

Fair Registration Practices Report

Pharmacy Technicians (2015)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACKTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACKTA
- 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.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

1. The Non-Objective Evidence of Language Proficiency Policy (<http://www.ocpinfo.com/registration/res-policies/non-objective-lp-july1-2015/>) was revised in July 2015. Applicants who were educated and practiced in a majority English or French language environment may be able to meet the requirement without needing to complete an objective test of fluency, and without referral to a panel of the Registration Committee. The new policy criteria requires applicants to submit two of the following four types of non-objective evidence in the same language:

- Successful completion of professional pharmacy education in English or French;
- Pharmacy work employment in English or French in a similar role or scope of practice as application;
- Successful completion of the four final years of school in Canada to become eligible to apply for university or college; or
- Successful completion of an undergraduate university degree in Canada.

Guidance on the documentation required for each type of NOE is available in the policy decision criteria. Footnotes indicate the resources used by the College to determine a majority English or French language environment.

ii. Describe the impact of the improvements / changes on applicants.

1. Applicants needing to demonstrate fluency in English or French can complete an objective test of fluency, or provide non-objective evidence of fluency for consideration by a panel of the Registration Committee.

iii. Describe the impact of the improvements / changes on your organization.

1. The policy reduces the administrative processing time and resource required to manage a panel referral, and provides more timely processing for candidates.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

In May 2015, The College completed updates to the online registration process by introducing the online panel process. Applicants are able to receive automated email notifications in response to activity on their application in real-time. For example they may receive an email to inform them that their panel request has been received or that the requirement may be met by a Registration Policy 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

ii. Describe the impact of the improvements / changes on applicants.

Applicants can view the status of their application in real time. Referral letters are sent out within three business days of the confirmation of payment of the application fee. Applicants have more time to put together quality submissions.

If an applicant has been granted their request or once they have signed back their acceptance of a decision, they are notified about the final documents

needed to complete their application. Their profile is updated and their application processed and they have access to the training application within a week of the panel meeting.

iii. Describe the impact of the improvements / changes on your organization.

Request for payment and referral letters may be processed within a week. As applicants have more time to prepare their submissions, there is more time for staff to review the documents and provide feedback. Panels are reviewing submissions that are better framed around the specific request and are able to make a more informed decision. Applicants are notified within three business days of the decision. If an applicant has been granted their request or once they have signed back their acceptance of a decision, they are notified about the final documents needed to complete their application. Again their profile is updated in real time providing them access to the next step.

This process has reduced the number of calls and emails related to Panel, allowing staff to focus on supporting applicants through the document submission process and moving applications forward once panel decisions have been accepted.

d) Fees

i. Describe any improvements / changes implemented in the last year.

1. At their December 2015 meeting, Council approved changes to several College fees.

- Structured Practical Training fees of \$410 for each class of registration have been eliminated (i.e. \$820 for international pharmacist applicants)
- Application fees decrease from \$205 to \$75
- Jurisprudence examination fee decrease from \$200 to \$100
- Registration filing fees increase from \$130 to \$300

These changes help to better align OCP's fee structure with those of other jurisdictions, where entry-to-practise is heavily subsidized by the profession.

The fee for the PEBC Document Evaluation for international pharmacy technicians was increased effective January 1, 2016 to \$550 (it was previously \$530). All other PEBC exam fees remain the same for 2016.

ii. Describe the impact of the improvements / changes on applicants.

Entry-to-practice is heavily subsidized by the profession. IPG applicants have less of a financial burden while working toward registration.

iii. Describe the impact of the improvements / changes on your organization.

OCP's fee structure is more closely aligned with other Canadian pharmacy regulatory authorities, where entry-to-practice is heavily subsidized by the profession. This may help reduce the number of candidates completing initial registration in other provinces only to enter Ontario through the Agreement on Internal Trade (AIT).

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

1. The Non-Objective Evidence of Language Proficiency Policy (<http://www.ocpinfo.com/registration/res-policies/non-objective-lp-july1-2015/>) was revised in July 2015. Applicants who were educated and practiced in a majority English or French language environment may be able to meet the requirement without needing to complete an objective test of fluency, and without referral to a panel of the Registration Committee. The new policy criteria requires applicants submit two of the following four types of non-objective evidence in the same language:

- Successful completion of professional pharmacy education in English or French;
- Pharmacy work employment in English or French in a similar role or scope of practice as application;
- Successful completion of the four final years of school in Canada to become eligible to apply for university or college; or
- Successful completion of an undergraduate university degree in Canada.

Guidance on the documentation required for each type of NOE is available in the policy decision criteria. Footnotes indicate the resources used by the College to determine a majority English or French language environment.

2. In November 2015, the Registration Committee approved changes to the Structured Practical Training (SPT) preceptor criteria (<http://www.ocpinfo.com/registration/training-exams/spt/preceptor-info/>). The changes remove the requirement to complete OCP's Preceptor Orientation Workshop and replace it with the requirement to complete other accepted preceptor development programs offered by academic institutions. These programs include the core skills for preceptors (e.g. setting expectations, feedback and assessment). Registration Program staff will review and identify appropriate preceptor development programs for acceptance within the SPT Program, and develop SPT-specific content necessary for orientation of OCP preceptors.

3. OCP's By-Law #4 came into effect on December 7, 2015 (<http://www.ocpinfo.com/regulations-standards/bylaws/>). Changes from By-Law #3 supported changes to the Drug and Pharmacies Regulation Act (DPRA) regulation, ongoing transparency initiatives within the College and changes to the organizational structure and fees (including accreditation fees for hospital pharmacies) for the College.

4. A new Code of Ethics for the profession of pharmacy in Ontario was approved by Council (<http://www.ocpinfo.com/regulations-standards/code-ethics/>). Amendments to the Code of Ethics (the Code) were required because the last significant update to the Code happened 20 years ago, and pharmacy practice has evolved significantly over the past two decades.

The role and purpose of the Code of Ethics is to:

- a) Outline the ethical principles and standards by which healthcare professionals are guided and held accountable;
- b) Serve as a resource for education, self-evaluation and peer review;
- c) Provide a benchmark for monitoring and addressing conduct of healthcare professionals; and
- d) Serve as an educational resource for the public outlining the ethical obligations of the profession.

Although practice expectations have not changed in the new Code, it now more appropriately addresses current practice and clearly establishes the standards of ethical conduct for pharmacists and pharmacy technicians in Ontario, regardless of their practice setting.

Given the importance of the Code of Ethics as a foundational document for the profession, Council also approved a requirement for all members to declare that they have read and understood the Code in 2017. To assist members and other stakeholders, a comprehensive communications plan including educational resources will be put in place by College staff. More details regarding this will be communicated to the profession in the coming months.

5. The Client Services department was renamed and restructured: The new department was divided into two distinct teams, one of which deals with applicants and members. Member Applications and Renewals (MAR) is able to provide a higher level of expertise and meet the demands more effectively and efficiently. MAR specializes in providing support and information related to the registration requirements and processes. As necessary they will direct applicants to other college staff or third party organizations for additional assistance.

ii. Describe the impact of the improvements / changes on applicants.

1. Applicants needing to demonstrate fluency in English or French can complete an objective test of fluency, or provide non-objective evidence of fluency for consideration by a panel of the Registration Committee.
2. Preceptors can access a number of preceptor development programs in live and online formats. Making training more accessible may enhance the availability of preceptors. Applicants who find a pharmacist willing to supervise their training may be able to begin training sooner since potential preceptors have more options for preceptor workshops.
3. By-law #4 supports changes to the Drug and Pharmacies Regulation Act, enhanced transparency, aligns OCP fee structure more closely with those of other Canadian Pharmacy regulatory authorities, and clarifies accreditation fees for hospital pharmacies. Entry to practice is heavily subsidized by the profession. International applicants have less of a financial burden while working toward registration
4. The new Code of Ethics provides robust principles and standards by which pharmacy professionals are guided and held accountable.
5. Member Applications and Renewals (MAR) specializes in just applicant and member information and processes enabling them to provide for a higher level of expertise and meet the demands more effectively and efficiently.

iii. Describe the impact of the improvements / changes on your organization.

1. The policy reduces the administrative processing time and resource required to manage a panel referral, and provides more timely processing for candidates.
2. Staff have more time to focus on supporting applicants and preceptors through the training. Travel expenses have been eliminated for staff related to multiple workshops throughout the province and for potential preceptors who had to travel to workshop sites.
3. By-law #4 supports strategic priorities in Pharmacy Regulation in Ontario. The fee changes help to better align OCP's fee structure with those of other jurisdictions, where entry-to-practice is heavily subsidized by the profession.
4. Ethical principles and standards are more robust and clear, which strengthen and support OCP's governance role.
5. Member Applications and Renewals (MAR) specialize in applicant and member information and processes only. The restructuring enables them to provide a higher level of expertise and meet the demands more effectively and efficiently.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

1. A Registration Panel Submission Tool was created by staff to assist applicants when preparing their submissions for the Panel. The tool is similar to one that is available to Panel members. It lists those areas (e.g. education, past pharmacy practice, exposure to practice in Canada) that panels consider when reviewing an application. It also include the type of documentation applicants may submit to support their request.
2. Jurisprudence
 - a) The College's Pharmaceutical Jurisprudence Examination E-Learning Modules – In 2015, two E-Learning modules were added to the resources available on the OCP website - the RHPA & Pharmacy Act e-Learning Module (<http://www.ocpinfo.com/registration/training-exams/jp-exam/jp-resources/e-learning-modules/rhpa-pa/>), and the Food and Drugs Act e-Learning Module (<http://www.ocpinfo.com/registration/training-exams/jp-exam/jp-resources/e-learning-modules/fda/>). There are now six modules covering Federal and Provincial legislation, to support candidates who are preparing to write the Jurisprudence Exam.
 - b) Jurisprudence Exam Follow up - The College implemented a process for follow up with unsuccessful candidates who have failed the JP exam and prioritized our follow up by reaching out to those who have failed more than once as well as those who are writing the upcoming exam. Reports are run after results are released for an exam to identify these individuals. Emails are sent out to remind candidates that we offer follow up and support. Calls are booked with a Registration Advisor to review their exam performance profile and provide guidance on areas for remediation so they can focus their preparation before next attempt at the exam.

ii. Describe the impact of the improvements / changes on applicants.

1. Applicant submissions are structured to better support their request. They are aware of the information considered by panel. There is less chance that a panel will defer for additional information.
2. There are now six modules to support candidates who are preparing to write the Jurisprudence Exam, covering Federal and Provincial legislation. Candidates can access additional support if they fail the JP exam.

iii. Describe the impact of the improvements / changes on your organization.

- 1 Panels are reviewing information relevant to the request, to support decision-making.
2. The planned J-P exam modules are now complete, and OCP can turn its attention to ongoing maintenance, updates, and increased levels of support to Jurisprudence exam candidates.

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

In May 2015, The College completed its updates to the online registration process by introducing the online panel process. Applicants are able to receive automated email notifications in response to activity on their application in real-time. For example they may receive an email to inform them that their panel request has been received or that the requirement may be met by a Registration Policy 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.

Once the Panel meeting has concluded, applicants are notified by email of the Panel's decisions. If the Panel has granted their request or they have accepted the Panel's decision, as noted above they can check their profile for the status of their application and next steps.

ii. Describe the impact of the improvements / changes on applicants.

Applicants can view the status of their application in real time. Referral letters are sent out within three business days of the confirmation of payment of the application fee. Applicants have more time to put together quality submissions.

If an applicant has been granted their request or once they have signed back their acceptance of a decision, they are notified about the final documents needed to complete their application, their profile is updated and their application processed and they have access to the training application within a week of the panel meeting.

iii. Describe the impact of the improvements / changes on your organization.

Request for payment and referral letters may be process within a week. As applicants have more time to prepare their submissions, there is more time for staff to review the documents and provide feedback. Panels are reviewing submissions that are better framed around the specific request and are able to make a more informed decision. Applicants are notified within three business days of the decision. If an applicant has been granted their request or once they have signed back their acceptance of a decision, they are notified about the final documents needed to complete their application. Again their profile are updated in real time providing them access to the next step.

This process has reduced the number of calls and emails related to Panel allowing staff to focus on supporting applicants through the document submission process and moving applications forward once panel decisions have been accepted.

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

1. Orientation and training of Registration Committee/panel members continues to be enhanced with documentation review, audit/observation of committee and panel processes, role-playing, presentation(s) by legal counsel, and mentorship of new members by more experienced committee/panel members.
2. Registration Advisors have recently undergone training in communication styles and motivational interviewing to support their role in coaching and advising applicants.

ii. Describe the impact of the improvements / changes on applicants.

1. Registration committee/panel members are well equipped to oversee registration policies and processes, and assess panel submissions with transparency, objectivity, impartiality and fairness.
2. OCP Registration Advisors are well-trained and competent to provide coaching and support to applicants.

iii. Describe the impact of the improvements / changes on your organization.

1. Registration Committee and Panels are well equipped and supported to oversee registration policies and processes, and assess panel submissions.
2. OCP Registration Advisors are well-trained and supported to fulfil their roles in coaching and supporting applicants.

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

The College updated its Memorandum of Understanding with the Pharmacy Examining Board of Canada. The memorandum specifies the terms and conditions under which PEBC and OCP will share information about applicants/candidates and members/registrants.

The collection, use and disclosure of any personal information under this agreement in respect of each candidate is subject to the applicable candidate's consent, unless such collection, use and disclosure is otherwise permitted without consent under applicable law.

ii. Describe the impact of the improvements / changes on applicants.

The Memorandum of Understanding facilitates candidate registration in Ontario, by specifying candidate information re: examinations, document evaluation, prior licensure, accommodation and remediation that may be shared directly with OCP to support the registration process.

The MOU obligates the Pharmacy Examining Board of Canada to ensure fair, objective and transparent assessment processes to the extent that the validity, reliability and integrity of its certification processes are not compromised.

iii. Describe the impact of the improvements / changes on your organization.

The MOU facilitates efficient and timely registration processes through specified information-sharing agreements, and ensures that OCP's obligations under provincial legislation are met.

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	N/A

Additional comments:

*Note: Application materials are provided in English on the OCP website. There is a notation in French under all the pages related to the registration process, advising individuals who seek information about registration in French to contact Client Services at memberapplications@ocpinfo.com with details of their request. The College will provide a response in French using either in-house or out-sourced translation services.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	69
Female	325
None of the above	0

Additional comments:

The Ontario College of Pharmacists interprets the term 'applicants' as a reference to any pharmacy technician applicants who opened a file (pre-registered) between Jan 1, 2015 and Dec 31, 2015.

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	214
Female	3621
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Philippines 2		
			India 5		
			Jamaica 1		
			Serbia 1		
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
380	5	0		0	394

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
			n/a 0		
			Total 3		

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in 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)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	380	5	0	9	0	394
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	2518	1	0	10	0	2529
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	931	8	0	3	0	942
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	0	00	0	0	0	0

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	Registered Pharmacy Technician	<p>Description (a)</p> <p>Pharmacy Technician applicants are eligible for registration if they meet the requirements for all classes of registration such as: language proficiency, legal work status, good conduct and character, liability insurance. In addition they must have completed the College's Jurisprudence Exam, the Pharmacy Examining Board of Canada's Qualifying Exam for Pharmacy Technicians, and met the education requirement for registration, completed the approved structured practical training (SPT).</p>

Additional comments:

i) Reviews and appeals processed

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

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	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	59	0	0	2	0	61
Applicants who initiated an appeal of a registration decision	0	0	0	1	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

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, one full-time employee and one 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	100
Staff involved in appeals process	4
Staff involved in registration process	17

Additional comments:

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3. Submission

I hereby certify that:

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

Marshall Moleschi

Title:

Registrar

Date:

2016/03/01

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