

# Fair Registration Practices Report

## Pharmacy Technicians (2019)

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.

## Index

1. [Qualitative Information](#)
2. [Quantitative Information](#)
3. [Submission](#)

## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

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

1. Beginning in 2019, all new registrants are required to complete a police background check 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.

<https://www.ocpinfoc.com/registration/registration-requirements/good-character/police-background-checks/>

2. In 2019, the College implemented an updated Declaration of Good Character that includes a new question related to academic misconduct. Applicants are asked to declare if they have been suspended or expelled or have had any penalty for academic misconduct or any other form of misconduct while attending a post-secondary institution. If an applicant answers yes, their application is referred to a panel of the Registration Committee for consideration.

<https://www.ocpinfoc.com/wp-content/uploads/2019/03/Declaration-of-Good-Character.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. Expands on a question that is already on the Declaration. Provides clarity for applicants around misconduct specifically related to post-secondary education.

#### 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.

2. Upholds the College's mandate to serve and protect the public. An environmental scan indicates many other regulatory bodies use a similar approach.

## **b) Assessment of qualifications**

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

In June 2019, Council approved the new Jurisprudence, Ethics and Professionalism blueprint for the new entry to practice exam to be rolled out in 2022. There is an increased focus on the assessment of ethics and professionalism in addition to the legislation that is already being tested. With the new exam in 2022, there will be a change to the eligibility requirements for access to this entry-to-practice exam. All candidates will need to have met the education requirement before accessing the exam to allow for more critical thinking and application of jurisprudence and ethics knowledge. This change also provides fairness for all candidates to have equal access to the exam at the same point in the registration process (i.e. post education).

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

In the future, all candidates will need to have met the education requirement before accessing the exam to allow for more critical thinking and application of jurisprudence and ethics knowledge. This change will also provide fairness for all candidates to have equal access to the exam at the same point in the registration process (i.e. post education).

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

In the future, there will be an increased focus on the assessment of ethics and professionalism in addition to the legislation that is already being tested. Supports the College's continued commitment to serve and protect our patients' best interests.

## **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. Effective January 1, 2019, the College fees increases were implemented. The increases will adequately fund the College's activities to fulfill its public-protection mandate and fiduciary responsibilities.

<https://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.

- Pharmacy Technician Qualifying Examination Part I (MCQ) : \$465
- Pharmacy Technician Qualifying Examination Part II (OSPE): \$1140

[https://www.pebc.ca/index.php/ci\\_id/4800/la\\_id/1.htm](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 equally 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 equally 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.**

1. January 1, 2019 Council approved fee increases went into effect. The fee increases affect all members.  
<http://www.ocpinfo.com/library/other/download/schedule-of-fees-2019.pdf>

2. The guidelines for testing accommodations were updated to include reference to other assessments such as Structured Practical Training and the Practice Assessment of Competence at Entry. It was updated for best practices to clarify language and documentation requirements.

<https://www.ocpinfo.com/registration/res-policies/testing-accommodations/?hilite=%27testing%27%2C%27accommodations%27>

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

1. 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.

2. Detail was added to explain processes and requirements for documentation to support their requests.

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

1. 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.

2. Helps facilitate communication and follow-up on the applicants requests.

**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.**

In September 2019 the College transitioned all Council and Committee materials to a new Board Portal software called Nasdaq Boardvantage. It contains the schedules and documents related to meetings of the Council and Committees of the Ontario College of Pharmacists.

Only College staff, Council members and Committee members are granted access to the site.

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

Ensures security and privacy of applicant documentation.

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

Ensures security and privacy of applicant documentation.

**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.**

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

[BACK TO INDEX](#)

## 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 Applications at [memberapplications@ocpinfo.com](mailto:memberapplications@ocpinfo.com) with details of their request. TheCollege 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	91
Female	328
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	527
Female	4525
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<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
397	10	0	India 3 Philippines 2 Brazil 1 Ghana 1 U.K. 1 Total 8	4	419

<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:

**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
314	13	1	India 6 Switzerland 1 Egypt 1 Bangladesh 1 Total 9	0	337

<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:**

**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
4700	331	1	India 12	0	5052
			Philippines 4		
			Romania 1		
			Bangladesh 1		
			Egypt 1		
			Switzerland 1		
			Total 20		

<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:**

**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>	397	10	0	8	4	<b>419</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	917	21	0	15	11	<b>964</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	836	35	0	6	151	<b>1028</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>	314	13	1	9	0	<b>337</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>

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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<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:**

**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;"><b>Description (a)</b></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 <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	10	0	0	8	0	18
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:**

The one appeal was initiated in December 2019 and has not yet been heard.

**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	134
Staff involved in appeals process	3.5
Staff involved in registration process	12.5

**Additional comments:**

[BACK TO INDEX](#)

### 3. Submission

**I hereby certify that:**

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

Nancy Lum-Wilson

**Title:**

CEO/Registrar

**Date:**

2020/02/27

[BACK TO INDEX](#)