

# Fair Registration Practices Report

## Pharmacy Technicians (2016)

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 (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- 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 Registration Committee approved a policy to accept TESTCan language proficiency test scores equivalent to those required on the CanTEST for French-first language pharmacy technician applicants who must demonstrate their French proficiency through objective testing.

<http://www.ocpinfo.com/registration/res-policies/lp-reqs/>

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

1. An acceptable test is available for applicants who want to meet the language proficiency requirement in French. Applicants can proceed with registration without a referral to a panel of the Registration Committee.

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

1. Ensures that objective tests of fluency will be consistent and fair in both official languages for all applicants.

### 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.**

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

**d) Fees**

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

Effective January 1, 2016 The College's new fee structure was implemented. 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. Fee changes for all classes are:

- Structured Practical Training fees have been eliminated
- Application fees decrease from \$205 to \$75
- Jurisprudence examination fee decrease from \$200 to \$100
- Registration filing fees increase from \$130 to \$300

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

OCP's fee structure is better aligned with other jurisdictions, where entry-to-practise is heavily subsidized by the profession.

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

Fee structure is more closely aligned with other Canadian pharmacy regulatory authorities.

**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.**

The Registration Committee approved a policy to accept TESTCan language proficiency test scores equivalent to those required on the CanTEST for French-first language pharmacy technician applicants who must demonstrate their French proficiency through objective testing.

<http://www.ocpinfo.com/registration/res-policies/lp-reqs/>

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

An acceptable test is available for applicants who want to meet the language proficiency requirement in French.

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

Applicants can proceed with registration without a referral to a panel of the Registration Committee. Ensures that objective tests of fluency will be consistent and fair in both official languages for all applicants.

## **g) Resources for applicants**

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

1. A Panel Submission Tool created for applicants referred to Panel for consideration of additional education and/or training and language proficiency is available on the College's website. The tool lists areas (e.g. education, past pharmacy practice, exposure to practice in Canada, non-objective evidence of language proficiency) that Panels consider when reviewing an application, and it also notes the types of documentation applicants may submit to support their request.

<http://www.ocpinfo.com/registration/referral-panel/panel-submission-tool/>

2. The College developed a Decision-Making Tool and Framework that facilitates a review of an individual's conduct and behaviour in order to help guide the assessment process. The tool supports decision-making for cases related to suitability to practice (e.g. conduct related to ethical delivery of quality healthcare; honesty and integrity; governability; financial responsibility). Through structured questions, the tool guides panel members to consider the evidence, aggravating and mitigating factors, and the level of risk.

<http://www.ocpinfo.com/protecting-the-public/about-register/relevance-to-suitability/>

3. In 2016 the College developed learning modules to support applicants and members in learning and understanding the new Code of Ethics. All new (and renewing) pharmacists and pharmacy technicians will be required to declare that they have read and understood the Code of Ethics beginning in 2017.

<http://www.ocpinfo.com/library/e-learning-modules/#CodeofEthics>

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

1. The Panel Submission Tool assists Applicants in understanding the types of evidence that may be relevant to a panel of the Registration Committee. Applicants who utilize the tool have a better idea of how to structure their submissions to address those areas, and provide documentation relevant to their request.

2. The relevance to suitability to practice framework provides Applicants with clear guidance on how decisions with respect to conduct are made.

3. There are six learning modules, including one on professional boundaries, that inform Applicants of their obligations under the Code of Ethics, and its four principles. Three practice videos (interactive video modules)

demonstrate how to apply principles in practice. The learning modules and practice videos help prepare Applicants to fulfill their ethical and legal obligations in practice.

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

1. There are fewer emails and calls to applicants for clarification of their submissions and requests for additional documentation. Panel submissions are more complete and relevant to the request, which supports panels in the decision-making process.
2. The framework and tool provides greater transparency regarding the process for determining when conduct is considered relevant, and what factors are considered in assessing risk.
3. Clear guidance is provided by OCP to Applicants and Members on ethical principles and obligations, which supports Member self-declaration that they have read, understand, and agree to abide by the Code of Ethics.

**h) Review or appeal processes**

**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

**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. The College developed a Decision-Making Tool and Framework that facilitates a review of an individual's conduct and behaviour in order to help guide the assessment process. The tool is to support decision-making for cases related to suitability to practice (e.g. conduct related to ethical delivery of quality healthcare; honesty and integrity; governability; financial responsibility). Through structured questions, the tool guides panel members to consider the evidence, aggravating and mitigating factors, and the level of risk.

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

1. Provide clear guidance on how decisions are made and ensures consistency in decision-making.

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

1. The tools provide greater transparency regarding the process for determining when conduct is considered relevant

- Establish precedents for the type of conduct that is considered relevant
- Provide clear guidance on how decisions are made
- Ensure consistency in decision-making
- Upholds the College's mandate to protect the public

**k) Mutual recognition agreements**

**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

**l) Other (include as many items as applicable)**

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

The Registration Programs and Member Application and Renewals Departments are strengthening Continuous Quality Improvement processes. In 2016, the time required to post and validate Jurisprudence exam results was reduced, and Applicants who need to successfully complete the Jurisprudence exam as their last requirement will have immediate access to their final application at the same time they receive their results.

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

Applicants receive their results and can apply for their registration as a pharmacy technician more quickly.

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

Reduction of calls and emails to address processes; improved support to Applicants.

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

Council approved a framework for updating the quality assurance and registration regulations. This permits the College to proceed with drafting amendments to regulations that will be outcomes-based, supported by standards, policies and guidelines which will enable practice evolution.

Council agreed to the following changes to the registration regulation:

- Implementation of a single provisional class of registration for Pharmacists, and adding a provisional class of registration for Pharmacy Technicians
- Adding police background checks as a registration requirement
- Adding a requirement that members maintain language proficiency in English or French within the terms, conditions, and limitations on every certificate of registration

The proposed changes to the Registration Regulation will streamline the registration process, removing unnecessary duplication - and support the College's mandate to serve and protect the public.

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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)	0

**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	72
Female	325
None of the above	0

**Additional comments:**

N/A

### 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	375
Female	3911
None of the above	0

**Additional comments:**

N/A

**d) Jurisdiction where applicants obtained their initial education**

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
384	6	1	India 1 Iran 1 Pakistan 1 Romania 1 Total 4	0	395

<sup>1</sup> 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:**

N/A

**e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
426	72	0	India 2 Philippines 1 Total 3	0	501

<sup>1</sup> 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:**

N/A

**f) Jurisdiction where members were initially trained**

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
4015	264	0	India 4 Philippines 3 Total 7	0	4286

<sup>1</sup> 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:**

N/A

**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 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	384	6	1	4	2	<b>397</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	1625	109	1	9	171	<b>1915</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	10	0	0	0	3	<b>13</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who became FULLY registered members</b>	426	72	0	3	0	<b>501</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>



<sup>1</sup> 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:**

N/A

**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	<b>Description (a)</b>  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).

**Additional comments:**

N/A

**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 <sup>st</sup> to December 31 <sup>st</sup> 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	23	0	0	1	0	24
Applicants who initiated an appeal of a registration decision	1	0	0	0	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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**Additional comments:**

In-the-profession pharmacy technician applicants are required to meet the language proficiency through either an objective test or non-objective evidence approved by the Registration Committee as meeting the requirement.

The Applicant withdrew the appeal.

**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	103
Staff involved in appeals process	4
Staff involved in registration process	17

**Additional comments:**

N/A

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### 3. Submission

**I hereby certify that:**

**Name of individual with authority to sign on behalf of the organization:**  
Nancy Lum-Wilson

**Title:**  
CEO and Registrar

**Date:**  
2017/02/28

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