Fair Registration Practices Report

Pharmacy Technicians (2018)

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.

August 2018, OCP revised the Declaration of Good Character for all applicants applying for a certificate of registration. Changes included clarification to the instruction page and questions and added a question addressing academic or other misconduct in a post-secondary institution that led to suspension, being expelled, put on probation, or any other formal penalty.

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

Questions are written in plain English and easier to understand. Reduces the number of incorrect responses and calls to OCP staff for clarification.

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

Reduces the number of incorrect responses and calls to OCP staff for clarification.

b) Assessment of qualifications

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

The last administration for Pharmacy Technician Evaluating Examination was in October 2018. The exam was used as one of the requirements for the transitional pathway for 'in the profession' pharmacy technician applicants and for international pharmacy technician applicants.

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

Moving forward, PEBC will be piloting a new portfolio process for international candidates to evaluate their credentials and any prior learning as a means to assess their readiness to take the Pharmacy Technician Qualifying Examination.

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

Maintaining the exam was unsustainable due to low numbers and high costs for development, analysis and administration of the exam.

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.

1. Council approved fee increases to adequately fund the College's activities to fulfill its public-protection mandate and fiduciary responsibilities. Council subsequently approved the bylaw amendments, including the fee changes for 2019, which will be effective January 1, 2019. The fee increases will affect all members.

    http://www.ocpinfo.com/library/other/download/schedule-of-fees-2019.pdf

2. Pharmacy Examining Board of Canada made an adjustment to fees which are in-line with changes to processes.

- Document Evaluation: $650
- Pharmacy Technician Evaluating Examination: $350
- Pharmacy Technician Qualifying Examination Part I (MCQ) : $450
- Pharmacy Technician Qualifying Examination Part II (OSPE): $1100

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

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

1. College's objects are aimed at promoting quality pharmacy practice and assuring the public that pharmacies and pharmacy professionals provide safe pharmacy care. The fee increases will affect all members.
2. 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.

1. Fee increases adequately fund the College's activities to fulfill its public-protection mandate and fiduciary responsibilities.The College continues to develop new strategies and initiatives focused on promoting and supporting quality and safe pharmacy practice and on addressing current and emerging pharmacy regulatory priorities. The increased focus on patient safety, data and quality outcomes, patient education and public engagement, pharmacy strategies and associated initiatives. The fee increases will affect all members.

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

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.

Council approved fee increases to adequately fund the College's activities to fulfill its public-protection mandate and fiduciary responsibilities. Council subsequently approved the bylaw amendments, including the fee changes for 2019, which will be effective January 1, 2019.The fee increases will affect all members.

http://www.ocpinfo.com/library/other/download/schedule-of-fees-2019.pdf

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

Allows the College to continue to develop new strategies and initiatives focused on promoting and supporting quality and safe pharmacy practice and on addressing current and emerging pharmacy regulatory priorities. The increased focus on patient safety, data and quality outcomes, patient education and public engagement, pharmacy strategies and associated initiatives. The fee increases will affect all members.

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

Allows the College to continue to develop new strategies and initiatives focused on promoting and supporting quality and safe pharmacy practice and on addressing current and emerging pharmacy regulatory priorities. The increased focus on patient safety, data and quality outcomes, patient education and public engagement, pharmacy strategies and associated initiatives. The fee increases will affect all members.

g) Resources for applicants

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

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.

Council members, seven of whom sit on Registration Committee and senior staff participated in an interactive governance training workshop: The Advanced Concepts in Regulatory Governance workshop was delivered by the Council on Licensure Enforcement and Regulation (CLEAR).

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

Ensures the College has individuals who are engaged in the process and understand their responsibilities and the role and mandate of the College.

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

Ensures the College has individuals who are engaged in the process and understand their responsibilities and 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.

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

I) Other (include as many items as applicable)

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

Structured Practical Training activities were reviewed and updated for relevancy. The following newer activities were added:

- Opioid crisis: Prepares applicants for the role pharmacy technicians play in mitigating the misuse and/or abuse of opioids
- Maintaining Medication Safety Program: Ensures that new grads are aware of their responsibilities and how to demonstrate this in practice.

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

- Opioid crisis: Prepares applicants for the role pharmacy technicians play in mitigating the misuse and/or abuse of opioids
- Maintaining Medication Safety Program: Ensures that new grads are aware of their responsibilities and how to demonstrate this in practice.

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

Ensures new registrants have an understanding of these initiatives and have knowledge of the expectations as pharmacy professionals.

Supports 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

No changes this year

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 Member Applicaitons 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	66
Female	311
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	487
Female	4354
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 education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
341	21	0	India	6	3	**377**
			Egypt	2		
			Bangladesh	1		
			Jordan	1		
			Philippines	1		
			Turkey	1		
			OTHER	0		
			Total	12		

[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 education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
296	35	0	Pakistan	1	0	**333**
			Philippines	1		
			Total	2		

[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 education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
4494	335	0	India	6	0	**4841**
			Philippines	4		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Pakistan 1		
			Romania 1		
			Total 12		

[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 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	341	21	0	12	3	**377**
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1617	67	1	19	129	**1833**
Inactive applicants (applicants who had no contact with your organization in the reporting year)	2	2	0	0	0	**4**
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	296	35	0	2	0	**333**
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	0	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

Inidcate 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	**Description (a)** 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:

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 1st to December 31st 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	18	0	0	4	0	**22**
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**

Additional comments:

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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	123
Staff involved in appeals process	4
Staff involved in registration process	14

Additional comments:

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:
2019/02/28