

## Fair Registration Practices Report 2022

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
  - Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges
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The aim of the FRP:

- To collect data and information on individual regulators
  - To understand how a regulator has implemented fair registration practices during the reporting period
  - And to help oversee compliance
    - Overseeing compliance requires, among other things, the following series of functions and activities:
      - Monitoring
      - Assessing
      - Mitigating and/or enforcing
      - Educating and promoting
      - Reporting on progress
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Please note the following to the 2022 FRP report:

- It is our intention that the 2022 FRP will be submitted through Survey Monkey.
  - The 2023 FRP will likely change, in format and content, as we migrate to a more permanent portal and database solution, and as the FARPACTA changes re: registration timelines and other amendments are finalized.
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**Q1**

Please indicate which regulator you are, and your main point of contact should we require follow up.

Organization: Ontario College of Pharmacists  
 Name of the regulated profession: Pharmacy Technicians  
 Contact Name: Susan James  
 Contact Email: sjames@ocpinfo.com  
 Contact Phone Number: 416-962-4861 Ext. 2206

**Q2**

Section 1 - During the reporting period (January 1<sup>st</sup> – December 31<sup>st</sup>, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The Registration Committee approved 10 courses offered by <u>CTS</u> as the bridging program for Internationally Educated Pharmacy Technicians whose graduates should possess knowledge, skill and judgement at least equivalent to a current graduate of a program referred to in subparagraph 1.i for the purpose of sub-subparagraph 1.ii. A in subsection 16. (1).</p> <p>The Registration Committee approved the inclusion of the sub-topics recommended by the Jurisprudence Working Group for the approved 2019 competency-based exam blueprint for the Jurisprudence, Ethics and Professionalism assessment. The subtopics add clarity to key topics on the approved blueprint for greater transparency and fairness for candidate assessment. The sub-topics within each topic area</p>

		are provided on the website to clarify each section and help guide candidates with their exam preparation.
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**Q3**

New or consolidated class of certificates or licenses

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input type="checkbox"/>	

**Q4**

Assessment of qualifications

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q5**

Timelines for registration, decisions and/or responses

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q6**

Registration and assessment fees

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	As referenced in the Bylaw, annual fee increases are tied to the published consumer price index. <a href="https://www.ocpinfo.com/regulations-standards/">https://www.ocpinfo.com/regulations-standards/</a>

**Q7**

Resources for applicants

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q8**

Changes to internal review or appeal process

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q9**

Access by applicants to their records

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q10**

Mutual recognition agreements

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q11**

Training and resources for staff regarding registration

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes

<input type="checkbox"/>	<input checked="" type="checkbox"/>	
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**Q12**

Relationship with third party service provider(s)

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><b>Multiple Choice Examinations</b>  PEBC’s Board of Directors has approved the indefinite use of remote proctoring for all of its multiple-choice question (MCQ) examinations so that candidates can take the exam from the comfort of their own homes or any other remote environment which has significantly increased convenience and accessibility for all candidates. Candidates may also utilize international test centres, where available, to take PEBC’s MCQ exams.</p> <p><b>Programmatic Review Follow Up</b>  As was reported last year, PEBC completed a programmatic review of all of its certification processes. In the Fall 2022 PEBC Midyear Meeting the Board of Directors approved the following recommendations to be prioritized.</p> <p><b>Enhance Candidate Feedback Reports</b>  The reports will be updated such that candidates will be better able to understand and interpret their performance on an examination, which will include better visual representations and explanations of their performance.</p>

**Q13**

Accreditation of educational programs

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
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<input type="checkbox"/>	<input checked="" type="checkbox"/>	
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**Q14**

Technological or digital improvements

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q15**

Anti-racism and inclusion-based policies and practices

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>In March 2022 the OCP Board approved the commitment statement on equity, diversity and inclusion (EDI):</p> <p><i>“The Ontario College of Pharmacists recognizes the important role we play as an employer and as a regulator that serves and protects the public interest to help build a better health system and society.</i></p> <p><i>We commit to promoting equity, diversity, and inclusion (EDI) with our Board and staff, in our regulatory approach and philosophy, with the profession and with pharmacy patients. We aim to enhance cultural safety including Indigenous cultural competence in an effort to minimize systemic inequities, in collaboration with registrants and stakeholders, in order to contribute to the creation of an inclusive and equitable environment for all.</i></p> <p><i>As we do, we will strive to listen, reflect, learn, and take actions and will continue to communicate our progress along this journey.”</i></p> <p>In December 2022, the College created the Equity, Diversity, and Inclusion Department. Creating an EDI Department is a tangible step taken by the College to demonstrate a commitment to forwarding equity, diversity, and inclusion work with staff, registrants, and the public</p>

**Q16**

Organizational structure

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q17**

Contingency or continuity of operations plans

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
	<input checked="" type="checkbox"/>	

**Q18**

Documentation requirements for registration

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q19**

English / French language proficiency testing

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	In 2022 NAPRA initiated a review of its language proficiency requirement document. The current document was approved in 2009. The review will address issues related to the lack of French testing options, as well as the current pool of English tests including in-person and online formats. Standard setting on all approved tests will commence in 2023.

**Q20**

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

1	<p>In March 2022 the OCP Board approved the commitment statement on equity, diversity and inclusion (EDI):</p> <p><i>“The Ontario College of Pharmacists recognizes the important role we play as an employer and as a regulator that serves and protects the public interest to help build a better health system and society.</i></p> <p><i>We commit to promoting equity, diversity, and inclusion (EDI) with our Board and staff, in our regulatory approach and philosophy, with the profession and with pharmacy patients. We aim to enhance cultural safety including Indigenous cultural competence in an effort to minimize systemic inequities, in collaboration with registrants and stakeholders, in order to contribute to the creation of an inclusive and equitable environment for all.</i></p> <p><i>As we do, we will strive to listen, reflect, learn, and take actions and will continue to communicate our progress along this journey.”</i></p> <p>In December 2022, the College created the Equity, Diversity, and Inclusion Department. Creating an EDI Department is a tangible step taken by the College to demonstrate a commitment to forwarding equity, diversity, and inclusion work with staff, registrants, and the public</p>
2	<p>The Registration Committee approved 10 courses offered by <u>CTS</u> as the bridging program for Internationally Educated Pharmacy Technicians whose graduates should possess knowledge, skill and judgement at least equivalent to a current graduate of a program referred to in subparagraph 1.i for the purpose of sub-subparagraph 1.ii. A in subsection 16. (1). These courses are offered in three different formats: live online, live onsite and independent study.</p> <p>CTS also offers a pharmacy technician program approved by the Canadian Council of Accredited Pharmacy Programs.</p>
3	

**Q21**  
Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

	Risk	Mitigation Measure
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1		
2		
3		

**Q22**

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)?  
 If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If so, please describe the applicant competencies that you seek to develop through this requirement?

CER: work experience or experiential training obtained in Canada.  
 (can be a text box that we can provide)

Pharmacy technician applicants currently complete Structured Practical Training (SPT) which is the practice-based training requirement for registration. The SPT Program which is based on the NAPRA Entry to Practice Competencies allows pharmacy technician applicants to develop their competence and demonstrate their readiness for practice in Ontario.

OCP is currently developing a Practice based assessment similar to the PACE program in place for pharmacist applicants. PACE for pharmacy technician applicants is expected to be in place by the end of 2024.

**Q23**

QUANTITATIVE SECTION - The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year.

## Languages

Indicate the languages in which you make available application materials and information about the application process.

Language	Yes/No
English	
French	Applicants can request information in French
Other (please specify)	

## Q24

Membership Data Demographics Data - As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Gender	Number of members
Total Male	709
Total Female	4979
Total Non-binary	0
Gender not provided	0
OVERALL TOTAL	5688

## Q25

In relation to your members: Do you collect race-based data?

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

## Q26

Do you collect other identity-based or demographics data?

<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q27**

Do you plan to collect race-based data in the future?

<b>Yes</b>	<b>No</b>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	As OCP moves forward with the EDI work, there is an opportunity to explore whether we should collect race-based data in the future.

**Q28**

Class of License/Certificate Data as of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable

<b>Class of License/Certificate</b>	<b>Number of members</b>
Full/Independent Practice	5688
Provisional/Limited License/Certificate	0
Emergency License/Certificate	54
Other	0
<b>OVERALL TOTAL</b>	<b>5742</b>

**Q29**

Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below

<b>Description (Drop Down)</b>	<b>Count</b>
Ontario	5292

Other Canadian Provinces and Territories	343
USA	1
Other Countries	52
Multiple and/or Unspecified Jurisdiction	0
	<b>Total 5688</b>

**Q30**

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

#	Country/Count
1	<b>India 23</b>
2	<b>Philippines 9</b>
3	<b>Pakistan 3</b>
4	<b>Egypt 3</b>
5	<b>Jordan 2</b>
6	<b>Iran 2</b>
7	<b>United Kingdom 2</b>
8	<b>Switzerland 1</b>
9	<b>Romania 1</b>
10	<b>Macedonia 1</b>
11	<b>Greece 1</b>
12	<b>China 1</b>

**Q31**

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1and December 31 of the reporting year, in each applicable category.

Gender	Number of applicants
Total Male	91
Total Female	352
Total Non-binary	0

Gender not Provided	0
OVERALL TOTAL	443

**Q32**

In relation to the applications, you received: Do you collect race-based data?

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q33**

Do you collect other identity-based or demographics data?

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Q34**

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022 0

**Q35**

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of applicants	<b>407</b>
Number of applicants fully licensed/certified	<b>391</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>0</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>0</b>

**Q36**

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	<b>16</b>
Number of applicants fully licensed/certified	<b>3</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>0</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>0</b>

**Q37**

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	<b>10</b>
Number of applicants fully licensed/certified	<b>5</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>0</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>0</b>

**Q38**

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	<b>22</b>
Number of applicants fully licensed/certified	<b>3</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>2</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>2</b>

**Q39**

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

**Q40**

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

**Q41**

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

**Q42**

Please provide any additional comments you may have for questions 33-41.

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**Q43**

Jurisdiction where applicants obtained their initial education. Please indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

#	Country/Count
1	Canada 440
2	India 9
3	Philippines 3
4	Iran 3
5	Guyana 2
6	Egypt 2
7	Pakistan 2
8	Sudan 1
9	Serbia 1
10	Libya 1
11	
12	

**Q44**

Processing Time as of December 31, 2022, how many full licenses/certificates did your organization issue? **420**

**Q45**

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	399
3 months – less than 6 months	0



6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	3

**Q46**

Age of Active Applications as of December 31, 2022, what were the total number of active applications in your case inventory? **13**

**Q47**

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	10
3 months – less than 6 months	2
6 months – less than 12 months	1
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0
<b>TOTAL</b>	<b>13</b>

**Q48**

Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license\* that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.\* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	0
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Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Countries	0
<b>Total</b>	0

**Q49**

Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e., before they were granted use of the protected title or professional designation in Ontario.

Ontario	40
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	2
USA	0
Other International	3
Multiple and/or Unspecified Countries	0
<b>Total</b>	45

**Q50**

Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1 - December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e., before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Countries	0
<b>Total</b>	0

**Q51**

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31,2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e.

before they were granted use of the protected title or professional designation in Ontario.

Ontario	21
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	14
Multiple and/or Unspecified Countries	0
<b>Total</b>	<b>35</b>

### Q52

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Countries	0
<b>Total</b>	

### Q53

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e., before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	1
Multiple and/or Unspecified Countries	0
<b>Total</b>	<b>1</b>

### Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Countries	0
<b>Total</b>	0

**Q55**

List the top three reason for appeals (by percentage) of a registration decision

#	Reason / Percentage
1	Request for exemption to meet the education requirement/100%
2	0
3	0

**Q56**

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

#	Reason / Percentage
1	Request for exemption to meet the education requirement/100%
2	0
3	0

**Q57**

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

#	Reason / Percentage
1	0
2	0
3	0
4	0
5	0

**Q58**

Please provide any additional comments you may have:

The single appeal was for an application considered by a Panel of the Registration Committee in 2021.

In 2022 HPARB considered and upheld the Registration Panel's decision.