

Fair Registration Practices Report

Pharmacy Technicians (2017)

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.

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

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.

In 2017, The Pharmacy Examining Board of Canada made adjustments to their fees which reflect the changes in their processes :

Document Evaluation: \$600

Pharmacy Technician Evaluating Examination: \$350

Pharmacy Technician Qualifying Examination Part I (MCQ): \$390

Pharmacy Technician Qualifying Examination Part II (OSPE): \$950

http://www.pebc.ca/index.php/ci_id/4800/la_id/1.htm

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

Adjustments to fees are in line with the changes to processes. The new fees are applicable to all applicants.

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

Adjustments to fees are in line with the changes to processes. The new fees are applicable to all applicants and ensure the sustainability of the exams.

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. In July 2017, The Registration Committee approves the recommendation for an acceptable policy background check. Police Background Checks will be required for all applicants at entry-to-practice. The College will accept a Police Information Check (PIC) which can be obtained at the applicant's local police station or an Enhanced Police Information Check (E-PIC) available online through a 3rd party service provider. The checks will be valid if completed within six months of submitting a certificate of registration any class.

2. Beginning 2017 everyone submitting an application for registration as a student, intern and pharmacist must declare they have read and understood the Code of Ethics by signing a "Declaration of Commitment"

<http://www.ocpinfo.com/library/other/download/DeclarationofCommitment.pdf>

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

1. Both the PIC and E-PIC are easily accessible. The PIC is available within 10 business days while the E-PIC can be available the next business day.

2. Improved practice with greater awareness of their professional role and commitment as a health-care professional. Members are confirming they understand the ethical principals and standards which guide the practice of pharmacists and pharmacy technicians in fulfilling the College's mandate to serve and protect the public by putting patients first.

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

1. The police background check provides information that supports the College's assessment of applicant character and conduct at entry-to-practice. As well, the checks uphold the College's mandate to protect the public. An environmental scan showed police background checks are required by many health regulatory authorities across the country.

2. Upholds the College's mandate to serve and protect the public. Improves practice with greater awareness of the member's professional role and commitment as a health-care professional.

g) Resources for applicants

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

1. The PDR Catalogue is a central list of educational and remedial resources identified by the College as learning vehicles to support applicants and members in their development and to address gaps in competency for applicants and members requiring remediation.

The Catalogue organizes resources according to the competencies they address. It is designed such that by selecting the competency gap needing to be addressed, resources that address that gap can be identified or located.

2. The final ethics module – Principle of Accountability - (learning resource for the new Code of Ethics) is now available on the College's website. http://www.ocpinfo.com/extra/OCP_Accountability/story.html

3.. A Framework for Ethical Decision Making (for applying Code of Ethics) Designed to enhance objectivity and consistency http://www.ocpinfo.com/library/pharmacy-connection/download/OCP_PharmacyConnection_Spring2017_Ethical_Decision_Making.pdf

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

1. PDR reference catalogue contains resources for staff to share with applicants requiring development for a PACE reassessment

2. The Principle of Accountability is the final learning module which will help prepare Applicants to fulfill their ethical and legal obligations in practice.

3. Designed to enhance objectivity and consistency, the Framework for Ethical Decision-Making provides a systematic thought-provoking process to guide decision-making and document decisions made in practice that support our commitment to serve and protect our patients' best interests.

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

1. The PDR Catalogue is an additional resource available to Registration Committee Panel members when determining if additional education or training is required to meet the entry to practice competencies.

The PDR Catalogue enables transparency and access to all resources among OCP staff and Committees. It also eliminates duplication of effort so that each department will not need to maintain separate lists.

2. 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.

3. The Framework for Ethical Decisions Making supports the College's continued commitment to serve and protect our patients' best interests.

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.

The PDR Catalogue is a central list of educational and remedial resources identified by the College as learning vehicles to support applicants and members in their development and to address gaps in competency for applicants and members requiring remediation.

The Catalogue organizes resources according to the competencies they address. It is designed such that by selecting the competency gap needing to be addressed, resources that address that gap can be identified or located.

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

PDR reference catalogue contains resources for staff to share with applicants requiring development for a PACE reassessment

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

The PDR Catalogue is an additional resource available to Registration Committee Panel members when determining if additional education or training is required to meet the entry to practice competencies.

The PDR Catalogue enables transparency and access to all resources among OCP staff and Committees. It also eliminates duplication of effort so that each department will not need to maintain separate lists.

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.

1. Council approves a more robust application process for the appointment Non-Council Committee Members
<http://www.ocpinfo.com/about/council/nccm/>
2. College restructuring: realigning some of the structures within the organization, in order to better match the skills of our people with the work that they do to further build organizational capacity which will help advance our mandate.

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

1. This process will allow for the necessary diversity of perspectives and skills. As well, it ensures the College has high-quality individuals who understand the role and mandate of the College.

2. Staff is better positioned to respond to the needs of applicants and members.

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

1. This process will allow for the necessary diversity of perspectives and skills. As well, it ensures the College has high-quality individuals who understand the role and mandate of the College. Having suitable and skilled committee members can also help avoid reputational harm to the College and to the individual.

2. Staff is better positioned to respond to the needs of applicants, members, and external stakeholders while furthering the College's mandate to serve and protect the public

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

The College has updated its Registration Regulation to support practice evolution and change. To the extent possible, the updated regulation is high level rather than specific. Standards, policies, and guidelines will be utilized to address issues as needed.

Priorities, based on 5 years experience with the current regulation include:

- Addition of an intern class of registration for Pharmacy Technicians
- Elimination of a student class of registration for Pharmacists (relying on provisions in the Regulated Health Professions Act to allow students to practice)
- Extending the two-part Register to all members
- Adding a requirement that members maintain language proficiency in English or French within ongoing terms, conditions, and limitations on all certificates

Council has approved the updated registration regulation, and it will be forwarded to the Ministry in early 2018.

Police background checks are also being added as a registration requirement; however, this requirement will be outlined in policy rather than in the regulations.

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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)

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	68
Female	307
None of the above	0

Additional comments:

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	438
Female	4159
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
356	13	0	India 1 Jordan 1 Philippines 1 Total 3	3	375

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:

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 education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
351	38	0	India 2 Romania 1 Total 3	0	392

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:

f) Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
4287	300	0	India 6 Philippines 3 Romania 1 Total 10	0	4597

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	356	13	0	3	3	375
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1369	66	1	8	118	1562
Inactive applicants (applicants who had no contact with your organization in the reporting year)	422	18	0	1	63	504
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	351	38	0	3	0	392
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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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:

A number of applications that should have been expired in 2016 were not until 2017.

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)	Pharmacy Technician	<p style="text-align: center;">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	17	0	0	3	0	20
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

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

N/A

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	108
Staff involved in appeals process	4
Staff involved in registration process	14

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:

2018/02/28

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