heard						0
Registration decisions changed following an appeal						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.

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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: Marshall Moleschi

Title: Registrar

Date: March 1, 2014

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