Fair Registration Practices Report

Pharmacists (2011)

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

This Fair Registration Practices Report was produced as required by:

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

Provision of Information About Registration Practices (1 / 13)

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

a) steps to initiate the registration process

There are several ways the College makes information about the registration process available to applicants. The primary method is through the College website at www.ocpinfo.com. The website allows applicants to access the information from anywhere, at any time and, because the website is managed in-house, it is a tool that can be updated immediately if information changes. There are two places on the home page where applicants will find the registration information; one is through "The Registration Process" under the "Fast Track" menu and the other is under the "Licensing" heading on the main menu. Regardless of the entry point selected, the information provided is exactly the same. In each case, there is an overview of the Registration process which summarizes the requirements and key steps. The registration process varies depending on the applicant's education and licensing status at the time of their application with the College (e.g. a new graduate who has never been licensed, a currently licensed pharmacist within Canada or a currently licensed pharmacist outside of Canada). 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 overview page, applicants can click on one of the following choices: 1. Undergraduates/Graduates from an accredited* Canada/U.S. School of Pharmacy 2. International Pharmacy Graduates 3. Pharmacists currently licensed in another Canadian Province or Territory
This information can also be accessed through the main menu as follows:
1. Licensing > Member Registration > Licensed Canadian Pharmacists
2. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or
3. Licensing > Member Registration > International Graduates

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. The Registration Program Assistant has the capability to make basic updates to the information on the website and once new or corrected information has been confirmed for

posting she will do so immediately. Any other changes that the Program Assistant is not able to make are managed in-house by the College's Webmaster. The College values and follows a continuous improvement approach to all of its business processes and encourages feedback from stakeholders through many avenues. In 2011 the College completed a review of registration processing practices, by surveying newly registered pharmacists over a one year period to seek feedback on their registration experience. A significant part of the survey asked about their opinions with the College website as a source of information regarding registration. The feedback from this survey has been used to contribute to revisions that have been made and will continue to be made with respect to website content and navigation. 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. There is a drop down menu with the department contact information to help users direct their questions to the most appropriate department.

The College also provides registration information through the use of the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of
Citizenship and Immigration. This information was last updated in fall 2011. The map is available at
http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PHARMACIST_CM.html

Each year the College holds information sessions for international pharmacy graduates (IPGs) who are just beginning the registration process or considering registration in Ontario. 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. Attendees are provided with the slide presentations for future reference. The information is updated each year based on questions received from former attendees and changes in the requirements or process of any of these organizations. Time is reserved for questions and answers with the entire group or for individual conversations following the presentation.

As noted above, the College also has a Client Services department with representatives readily available to answer phone calls through a call center and department e-mails during business hours. There is also a Client Services representative available on-site to meet with individuals for walk-in or pre-scheduled consultations at the College office. These staff are trained to address questions about the registration requirements and process or, to process submitted applications. As necessary they will direct applicants to other College staff or third party organizations for additional assistance.

b) requirements for registration

The primary tool to explain the registration requirements is the College's website (www.ocpinfo.com) . A summary of the requirements can be accessed from the homepage under either "The Registration Process" on the Fast Track menu or under Licensing > Member Registration on the main menu. The current regulation and related Council resolutions related to the requirements are available on the Registration overview page (Licensing>Member Registration>Overview). As stated above the summary of requirements which are provided under the *Licensing* tab of the main menu or *The Registration Process* under *Fast Track* are listed according to different categories of applicants. 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. the fee schedule, 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.There is also a glossary of terms page to help applicants understand some of the commonly used terms.

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, the requirements are also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in 2011. It is available at
http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PHARMACIST_CM.html

Each year the College also holds information sessions for international pharmacy graduates (IPGs) who are just beginning the registration process or considering registration in Ontario. The requirements for registration are explained during the presentation and attendees are provided with the slides for future reference. 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.

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 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. On the overview page, applicants can click on one of the following choices:

1. Undergraduates/Graduates from an accredited* Canada/U.S. School of Pharmacy required
2. International Pharmacy Graduates or,
3. Pharmacists currently licensed in another Canadian Province or Territory .

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.

Information about how to meet the requirements for registration is presented on the website according to the graduation status of the applicant, so that they are provided with information specific to their needs. For example, the Council accepts degrees from a Canadian university accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) or from a university in the United States of America accredited by the Accreditation Council for Pharmaceutical Education (ACPE). Therefore Canadian and US graduates are identified as one category of applicant and the information provided under that heading is specific to them. 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. to access current information about the credential evaluation process that is used to determine if they have a 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 fee schedule). 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). Namely, presentations hosted by Health Force Ontario and by the Client Service Representatives.

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

Although the structured practical training requirement applies consistently for all applicants, there are some alternative methods that it may be completed and therefore it remains useful for applicants to access the information by applicant type. The website (www.ocpinfo.com) is the primary tool used to provide this information and as noted above in 1.a) it is presented according to applicant categories.   Applicants may choose to access information by clicking on one of the following categories:
1. Licensing > Member Registration > Canada/US Graduates & Undergraduates , or
2. Licensing > Member Registration > International Graduates

International applicants are required to complete the International Pharmacy Graduate (IPG) education program at the University of Toronto (with some exceptions - see section 8 a). Applicants who click on the International graduates page on the website are provided with information about this requirement and are provided with the link to the website for the IPG program (www.ipgcanada.ca) so that they receive current and accurate information about the IPG program requirements and registration process.

Information about the practical training requirements, including the preceptor and site criteria and the structured activities and assessments required is consistent for all applicants and is accessed through the web page specific to each applicant type.

There are several different information sessions as noted in section 1. a) which also serve to provide information to applicants about the IPG program and the practical training requirement. In addition, students in both the full-time University programs in Ontario and the IPG program are provided with information by Registration program staff about the practical training program requirements for registration.

Changes to update or clarify the information found in the Licensing portion of the website or in any of the information sessions or program manuals are made as required by the Registration Program staff as noted above in 1.a). Feedback from evaluations completed by preceptors and applicants at the conclusion of the practical training program are also reviewed and relied on to determine recommended changes to the program itself and the information provided about the program.

e) requirements that may be satisfied through acceptable alternatives

Requests for exemptions, or consideration of alternative evidence and mechanisms to meet any of the registration requirements, 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

> Licensing > Member Registration > Registration Panel Requests. A link to this information is also provided where appropriate on the web pages that explain the requirements by applicant type. For example, on the page for international graduate applicants (Licensing>Member Registration>International Pharmacy Graduates), where it describes the need to provide evidence of fluency, 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 Licensing > Training & Assessments > Fluency. This information is also included in any presentations provided to potential applicants about the registration process (e.g. Health Force Ontario).

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 Assistant.

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

Information about the steps in the assessment process is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants:
1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or
2. Licensing > Member Registration > International Graduates

This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in the fall, 2011. It is available at http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PHARMACIST_CM.html This information is also included in presentations that are given about the registration process and requirements. Client Service Representatives also send out this information to applicants upon request.

Changes to update or clarify the Registration portion of the website are made by 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

Information about required documentation is available on the College's website at www.ocpinfo.com > Fast Track:The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants:
1. Licensing > Member Registration > Canada/US Graduates & Undergraduates > Supporting Documentation, or
2. Licensing > Member Registration > International Graduates > Supporting Documentation
 This information is also provided in the pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in the fall, 2011. It is available at http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PHARMACIST_CM.html

Documentation requirements are consistent for all applicants but evidence of may come from different sources. Documentation is required to demonstrate that the registration requirements have been met. Differences between Canadian graduate applicants and International graduate applicants relates 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 the CCAPP accredited pharmacy programs in Ontario. International graduates must provide evidence of their pharmacy degree by arranging to have an official transcript sent directly to the College from the institution or by requesting the Pharmacy Examining Board of Canada provide the College with confirmation/validation of the education credential.
- Verification of identity and work status in Canada - Canadian born applicants may provide a birth certificate or passport and Non-Canadian born applicants are required to provide a valid international passport and proof of work status in Canada by providing one of the following:
  - Record of Landing
  - Permanent Resident card, or
  - Valid study or work permit (note a work permit is required for intern and pharmacist applicants)
- Verification of language proficiency - Graduates of CCAPP and ACPE accredited pharmacy programs are deemed to have demonstrated language proficiency upon graduation. IPGs 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.

Changes to update or clarify the Registration portion of the website are made 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 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" page which is located on the website home page. A link to the contact information page and 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 > Contact Us or by clicking on Licensing > 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, particularly international graduates 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 has initiated an online registration process, which at this time is only available for some applicant types (e.g. Ontario University graduates) and some registration processes (e.g. registration for the Jurisprudence exam). 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. I

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 overview home page advising individuals who seek information about registration in French to contact Client Services at

ocpclientservices@ocpinfo.com with details of their request. The College will provide a response in French using either in-house or out-sourced translation services.

This information is provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in the fall 2011. It is available at http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PHARMACIST_CM.html

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

The roles of the International Pharmacy Graduate Program and the Pharmacy Examining Board of Canada are outlined on the College's website. This information and direct links to the appropriate websites is embedded in each web page for the specific applicant type. For example the information about the IPG bridging program is available on the College's website by clicking on www.ocpinfo.com > Fast Track: The Registration Process > International Pharmacy Graduates. This information can also be accessed by clicking on Licensing > Member Registration >International Graduates. In addition to putting the links directly in each of the applicant specific web pages, the College website has a section with useful links on it and the contact information for each of these organizations is also found there.

The College participates in registration information sessions, hosted by Health Force Ontario, in conjunction with both the PEBC and the IPG program. This helps applicants understand the role of each of these organizations within the registration process and demonstrates how the assessments of each organization are related, yet based consistently on the NAPRA *Professional Competencies for Canadian Pharmacists at Entry-to-Practice.* All three organizations have a representative at the session to address questions and provide contact information.

The information about the bridging program and the examining body is also found on the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in the fall 2011. It is available at http://www.ontarioimmigration.ca/en/working/OI_HOW_WORK_PHARMACIST_CM.html

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 at the end of the description of the Registration process for each applicant type on the College's website (at www.ocpinfo.com) and by clicking on one of the following categories of applicants:
1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or

2. Licensing > Member Registration > International Graduates, or

3. Licensing>Member Registration>Licensed Canadian Pharmacists

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 Registration Program Associate, Structured Practical Training 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 Registration Associate 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 (Licensing>Training and Assessments>Jurisprudence Exam)

Changes to update or clarify the Licensing portion of the website are made by the Registration Program staff as noted above in 1.a.

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.
The information is accessed by clicking on one of the following categories of applicants:
1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or

2. Licensing > Member Registration > International Graduates, or

3. Licensing>Member Registration>Canadian Pharmacists

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 > Licensing > Training & Assessments > 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 > Licensing > Training & Assessments > PEBC. Dates associated with the course offerings in the IPG program are posted on their website and can also be accessed through links on the College website.

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

A summary table of OCP's registration-related fees is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. Links to the fee table are active from every web page that refers to a College fee. There is also a summary chart at the end of each web page outlining the registration process, by applicant type, which outlines the College fees and an estimate of the fees payable to third parties (such as the licensing exams). The chart also notes that the total fees may vary depending on the specific registration requirements each individual will need to complete.

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 the College website and all application forms that list fees are updated with the most current information about the fees.

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 specials needs, applicants may request accommodation of special needs to write the College's pharmaceutical jurisprudence examination. The Guidelines for Special Needs Accommodations for Testing are available on the College's website at www.ocpinfo.com > Licensing > Training & Assessment > Jurisprudence. This document can also be found by entering "special needs" 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.

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

The College has not made any significant changes to the methods of communicating information about the registration process, however the following changes and updates have been made this year:

- the Pharmacists Career Map which is developed in conjunction with the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, was updated in the fall 2011, to reflect changes in the registration requirements that were introduced as a result of amendments to the Registration

Regulation.

- the process for management of website content was formalized such that every web page has a data sheet which identifies key information about the page, including when it was last revised, when it is to be reviewed and who is responsible for the content of the page. This process helps to ensure the website is regularly updated and that a record of all changes is maintained.
- The College established and posted on the website, the new Customer Service Policy which provides information about the College's commitment to provide accommodation to persons with disabilities.
- The College added a summary chart, on each web page that describes the registration requirements by applicant type, outlining the fees (including those paid to third parties) and anticipated timelines for completion of each step of the registration process.

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 each certificate of registration (student, intern or pharmacist) 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 faculties of pharmacy accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) or the Accreditation Council of Pharmacy Education (ACPE) in the United States follow a different process than international graduates for credential validation, which results in different fees. For example, CCAPP and ACPE graduates are granted eligibility to sit the PEBC Qualification 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 $515 evaluation exam fee, which is required for all international graduates.

In addition, international graduates may need to complete an approved bridging education program or other education programs identified by a panel of the Registration Committee. For applicants required to complete the approved bridging education program they are required to pay a $13,000 tuition fee. In addition, graduates of a CCAPP or ACPE education program complete their studentship training within their education program and therefore do not need to complete the studentship training program administered by OCP. International graduates are required to complete the OCP administered studentship training program and therefore are required to pay the $410 training fee that is associated with this requirement.

Finally, graduates of CCAPP and ACPE 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.

There have not been any changes made to the registration practices described in this section during this reporting year.

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 6 weeks of the exam administration date.

If the applicant has not met 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 [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 informed of the panel's decision within three business days of the panel meeting.

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]. The 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 the referral is usually sent by mail to applicants whose files are complete by the 15th of the month preceding the panel meeting. If an application will be considered by a panel in fewer than 30 days from the date of the referral, the notice of the referral is e-mailed to the applicant. The applicant is 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. After the panel meeting, the Registration Program Assistant or other Registration Program staff advises the applicant of the panel's decision by email within three business days of the meeting, usually within one day.

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.

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 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 Assistant 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 Assistant is responsible for managing the process and adhering to timelines associated with a referral to panel.

Following the panel meeting, the e-mail with the panel's decisions is prepared and sent by the Registration Program Assistant, or in her absence other Registration Program staff, as determined my the Program Assistant or Manager. The Registration Program Assistant monitors 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 Assistant, and if necessary other Registration Program staff or legal counsel, draft a decision based on the panel's deliberations and send it to the Panel Chair for his/her approval and signature. The Registration Program Assistant 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.

There have not been any changes made to the registration practices described in this section during this reporting year.

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 for access to these records 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 will be made available to the panel. A copy of the Panel Order, including written reasons and all of the material considered by a panel of the Registration Committee is provided to any applicant who has appealed a panel's decision to the HPARB [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.

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

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.

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.

*** SAME AS LAST YEAR ***

No fee has been charged but if necessary it would be based strictly 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 would only be based strictly on cost recovery. A fee could be waived if it was

likely to cause undue hardship to the applicant. 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.

There have not been any changes made to the registration practices described in this section during this reporting year.

Resources for Applicants (5 / 13)

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

1. The College participates in an orientation session hosted by Health Force Ontario, twice a year, to inform potential applicants about all the requirements and processes for a certificate of registration as a pharmacist.
2. 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. 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. College staff also offer a one-day seminar in Toronto before each jurisprudence examination. All of the handout materials for this seminar are also available on the College's website for anyone to access. Guidelines for Special Needs Testing Accommodation are also posted on the website (Licensing>Training and Assessments>Jurisprudence)
3. Structured Practical Training - The College provides an orientation lecture to students in the IPG bridging program and the full-time education programs in Ontario. The website also has information about the training program. 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.
4. The International Pharmacy Graduate Program - This program serves as a resource to help international graduates prepare for Canadian pharmacy practice. The IPG Program is comprised of two modules; Canadian Pharmacy Skills (CPS) I and CPS II. Drawing upon material from courses offered in the undergraduate program, the content provides acculturation to Canadian pharmacy practice and assesses knowledge needed to meet entry-level competence. Therapeutics, law, practice management, pharmaceutical care, drug information and the Canadian health care system are just a few of the content areas covered. Students also gain critical language, workplace, and practice skills necessary for licensure and practice in Canada. Various links to the IPG Program website are available from the College's website.The IPG Program website provides detailed information about the program, including course descriptions.
5. The PEBC Evaluating Examination and Qualifying Examination Information Booklets are available on the PEBC website. These information booklets provide information about the exam procedures, exam blueprint, study materials (including textbooks and websites), sample questions and process for receiving exam results. The information booklet may also be ordered in a hard copy (a small fee applies). Links to the PEBC website are available from the College's website.

6. Document evaluation - information about this requirement is available on the PEBC website. The information identifies the documentation that is required and the timelines associated with receiving a decision.
7. 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 is also available on the website. This section of the website provides a link to all of the contact information for the testing agencies.
8. The website of the National Association of Pharmacy Regulatory Authorities (NAPRA) also provides information about the registration requirements that are common across the country and links to the provincial websites. The NAPRA website also has a number of resources that provide orientation to the profession in Canada. In addition, the Pharmacist Career Map outlines all the registration requirements and provides links to the College and other third party assessment organizations.

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 under the Licensing tab or the Fast Track menu. 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 homepage of the OCP website under the "News" section and through organizations that assist newcomers to Ontario (e.g., HFO, YMCA). Information about sessions offered within another program, such as lectures within the IPG program, is provided directly to program participants.

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.

There have not been any changes made to the registration practices described in this section during this reporting year.

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.

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

There were 31 internal reviews that exceeded the eight week timeline for completion of a written Panel Order; 27 of these were completed within 12 weeks. The College had an sharp increase in the number of appeals requiring a written panel order with decisions during the reporting year (by 250%) which resulted in an increased percentage of appeals exceeding the timelines. The increase in decisions this year is not expected to continue as it was related to a transition year under the new registration regulation.

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

29 of the 31 reviews that exceeded the timeline were from internationally trained applicants. Of note, 240 of the 264 internal reviews were from 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 Assistant 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 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 Assistant, 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 Assistant 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 website, accessed under the Licensing tab>Member Registration>Registration Panel Requests. 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 Assistant.

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 and, if necessary in consultation with Registration Program staff to ensure that decisions about the application are made according to the requirements established in regulation, by-law and policy. When there is doubt whether the applicant meets the registration requirements, the application is referred to a panel of the Registration Committee.

Panels are comprised of three members of the Registration Committee (i.e., two pharmacists 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.

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 Assistant, 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, and the dean of a school of pharmacy in Ontario. During the reporting period the committee had six members of Council who were members of the College, six 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. Three of the committee members were international graduates for the first 8 months of the reporting year and one of the committee members was an international graduate during the last 4 months of the 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 does not sit on any panels of the Registration Committee to ensure that there is no perceived or actual conflict of interest.

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

There have not been any changes made to the registration practices described in this section during this reporting year.

Information on Appeal Rights (7 / 13)

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

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 accompanied by a letter advising the applicant of their right to appeal the panel's decision to the Health Professions Appeal and Review Board (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 > Licensing > Member Registration > Registration Panel Requests. This section of the website also provides the information about the right to an appeal by the HPARB. The Registration Program Assistant 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.

There have not been any changes made to the registration practices described in this section during this reporting year.

Assessment of Qualifications (8 / 13)

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

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

The requirements for registration are described fully in Part I - VII of the General Regulation(O.Reg 202/94) under the *Pharmacy Act*. In summary, to be registered as a pharmacist in Ontario an applicant must meet the following core requirements;

1. Education:

i. have a minimum of a baccalaureate degree in pharmacy evidencing the successful completion of a program designed to educate and train persons to be practising pharmacists which was,

A. awarded on or before December 31, 1993 by a constituent faculty of the Association of Faculties of Pharmacy of Canada, or

B. awarded by a university as a result of successful completion of a program which was, at the time of the award, accredited by the Canadian Council for Accreditation of Pharmacy Programs or by another accrediting body approved by the Council for that purpose, or

ii. have a university degree in pharmacy that does not meet the requirements of subparagraph i but that evidences the successful completion of a program designed to educate and train persons to be practising pharmacists, and,

A. have successfully completed a program that, at the time the applicant commenced it, was approved by the Council as one whose graduates should possess knowledge, skill and judgment at least equal to those of current graduates of a program mentioned in sub-subparagraph i B, 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 of a program mentioned in sub-subparagraph i B.

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 pharmacist.

3. Structured Practical Training

The applicant must have successfully completed a structured practical training program approved by the Council, while holding a certificate of registration as an intern and while under the supervision of a preceptor approved by the Registration Committee.

4. Entry-to-Practice Exam

The applicant must have successfully completed the qualifying examination of the Pharmacy Examining Board of Canada (PEBC) for pharmacists 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.

Note: In order to sit the qualifying examination of the PEBC the applicant must have an undergraduate pharmacy degree as specified in regulation (i.e. , a degree from a pharmacy program accredited by the Canadian Council for Accreditation of Pharmacy Programs or the Accreditation Council for Pharmaceutical Education, or a degree that is approved by the Pharmacy Examining Board of Canada through their two part credential evaluation process)

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.

Most applicants registering for a certificate of registration will first register as a pharmacy student and then as an intern, in order to complete the mandatory structured practical training program requirement for a certificate of registration as a pharmacist. In order to register as a student the applicant must:

a) have been accepted as a student in a university program referred to in subparagraph 1 i of subsection 6 (1) or in an approved program referred to in sub-subparagraph 1 ii A of that subsection;

(b) be engaged in attaining any education or training referred to in sub-subparagraph 1 ii B of subsection 6 (1); or

(c) be engaged in attaining any education or training specified by a panel of the Registration Committee as a condition for the issuance of another certificate of registration, other than a certificate of registration as a pharmacy technician.

Registration as a student will allow the applicant to complete the structured practical training requirement for a certificate of registration as an intern, as stated below:

The applicant must have successfully completed a structured practical training program approved by the Council while holding a certificate of registration as a registered pharmacy student and while under the direct supervision of a preceptor approved by the Registration Committee.

Following successful completion of structured practical training while registered as a student the applicant will proceed to register as an intern in order to complete the structured practical training requirement to register as a pharmacist (as noted above):

The applicant must have successfully completed a structured practical training program approved by the Council, while holding a certificate of registration as an intern and 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 Pharmacists at Entry-to-Practice* (NAPRA 2007).

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

The Canadian Council for Accreditation of Pharmacy Programs (CCAPP) accredits all of the faculties of pharmacy across Canada to ensure graduates will meet consistent educational outcomes. In the United States of America, the Accreditation Council for Pharmaceutical Education (ACPE) accredits all of the faculties of pharmacy to ensure graduates will meet similar educational outcomes. Since the accreditation standards of these two organizations have been reviewed and deemed substantially equivalent, the Council considers a degree from an ACPE accredited pharmacy program as equivalent to a degree from a CCAPP accredited pharmacy program. The Doctorate of Pharmacy degree program at the American University of Lebanon has achieved ACPE accreditation and as long as that accreditation remains current, degrees conferred from that University are also considered to meet equivalency to the CCAPP accredited programs.

International graduates who hold a degree in pharmacy from a university program that is not CCAPP or ACPE accredited must complete the credential evaluation process of the Pharmacy Examining Board of Canada to in order to establish equivalency to a degree from a CCAPP accredited program. The document evaluation process is a two-step process which includes an evaluation of the education credential and an Evaluating Examination which is an objective test that assesses an applicant's knowledge of current pharmaceutical education to ensure that the graduate has obtained the theoretical knowledge consistent with a CCAPP accredited program. The content in the majority of the subject areas on the exam is based on foundation learning.

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

Work experience in itself is not considered as part of the assessment of qualifications, due to the significant difference in the practice of pharmacy outside of Canada or the United States of America. Work experience in Canada or the United States is accepted as evidence of current practice, in which case, a minimum of 600 hours over the last three years is required.

Work experience outside of Canada or the United States that is similar to the scope and model of pharmacy practice in Canada may provide the applicant with the knowledge needed to be able 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 graduates must complete. Applicants with relevant work experience may also be better able to complete the structured practical training program while registered as a student and an intern within the minimum 12 week period for each, whereas other individuals may require an extended training period.

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 with degrees from programs that are not accredited by the Canadian Council of Accreditation of Pharmacy Programs or the Accreditation Council for Pharmaceutical Education is completed by the Pharmacy Examining Board of Canada. The PEBC document evaluation process is recognized by the National Association of Pharmacy Regulatory Authorities (NAPRA) of which the College is a member. The College also has a representative on the PEBC board. Through participation on the PEBC board and in conjunction with NAPRA, the College monitors the activity of the PEBC to ensure they maintain an assessment process that relies on current and accurate information.

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 Pharmacy Examining Board of Canada maintains an extensive database of historic and precedent assessments based on 40+ years of experience. They use this information to ensure consistency in their document evaluation process. Since all applicants are required to have their credentials assessed by the PEBC, they are able to ensure consistency in decisions for all applicants.

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 follow international principles for good practice in assessment of foreign credentials. Their document evaluation process is also recognized by the National Association of Pharmacy Regulatory Authorities, of which the College is a member. 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.

As noted in Section 1.p) the College follows a Client Service policy which demonstrates a commitment to accommodate persons with disability. The College is also aware that teh Pharmacy Examining Board of Canada follows the same principles and has consistent policies and practices in place.

 The College's Guidelines for Special Needs Testing Accommodations is consistent with the Pharmacy Examining Board of Canada's policy and states the following:

1. Requests for accommodation of Special Needs 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 Special Needs 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 Special Needs must be provided by the qualified professional. The candidate will arrange for supporting documentation of a previously identified Special Needs 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 be

accepted from the institution. The candidate must provide written consent to allow the College to contact all professionals 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 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. 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 administration of the specific testing accommodations.

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 the entire registration process to be complete once an applicant obtains a certificate of registration as a pharmacist, however applicants are considered registered members of the College as soon as they receive a certificate of registration as a registered pharmacy student and/or as an intern. While registered as a student and an intern, members are able to engage in the practice of pharmacy under the supervision of a registered pharmacist (and when the practice is within an accredited pharmacy, when the pharmacist is physically present). This progressive registration model allows individuals to work in the profession while they complete all of the assessment processes needed to demonstrate they meet the registration requirements.

Individuals who are registered as a student while they are engaged in a pharmacy program that is accredited

by CCAPP or ACPE, are expected to complete the entire registration process within 5 years (4 years while registered as a student and one year while registered as an intern). On average Canadian and US graduates meet this timeline.

International graduates are expected to complete the registration process within three years from the the time they are eligible to register as a student (2 years while registered as a pharmacy student and one year while registered as an intern), although many are able to complete all the requirements within one year. In order to register as a student, an international graduate must first complete the Credential Evaluation process with the PEBC (including document evaluation and completion of the Evaluating exam). The average length of time required to meet this requirement is 6 months and the entire process may be completed prior to coming to Canada. The other requirement that must be met to register as a student is demonstration of language proficiency. It is difficult for the College to track how long it takes for individuals to develop the language proficiency needed to meet this requirement. The process required to demonstrate language proficiency may easily be completed within a two month period, if the applicant is sufficiently proficient in English or French. This process may also be completed prior to coming to Canada.

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

The average time to complete registration for a Canadian graduate and international graduate does differ, but it is difficult to determine how different the timelines are for these two applicant groups. Canadian graduates require 5 years to complete the registration process, including the time required to obtain their pharmacy degree. International graduates will have spent up to 4 years in their home country obtaining their pharmacy degree, and then require on average 6 months to meet the requirements for registration as a student and, assuming they possess the knowledge, skill and ability necessary to meet the qualifications for registration, another year to complete the entire registration process. Based on this method of comparison, an international graduate will require about 6 months longer to achieve registration. It should be noted however, that an international graduate may complete all of the requirements to register as a student prior to coming to Canada, and in such cases will not take any longer than their Canadian graduate counterparts. International applicants who do not possess the knowledge, skill and ability equivalent to a Canadian graduate can expect to take an additional year to complete the process (or more depending on how different their knowledge, skill and ability is).

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, on average it takes an international graduate any where from 6 to 18 months longer to register than a Canadian graduate. There are a few reasons for this difference; the most common being the difference in the applicants knowledge, skill and ability to demonstrate they meet the qualifications for registration. An international graduate from a jurisdiction with a significantly different scope of practice, health care system, culture and language can expect to require more time to complete the registration process. International graduates from a jurisdiction that is substantially equivalent in terms of these factors (e.g. the UK) will only require up to 6 months more time to complete the process for registration, and if they complete the requirements for registration as a student prior to their arrival in Canada, they may be able to complete the process within the same timeframe as a Canadian graduate.

Another factor affecting the length of time needed to complete registration for all applicants is the timing of the required examinations (i.e. the PEBC Evaluating Exam and Qualifying Exam is only offered twice annually and the College's Jurisprudence Exam is offered quarterly). International Pharmacy Graduates who do not possess the knowledge, skill and ability equivalent to a Canadian graduate are more likely to have difficulty successfully completing these examinations on their first attempt, which means that they may need to wait 4 - 6 months for the next sitting of the exam. Each time an applicant is unsuccessful with an examination,

the time to complete the entire registration process is extended.

In order to help decrease the time required to complete the registration process, it is recommended that international graduates first complete the approved bridging program (the U of T, IPG program) which will increase their chances of successfully completing the qualifying exams to the same level as Canadian graduates. Applicants who complete the IPG program prior to attempting the PEBC qualifying exam, are more likely to be able to complete the entire registration process within 12 to 18 months.

Another primary reason for a difference in length of time to become registered is the applicant's ability to demonstrate language proficiency. Individuals requiring English or French language training frequently require much more time to complete the process due to the time required to develop and demonstrate language proficiency.

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.

Registered pharmacy students and interns are required to demonstrate their competency by completing a period of structured practical training. During their training they are required to complete structured activities while working in either an accredited community pharmacy or hospital, under the supervision of an approved pharmacist preceptor. The student/intern and their preceptor complete regular assessments of the applicant's competency based on the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice (2007)*. By the end of their rotation(s), 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 NAPRA competency document is available on the OCP website at www.ocpinfo.com > Licensing > Training & Assessments > SPT and on the NAPRA website at www.napra.org .

All preceptor's 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 student/intern 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.

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, students, interns and their preceptors submit evaluations of the program at the end of each training rotation. Students and interns 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. In addition, the College utilizes external reviewers to ensure completion of the activities is reflective of current practice and to assist with the ongoing evaluation and development of the program.

The College also utilizes a continuous improvement business model and therefore completes program evaluations about every 3 - 5 years.

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

Work experience is not directly used in the assessment of competency except to the extent that work experience contributes to the applicant's level of competency, and ability to demonstrate it within the assessment processes. . The competencies that are evaluated in the structured practical training program are for Canadian pharmacy practice at an entry-to-practice level. The individual nature of an applicant's work experience will contribute differently toward demonstration of competence.

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 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. 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 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 qualify 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 a 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.

There have not been any changes made to the registration practices described in this section during this reporting year.

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 and non-ACPE graduates, and entry-to-practice competency for all pharmacists seeking licensure to practice in Canada (with the exception of Quebec).

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 non-objective 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 >Licensing > Training & Assessments > Fluency and on the NAPRA website at www.napra.org>National Model Licensing Program>Language Proficiency Requirements.

2. The PEBC assesses the education credentials of international graduates using a two step process: Document Evaluation and an Evaluating Examination which is designed to determine if international graduates 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 pharmaceutical 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 Pharmacists at Entry-to-Practice. Part I of the exam is a multiple choice exam and Part II is an objective structured clinical examination. These examinations assesses the applicants competence to determine if they possess the professional knowledge, skills and judgment needed to practise within the full scope of pharmacy 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 Pharmacists 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 Licensing and Registration>National Model Licensing Program>Language Proficiency Requirements for Pharmacists in Canada.

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 or 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 (with the exception of Quebec).They have a website which provides in-depth information about all of their assessment activities (www.pebc.ca). This information is also available in hard copy if requested and for a small fee ($35.00)

   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 six 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

*** SAME AS LAST YEAR ***

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 examination. (items writers, standard setters and assessors). Assessors for the Objective Structured Clinical Evaluation portion of the PEBC's qualifying examination are pharmacists who are specifically trained to observe and evaluate the applicant's responses according 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.

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/client/ocp/OCPHome.nsf/web/Fluency+Contacts)

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 >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.

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/client/ocp/OCPHome.nsf/web/Fluency+Contacts)
2. Similarly, the ongoing monitoring of PEBC assessment practices by the representative who sits on the PEBC board, includes consideration of their polices for special needs accommodations. The PEBC's Special Needs Testing Arrangements policy is available on their website (www.pebc.ca) The College is very aware of these polices having relied on the expertise of the PEBC to assist with development of OCP's own special needs 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 for pharmacy regulatory authorities in Canada and their procedures are consistent with international principles for good practice in the assessment of foreign qualifications. Candidates are required to submit an originally produced, currently-dated transcript (with an attached official translation, if necessary) mailed directly to the PEBC by the University. 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 education institution. To determine if the degree is equivalent to a bachelor of pharmacy degree program the program length, transcript and degree are reviewed. The International Handbook of Universities is referenced as well as PEBC's own extensive collection of historical and precedent files.

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. degree equivalency) and course content. The second step involves administration of the Evaluating Examination to determine if the international pharmacy graduate has the base pharmaceutical knowledge comparable to a graduate from a CCAPP- accredited pharmacy program. It evaluates knowledge in required ares of current pharmaceutical education, with reference to the educational standards as established by the Association of Deans of Pharmacy Faculties and the CCAPP accreditation standards. The Evaluating Exam does not assess the application of knowledge in practice; the PEBC's Qualifying Examination is used to assess for practice knowledge, skill and judgment.

iii. Explain how work experience is taken into account.

Work experience is not directly taken into account in PEBC's Document Evaluation process for international pharmacy graduates, but related work experience will support the applicants ability to succeed with the objective evaluation of knowledge in required areas of current pharmaceutical education.

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

i. Describe the methodology used to evaluate competency.

The PEBC Qualifying Examination is a competency based assessment. The blueprint reflects the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice (2007).* The examination is criterion referenced and composed of two parts; a multiple choice (MCQ) knowledge base exam and, an objective structured clinical exam (OSCE) which evaluates performance. The combination of these two exam formats allows for assessment of knowledge, skill and judgment and is used in combination with other competency based assessments, such as structured practical training, to provide a comprehensive competency based assessment of the individuals ability to meet the entry-to-practice competencies. Information about the Qualifying exam is available on the PEBC website at 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 blue print is validated against the NAPRA competencies which were first developed in 1997 and updated in 2007 based on input from pharmacists 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 standards for the exam are also set after each exam sitting. Practising pharmacists 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.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable.

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

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable.

f) If your organization relies on a third party to administer examinations:

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

The 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 clinical evaluation that is marked using trained assessor who follow standardized scoring criteria and evaluation forms. The exams are both criterion based and standards are set for exam administration following each exam administration. See above for further details of the exam format.

Applicants are permitted to attempt each of these examinations three times, and may apply to the PEBC, with evidence of completed remediation activities, to request a fourth and 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 examination result and/or to request a "no-standing" decision. These policies are also posted on the website and are provided to exam candidates with the exam administration materials.

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

Test questions are assigned a minimum performance level as determined by standard setting sessions by practising pharmacists across Canada. Proposed questions are pre-tested on live versions of the examination but not counted towards the candidates' result until the validity of the question has been established. Questions are pre-tested a minimum of two times before being used in an exam. The performance of each question is reviewed by a psychometrician and following statistical analysis. A question may be removed from the final calculation of candidates' results if any consistent issues with the question are noted. The question may subsequently be re-written, re-standardized and re-tested as a future examination question. The standard setting session is completed by practising pharmacists to ensure consistency with actual practice expectations.

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

Multiple choice questions and clinical exam stations are reviewed and updated yearly by practising pharmacists and content experts. Examination drafts are reviewed by practitioners and content experts to ensure currency.

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

There have not been any changes made to the registration practices described in this section during this reporting year, however the Memorandum of Understanding with the PEBC was completed and signed by both organizations during this reporting year.

BACK TO INDEX

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 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 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 student or intern. During the workshop, these pharmacists review the scope of practice for each level of registration and are introduced to the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice*, and the assessment tools used to assess the student's or intern's competency. Pharmacists must continue to update their preceptor skills in order to continue to serve in this role. Advanced Preceptor Workshops are offered for pharmacists 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 students and interns competence. They are also provided with additional resources to support their role in assessing the student or intern during the training program.

Activities completed by the student or intern are submitted through the training portal for review by Registration Advisors or external pharmacist reviewers. The pharmacist reviewers attend an OCP Preceptor Orientation Workshop and receive additional training from a Registration Advisor. They are also provided with a copy of the resources provided to preceptors and have ongoing access to the Registration Advisors who are responsible for overseeing the structured practical training program.

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.

There have not been any changes in the practices described in this section of the report during the reporting year, however with respect to annual training for individuals involved in Registration decisions the College provided workshops for all staff during the year on Cultural Diversity and Managing Conflict, and all staff also completed an on-line training program about serving the needs of persons with disability.

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 is a signatory on the Mutual Recognition Agreement (2009) with all provinces, the Northwest Territories and Yukon. The agreement is available on the website for the National Association of Pharmacy Regulatory Authorities (NAPRA) at www.napra.org

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.

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

The Mutual Recognition Agreement states that pharmacists licensed in another Canadian jurisdiction with an unrestricted certificate of registration as of July 1, 2009 may be registered as pharmacists in Ontario in a comparable class of registration having met the requirements of clause 5 of the Mutual Recognition Agreement, namely completion of a minimum of a bachelor of pharmacy degree from a CCAPP accredited program or equivalent; completion of an approved entry to practice examination or recognized alternative and completed the College's jurisprudence examination, evidence of language proficiency, submission of a completed application and payment of all required fees.

Although the Mutual Recognition Agreement is similar in intent to the labour mobility legislation, it is the labour mobility provisions in the Registration Regulation which 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.

There have not been any changes in the practices reported in this section 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	68.6
Staff involved in appeals process	3
Staff involved in registration process	16.6

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants[1] were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
Egypt	136

India	124
U.S.	63
U.K.	46
Pakistan	43
Jordan	37
Philippines	32
Iran	24
Nigeria	20
Iraq	12

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

Jurisdiction where members were initially trained

d) Indicate where your members[2] were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	5843	1888	923	4328	0	**12982**

[2] Persons who are currently able to use the protected title or professional designation of the profession.

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

Additional comments:

Applications your organization processed in the past year

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

from January 1st to December 31st of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	331	58	34	289	0	712
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1418	92	75	627	0	2212
Inactive applicants (applicants who had no contact with your organization in the reporting year)	24	0	6	13	0	43
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	253	70	47	359	0	729
Applicants who were authorized to receive an alternative class of licence[3] but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence[3]	445	12	27	256	0	740

[3] An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

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

Additional comments:

	Class of licence	Description
a)		
b)		
c)		
d)		
e)		
f)		
g)		
h)		

i)		
j)		

Reviews and appeals your organization processed in the past year

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

from January 1st to December 31st of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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	9	5	10	240	0	**264**
Applicants who initiated an appeal of a registration decision	0	0	0	2	0	**2**
Appeals heard	0	0	0	0	0	**0**
Registration decisions changed following an appeal	0	0	0	0	0	**0**

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

Additional comments:

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

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

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, 2012