

Fair Registration Practices Report

Registered Psychotherapists (2015)

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 (FARPACKTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACKTA
- 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. Provision of Information About Registration Practices

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

The process for initiating the registration process is outlined on the College's website under Info for Applicants, as well as in the *Registration Guide* and *Guide to Completing Your Application*.

Applicants must complete their application by first creating a user account on the College's online Member Management System. The Welcome and Instructions 'tab' (section) of the user's online account outlines the steps required for beginning the application process.

Current, Accurate and User Friendly Information

The following information applies to each subsection for question 1.

Current & Accurate

The College website is managed directly by CRPO staff, allowing updates and changes to be made immediately. Periodic reviews of registration resources take place to ensure that information is up to date.

The Member Management System is hosted by a third-party service provider, and CRPO staff provide instructional content for applicants/Members, e.g. how to save pages, etc. The content is fairly generic to minimize the need for frequent changes and updates. To provide quick and easy access to registration information while using the Member Management System, links to the CRPO *Registration Guide*, *Guide to Completing Your Application*, and the Info for Applicants webpage are provided in each user's account. As the College can update these linked materials at any time, this ensures current and accurate information is available through both platforms.

User Friendly

Registration resources provide separate information for each registration route, either Grandparenting or Regular Route, to ensure clear content relevant to each registration pathway. For example, the Info for Applicants webpage contains separate sub-pages for each route, and the *Registration Guide* and *Guide to Completing Your Application* are also divided into sections for each route.

Applicants can view summaries of the requirements and process for each route on CRPO's website; see Info for Applicants and its sub-pages. Links to the various guides are provided throughout the content.

Summary documents, registration guides, checklists and other resources developed to assist applicants in the registration process are outlined in the sections below.

b) requirements for registration

Registration requirements are outlined on the College's website under Info for Applicants, as well as on specific sub-pages addressing the Grandparenting and Regular routes.

Several other documents also detail registration requirements for both routes. The documents titled: *Summary Table of Registration Requirements*, *Registration Guide*, and *Guide to Completing Your Application* provide details for each route; *Scoring of Grandparenting Portfolio* provides specific

guidance for the portfolio of evidence required for Grandparenting applicants. These documents are available on the College's website, on the Resources page, and via links throughout the Info for Applicants pages.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

Explanations of how applicants may meet registration requirements are provided in the *Registration Guide* and *Guide to Completing Your Application*, as well as in the *Summary Table of Registration Requirements* and the *Scoring of Grandparenting Portfolio*.

Prospective applicants may also contact the College directly by email, phone or appointment, with inquiries about how their training and experience may meet the registration requirements. The College's mailing address, toll-free telephone number, fax number and inquiries e-mail address are provided on each page of the College's website and online Member Management System. The system also has a built-in messaging feature that allows account holders to send inquiries to staff. NOTE: Prospective members who have not yet submitted an application for registration are considered to be account holders if they have created an account and started the process.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

There is no requirement for applicants to complete education or practical experience in Ontario. There is also no requirement that an applicant's practice must be supervised by a Member in Ontario. Registration requirements were designed to allow practitioners in other jurisdictions to meet the education, training and clinical experience requirements.

e) requirements that may be satisfied through acceptable alternatives

Alternative methods for completing registration requirements have been considered in the development of both registration routes; they are outlined in the *Registration Guide* and the *Guide to Completing Your Application*.

The *Supporting Documents Checklist* at the back of the *Guide to Completing Your Application*, and the *Audit Information Guide for Grandparenting Applicants* outline multiple types of documentation that may be used as supporting evidence.

f) the steps in the assessment process

The stages outlined in the review of applications are summarized in the *Registration Guide*, as well as on the College's website under Info for Applicants, and subpages referring specifically to each registration route.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

Supporting documentation required for the Regular Route is specified in the *Guide to Completing Your Application*, in the *Supporting Documents Checklist*. Regular Route applicants who received their education and training outside Canada are required to complete a credential assessment; however, the assessment is sent directly to the College by the assessor. This is specified in the *Supporting Documents Checklist* of the *Guide to Completing Your Application* and the *Registration Guide*.

Grandparenting applicants are not required to provide documentation for claims made in their application when it is submitted, but are informed they should have documentation available if their application is randomly selected for audit. The *Audit Information Guide for Grandparenting Applicants* outlines examples of documents that can be used to verify claims made in a Grandparenting application.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

The *Supporting Documents Checklist* outlines suitable alternatives for applicants applying via the Regular Route.

The *Audit Information Guide for Grandparenting Applicants* provides examples of supporting evidence that can be used in the case of an audit, as well as alternatives when original documentation cannot be provided.

i) how applicants can contact your organization

The College's mailing address, toll-free telephone number, fax number and inquiries e-mail address are provided on each page of the College's website and online Member Management System.

The system also has a built-in messaging feature that allows account holders to send inquiries to staff. NOTE: Prospective members who have not yet submitted an application for registration can be account holders

j) how, why and how often your organization initiates communication with applicants about their applications

The Info for Applicants webpages, the *Registration Guide*, and the *Guide to Completing Your Application* specify that staff will follow-up with applicants for additional information and clarification, as needed.

Registration staff communicate with applicants on an ongoing basis to seek additional information or clarification as required. Messages are sent to applicants using the Member Management system, which sends email notifications to applicants advising them to check their user account to read new messages. Staff also send periodic reminders approximately every 3-4 weeks if applicants are unresponsive. Reminders are sent using the message feature on the Member Management System.

k) the process for dealing with documents provided in languages other than English or French

The *Audit Information Guide for Grandparenting Applicants* and the *Guide to Completing Your Application* indicate that translation is required when documentation is provided in languages other than English or French. Applicants are required to have the documents and then they submit translations to CRPO.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

Applicants are informed of relevant third-party organizations, such as translators and credential assessment organizations, in the *Guide to Completing Your Application*.

Information about the registration exam provider, COMPASS, is found on the College website under Info for Applicants subpage for the Regular Route, the webpage for the Registration Exam and in messaging to Qualifying Members deemed eligible to write the Exam. There are also links to COMPASS' website.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

Grandparenting applicants are informed of the time-limited nature of the registration route on the Grandparenting webpage under Info for Applicants, and in the *Registration Guide*.

The *Audit Information Guide for Grandparenting Applicants* provides the timeline for Grandparenting applicants to provide their supporting documentation to the College, should their application be randomly selected for audit.

The definition of who qualifies as a Clinical Supervisor was developed to consider qualifications of practitioners before and after proclamation of the *Psychotherapy Act* and is provided in the *Registration Guide*, *Guide to Completing Your Application*, and the Definitions webpage under Info for Applicants.

Regular Route applicants are informed of the timelines for completing the Registration Exam and other requirements, on the Registration Exam webpage under Info for Applicants.

Staff also highlight various deadlines in their communications with applicants/Members, e.g. in relation to renewal, fee payment or liability insurance, etc.

n) the amount of time that the registration process usually takes

The College can only provide applicants with a general timeframe for the review of an application once it has been submitted, found in the *Guide to Completing Your Application*. The length of time required for staff to review an application will depend on the applicant's responsiveness to inquiries, including that of any third party required to submit documentation.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Fees set by the College for completing the e-Learning Jurisprudence Module, submitting an application, registering and renewing one's membership, are outlined on the College website under Info for Applicants, in the *Registration Guide*, and in the College By-laws posted on the website.

The fee for writing the Exam (currently \$430 plus applicable taxes) is set by COMPASS and posted on the website's Registration Examination sub-page. An optional self-assessment is available on the COMPASS website, and is designed to familiarize candidates with the format and style of the Exam, and gauge the candidate's general readiness to write the Exam. The cost for the self-assessment is \$30 plus applicable taxes.

p) accommodation of applicants with special needs, such as visual impairment

The College website's homepage provides a notice regarding accessibility, and invites those with accessibility needs to contact CRPO staff. Accommodations are customized to each individual's needs.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

a) Are any of the fees different for internationally trained applicants? If yes, please explain.

Application and registration fees for internationally trained applicants are the same as those for applicants trained in Canada.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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3. Provision of Timely Decisions, Responses and Reasons

a) What are your timelines for making registration decisions?

Reviewing an application takes on average two to three months – for staff to arrive at a decision on whether to approve it or refer it to a panel of the Registration Committee.

Random audits of Grandparenting applications may take four to six weeks; this is completed before the application is reviewed to determine whether the applicant meets registration requirements.

When an application is referred to a panel, it generally takes four months from receipt of the referral letter by the applicant until a panel decision is reached.

b) What are your timelines for responding to applicants in writing?

Once an applicant has been approved for registration by staff, s/he will be notified within seven days, via CRPO's Member Management System. When an application has been reviewed by a panel, the decision is sent to the applicant within one month of the panel meeting. If the application is approved by the panel, s/he will be notified of the result within one business day, and receive their official notice of approval on the system within seven days. If, however, an agreement is to be negotiated with the applicant, e.g. not to include reference to a particular questionable credential in association with their clinical practice, or when Decision and Reasons must be written, timelines will be extended.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

Approval by Staff

Applicants approved at the staff level receive an approval notification that includes steps required to complete their registration, within seven days following completion of the review process.

Registration Panels

When an application is referred to panel, the applicant receives written reasons of the referral approximately two to three months after the decision is made.

The time it takes to provide an applicant with a panel's decision will depend on the decision. Applicants approved for registration will receive their approval notification within one business day. If the panel requests additional information, the applicant will receive a letter outlining what is required, within two weeks of the panel meeting date. Applicants refused registration, or who had a Term, Condition or Limitation imposed on their Certificate of Registration, will receive the decision and reasons within one month of the panel meeting.

Examination Committee

No timelines exist to date. The first sitting of the exam took place March 10, 2016. Registered Psychotherapist (Qualifying) Members can only appeal to the Committee in the event they have failed the examination, on the grounds that the process followed in sitting the exam was not fair. Results of the exam will be given to Members six to eight weeks after completing the exam.

d) Explain how your organization ensures that it adheres to these timelines.

College staff monitors the application review process on an ongoing basis to ensure reviews are completed as quickly as possible. Application submission dates are tracked by registration staff, who maintain a record of files that are awaiting clarification from applicants. Staff also keep track of the volume of applications submitted and reviews completed by staff. Applications are reassigned to other staff as needed in order to minimize delays. Additional registration staff was hired in order to handle the submission of a high volume of applications following proclamation of the *Psychotherapy Act, 2007*.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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a) Describe how you give applicants access to their own records related to their applications for registration.

Applicants can view their completed application for registration online at any time following submission to the College, including documents they uploaded to the Member Management System and other items they may have uploaded to support their application.

Transcripts and credential assessments must be sent to the College directly by the source institution/agency; staff upload such documents to the applicant's user account where they are readily accessible to the applicant.

An applicant may request a copy of all information and documentation related to their application, which is recorded and maintained on the 'admin' side of the Member Management (MM) System, by sending a request through the MM System, e-mail, telephone message, or hard-copy letter.

Applicants referred to a panel of the Registration Committee receive relevant excerpts of the *Health Professions Procedural Code*, which informs them of their right to the full information and documentation.

A 'snapshot' of the original application, including staff notations/comments and brief summaries of follow-up discussions with the applicant, is uploaded to the applicant's user account upon request, as required by the *Health Professions Procedural Code*.

b) Explain why access to applicants' own records would be limited or refused.

The Registrar may refuse to give an applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person, as stated in section 16(2) of the *Health Professions Procedural Code*. With respect to third-party documents related to an application, CRPO has not had a request of this type as yet. Where third-party statements are included in the 'file', e.g. from a Clinical Supervisor, a decision on whether to provide such a statement to the applicant would likely depend on the sensitivity of the statement. The College does not have a policy on this issue as yet, and likely will not have one until such time as we have more experience responding in such circumstances.

c) State how and when you give applicants estimates of the fees for making records available.

Applicants are informed of the fees for making records available if they request a hard-copy of the documentation associated with their application. The method for informing the applicant will depend on whether they send their request via telephone call, e-mail, or message on the College's Member Management System.

d) List the fees for making records available.

Applicants requesting an electronic copy of their records are not charged a fee; a fee of \$30 CAD plus HST is charged for a printed copy.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

CRPO does not foresee waiving the \$30 fee for providing a printed copy of an application and related documentation.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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5. Resources for Applicants

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The following resources are available to applicants:

1. College website – The College website provides dedicated webpages with general information for all applicants, as well as information specific to each registration route. The website houses other resources, such as a summary table of registration requirements and various guides. Updates are posted on applicant-specific pages of the site, as well as in relevant guides and items such as "Council Highlights." The website also allows applicants to join CRPO's mailing list to receive periodic updates via e-communiqué regarding College programs and/or policy updates on registration requirements.

CRPO Homepage: <http://www.crpo.ca/>

Info for Applicants: <http://www.crpo.ca/home/info-for-applicants/>

Info for Grandparenting Applicants: <http://www.crpo.ca/home/info-for-applicants/grandparentinginfo/>

Info for Regular Route Applicants: <http://www.crpo.ca/home/info-for-applicants/regular-applicants/>

Registration Exam: <http://www.crpo.ca/home/info-for-applicants/registration-exam/>

Definitions: <http://www.crpo.ca/home/info-for-applicants/definitions/>

2. *Entry-to-Practice Competency Profile for Registered Psychotherapists* – contains the full set of entry-to-practice competencies expected of Members entering the Registered Psychotherapist (Qualifying) category. The Competency Profile also forms the framework for the portfolio of evidence referenced in the Registration Regulation for Grandparenting applicants.

URL: <http://www.crpo.ca/wp-content/uploads/2013/06/RP-Competency-Profile.pdf>

3. *Professional Practice and Jurisprudence for Registered Psychotherapists* – is a handbook on the legal obligations of regulated health professionals in Ontario, i.e. information applicants must understand in order to successfully complete the *Professional Practice and Jurisprudence e-Learning Module*, the first step in the registration process.

URL: <http://www.crpo.ca/wp-content/uploads/2015/05/CRPO-Professional-Practice-Jurisprudence-Registered-Psychotherapists.pdf>

4. *Summary Table of Registration Requirements* – summarizes both registration routes (Regular and Grandparenting), outlining the requirements for each category of membership: Registered Psychotherapist (RP), RP (Qualifying), RP (Inactive), and RP (Temporary).

URL: <http://www.crpo.ca/wp-content/uploads/2016/03/CRPO-Summary-Table-of-Registration-Requirements.pdf>

5. *Scoring of Grandparenting Portfolio* – Grandparenting is a time-limited, alternative route to registration that allows experienced practitioners to transition into a regulated environment. The document outlines the minimum requirements applicants must meet for registration.

URL: <http://www.crpo.ca/wp-content/uploads/2016/03/CRPO-Scoring-of-Grandparenting-Portfolio.pdf>

6. *Registration Guide* – provides detailed information about registration requirements for both routes, the process for completing an application, and relevant definitions applicable to the registration process.

URL: <http://www.crpo.ca/wp-content/uploads/2014/04/Registration-Guide-for-CRPO.pdf>

7. *Guide to Completing Your Application* – provides a detailed page-by-page review of the application form for each registration route, how to fill out each page, and the process for the review of applications.

URL: <http://www.crpo.ca/wp-content/uploads/2014/11/CRPO-Completing-Your-Application.pdf>

8. *Audit Guide for Grandparenting Applicants* – outlines the process for submitting supporting documentation when a Grandparenting application is randomly selected for audit. The document also provides examples of acceptable documentation to support claims made in an application, as well as acceptable alternatives when documentation cannot be provided.

URL: <http://www.crpo.ca/wp-content/uploads/2014/05/CRPO-Audit-Guide-for-Grandparenting-Applicants.pdf>

9. *COMPASS Self-Assessment Tool* – Available on the COMPASS website (examination administrator). It provides applicants an opportunity to view and work with a simulation and questions in the same format as the Registration Examination.

URL: <http://www.compassexams.ca/en/self-assessment/>

b) Describe how your organization provides information to applicants about these resources.

The College website includes a Resources page which provides a list of relevant documents by category (e.g. Registration, Quality Assurance Program, etc.). These documents are also linked throughout the relevant sections of the website.

Applicants can access the COMPASS Self-Assessment Tool on the COMPASS website. Links are provided on CRPO's site to COMPASS for additional information about the Registration Exam.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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6. Internal Review or Appeal Processes

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

In 2015 (April – December), panels of the Registration Committee met five times to review 57 applications. The panel review process for each application took approximately four months on average, from receipt of the notice of referral by the applicant to a decision by the panel. The College does not have an established timeline for completing panel referrals. This is due to the large volume of applications earmarked for referral to panel during the pre-registration period (April 2014 – March 2015) and immediately following proclamation of the *Psychotherapy Act* in April 2015. Applications referred to panel during these periods waited in queue longer than would normally be the case. In addition, there was a two-month break in panel meetings, while the College waited for Order-in-Council (public) Council members to be appointed, and for Council elections to take place. This hiatus contributed to a backlog and longer timelines.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

Due to the unique circumstances surrounding proclamation of the *Psychotherapy Act*, an expected timeline has not been established for completion of panel referrals. Therefore, it is not possible to state how many files deviated from those timelines.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

Please see response to 6(a)(i) above.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

Applicants are given numerous opportunities to make submissions during the application review process. Following a referral to a panel, the applicant is given up to 35 days, to provide additional submissions addressing the grounds for the referral. When the deadline has elapsed, the file is compiled by staff for the panel's review. Additional submissions are not accepted after this time. A panel may, however, having reviewed the application and submissions, ask for more information or clarification, i.e. further submissions. This has occurred on numerous occasions.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

Staff sends an electronic notice of referral using the messaging feature built into CRPO's Member Management System, as well as sending a hard copy of the letter to the applicant. This notice has instructions about how to submit supporting documentation for panel consideration. Specifically, applicants are instructed to respond and/or upload submissions to their user account, or mail hard-copy submissions directly to the College.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

Decisions regarding applications that are referred to an internal review are made by a panel of the Registration Committee. The Registration Committee is a statutory committee comprised of elected and appointed members of the profession as well as members appointed by Government. Registration Committee members are not involved in the review of applications before they are reviewed by a panel.

e) Describe your internal review or appeal process.

When staff has doubts that an applicant has met one or more of the registration requirements, or an application is recommended for refusal, it is referred to a panel of the Registration Committee for decision.

The applicant receives a formal notice of the referral to panel. A hard-copy of the referral letter is mailed, an electronic copy of the letter is uploaded to the applicant's user account, and a notice is sent to the applicant via the Member Management messaging system. The letter outlines the reasons the application has been referred to panel; relevant sections of the *Health Professions Procedural Code* are attached.

Applicants are given 35 days, in accordance with RHPA requirements, to submit additional documentation, evidence or an explanation they believe will assist the panel in making a decision regarding their eligibility for registration.

Following the submission period, a file is prepared for the panel that contains a copy of the application with staff notes and any additional submissions made by the applicant. This file is presented to the panel for consideration. If the panel believes additional information is necessary to reach a decision, the applicant is given an opportunity to provide this information to the panel; the request is outlined in a letter and the applicant is given 35 days, in which to submit; the supplementary information will be reconsidered at the next available panel meeting. When the panel is satisfied it has enough information to make a decision regarding the applicant's eligibility, it makes an order to do any one or more of the following:

- Directing the Registrar to issue a Certificate of Registration;
- Direct that a Certificate of Registration be issued if the applicant successfully completes examinations set or approved by the panel;
- Direct a Certificate of Registration be issued if the applicant successfully completes training specified by the panel;
- Directing that specified terms, conditions or limitations be applied to an applicant's Certificate of Registration and specifying that a limitation on the applicant's right to apply under subsection 19(1) of the *Health Professions Procedural Code* (application for variation) be imposed; or
- Directing that the application be refused.

Once the panel has reached its decision, reasons are written, and the College provides the applicant with a copy of the panel's written decision and its reasons for the decision within one month. Unless the panel directs the Registrar to issue a Certificate of Registration, the applicant is also informed of their right to have the decision reviewed by the Health Professions Appeal and Review Board (HPARB).

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

Until November 18, 2015, the Registration Committee was comprised of 11 Members, as follows:

- 10 Registered Psychotherapists, including six public members
- 1 non-RP, a public member

Three Members were internationally trained.

Transitional Council Member appointments were revoked November 19th, and new Members of the Registration Committee were not appointed by the new elected Council until December 11th, 2015. After this date, Registration Committee consisted of 10 Members, as follows:

- 7 Registered Psychotherapists
- 3 Public Members

Three Members are internationally trained.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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7. Information on Appeal Rights

a) This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

Applicants who have been refused registration, or granted a Certificate of Registration that includes a Term, Condition or Limitation directed by a panel of Registration Committee, receive the following:

- a letter outlining the decision made by the panel;
- a copy of the reasons for the decision;
- notice of their right to request a written or oral review of the panel's decision to the Health Professions Appeal and Review Board (HPARB);
- contact information for HPARB;
- notice of the time limit for submitting an application to HPARB; and
- relevant sections of the *Regulated Health Professions Act, 1991*.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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8. Assessment of Qualifications

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

Two registration routes have been developed for entry-to-practice: Grandparenting or Regular Routes:

Grandparenting

The Grandparenting route is a time-limited option for established practitioners to transfer into a regulated environment. This route is available until March 31, 2017. Specific requirements for Grandparenting include the following:

- a minimum 800 Direct Client Contact (DCC) hours within the scope of practice of psychotherapy over their professional career;
- a minimum 100 hours of education & training related to the scope of practice of psychotherapy;
- a minimum 40 hours of supervision, including at least 20 hours of Clinical Supervision;
- a minimum 30 hours competency development related to safe and effective use of self (SEUS), gained through experiential learning, coursework, personal psychotherapy or some forms of Clinical Supervision.
- a minimum 750 currency hours related to the practice of the profession in the three years immediately prior to submitting an application; 500 of these hours must have been completed in Canada; this is a non-exemptible registration requirement. In exceptional circumstances, the remaining 250 currency hours may be exempted. Exceptional circumstances may include, for example, maternity leave or extended illness. Applicants seeking special consideration will be asked to describe the exceptional circumstances in detail in their application.

Regular Route

Applicants approved via the Regular Route first spend time as Registered Psychotherapist (Qualifying) Members. Registration requirements specific to the Regular Route include:

- completing a "recognized" education and training program in psychotherapy that includes competency development in safe and effective use of self (SEUS), normally included as part of an applicant's education and training program; this can take the form of coursework, experiential learning, and/or personal psychotherapy focused on SEUS;
- 450 Direct Client Contact (DCC) hours (can be part of the applicant's education and training program and/or completed subsequently). Applicants must have completed 125 Direct Client Contact hours for initial registration in the Qualifying category;
- 100 hours of Clinical Supervision (CS). Applicants must have completed 30 Clinical Supervision hours for initial registration in the Qualifying category; and
- demonstrating currency in the practice of the profession. They can do so by:
 - submitting a completed application within 12 months of graduating from their education & training program;
 - submitting an application, having substantially completed their education & training program (i.e. in the final semester of the program, completed 90 per cent of the program, or have completed the program with the exception of a thesis);
 - submitting a completed application within 12 months of completing the full clinical experience requirement (450 DCC hours and 100 CS hours); or

- o successfully completing 750 Currency Hours within the three years immediately prior to submitting their application.

All Regular Route applicants will spend a period of time in the Qualifying category until they have met the full registration requirements for a Registered Psychotherapist Certificate of Registration.

The College has established a process for Reviewing and Recognizing education and training in psychotherapy, in order to create a list of "Recognized" programs. Regular Route applicants who recently completed a "Recognized" program can assume that their education & training meets the requirements of the College. The review of program applications is coordinated by Curriculum Services Canada (CSC), an arms-length third-party organization. A substantive review is conducted by three external/independent reviewers with extensive experience in psychotherapy practice. Reviewers examine the submission to form an impression of the structure of the program and how it enables students to develop a subset of key competencies derived from the Entry-to-Practice Competency Profile for Registered Psychotherapists. Each Reviewer conducts an independent review of the application before meeting to discuss their findings, developing a recommendation and drafting a summary of findings for the College. CSC sends the report to staff who present it to Registration Committee for endorsement.

Programs seeking Recognition must show that they provide a minimum 360 hours or 10 semester courses of education and training central to the practice of psychotherapy, excluding Direct Client Contact hours, Clinical Supervision hours, practicums and clinical placements that may be part of the program. In addition, such programs must require an undergraduate degree for admission.

Graduates of programs that are not Recognized will be assessed against a "substantially equivalent" standard. Such applications require a more in-depth review by staff, to establish substantial equivalency. These applicants are required to complete a substantially equivalent Mapping Tool, demonstrating where and how their education & training program developed core entry-to-practice competencies.

General Requirements for Grandparenting and Regular Routes

Every applicant regardless of registration route must also complete the following requirements:

- completion of the *Professional Practice and Jurisprudence e-Learning Module*;
- demonstration of fluency in English or French. Applicants may demonstrate fluency through experience using English or French in any one of a number of educational or practical settings; completion of a bridging program in either language; or successful completion of an acceptable language test;
- Disclosure of a variety of past events and findings (e.g. professional misconduct, certain criminal convictions, professional negligence or malpractice). The applicant's previous conduct must afford reasonable grounds for the belief that he or she will practise psychotherapy in a safe and professional manner; and
- The applicant must provide proof of professional liability insurance coverage in the amount and in the form required under College By-laws, or must undertake to provide proof within 30 days of the issuance of a Certificate of Registration.
- Independent practice: Registered Psychotherapists will not be permitted to practise independently, i.e. without Clinical Supervision, until they have completed 1000 Direct Client Contact hours and 150 hours of Clinical Supervision over the course of their professional careers. This limitation applies to all Members, whether they register via Grandparenting or the Regular Route, and will remain in effect until the Member satisfies the College that s/he has completed the required hours.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

The process for determining whether a program completed outside Canada satisfies the education and training requirements for registration is identical to that for a program completed in Canada.

Grandparenting applicants must provide a description of the education and training they completed to demonstrate how it is related to the scope of practice of psychotherapy. Additional information is gathered from the applicant, or by searching for the program on the internet to determine if additional relevant criteria are met.

Regular Route applicants must have completed education and training that develops key entry-to-practice competencies. This is demonstrated by completing a Competency Mapping Tool, where the applicant indicates how and where in his/her education & training program, core competencies were developed. Registration staff review the completed Mapping Tool using a standardized evaluation tool. The latter serves a dual role – it ensures that staff are reviewing each application consistently against the same evaluation criteria and helps to identify if, and how, the program in question equipped the applicant with competencies from five key professional areas in the Entry-to-Practice Competency Profile. Staff review course outlines uploaded by the applicant that describe learning outcomes and correlate with website content, wherever possible. If content is not available on the internet, staff will liaise with the applicant.

Two staff are trained to complete Mapping Tool reviews - they consult with each other regularly and maintain a spreadsheet that tracks past decisions. Reviewers may also refer to course and program content of Recognized programs, to help establish substantial equivalency. At the end of the review, staff summarize their findings and propose a recommendation, e.g. program is deemed to be substantially equivalent or, if not, identify any gaps.

The entire application then undergoes a 'big picture' secondary review by a senior staff member to ensure that all registration requirements have been met; if so, the applicant is approved. If outstanding concerns cannot be resolved after follow-up with the applicant and /or further discussion with senior staff members up to and including the Registrar, the application is referred to panel.

c) Explain how work experience in the profession is assessed.

CRPO's Registration Regulation includes a "clinical experience" requirement; two kinds of clinical experience are assessed: Direct Client Contact (DCC) hours and Clinical Supervision hours. Both types of clinical experience are defined on the College website and in registration guides/other information available to applicants.

Direct Client Contact Hours

DCC hours are defined as follows:

Direct Client Contact is any activity in which the client and the therapist are directly and formally engaged in the psychotherapeutic process. Ordinarily, this process occurs face-to-face, but other forms of direct contact, for example, using telephone, Skype, video-link, or even email (with appropriate

considerations for privacy and confidentiality) may be accepted. The client may be an individual, couple, family or group. Also included in Direct Client Contact are:

- interviewing for intake, as long as this activity is clinical in nature and then used to determine the nature and course of the therapy
- interviewing, administering a test or conducting a formal assessment as part of a clinical interaction with the client
- facilitating or actively co-facilitating therapeutic sessions.

The following are not considered Direct Client Contact:

- observing therapy without actively participating or providing follow-up to the client immediately after the observed session
- record-keeping
- administrative activities, including report-writing
- conducting a psychometric assessment that primarily involves administering, scoring and report-writing, with little or no clinical interaction with the client
- providing or receiving clinical or other forms of supervision.

NOTE: a standard 45 or 50 minute session qualifies as one DCC hour.

Applicants are required to provide a description of their DCC hours, so that staff can determine whether they fall within the scope of practice of psychotherapy and meet the definition above. Applicants must also provide contact information for an individual at each practice site who can verify the applicant's role and activities. If there are questions regarding the description of the applicant's practice, staff will seek clarification from the applicant or the contact person, in order to decide whether to accept the hours.

Grandparenting applicants are required to provide a verification letter, signed by an employer, colleague or supervisor, who can attest that the applicant is an experienced practitioner in psychotherapy. Regular Route applicants must provide a confirmation letter or attestation for each practice site confirming their DCC hours.

Clinical Supervision

Definitions of Clinical Supervision and Clinical Supervisor, i.e. qualifications to act as a Clinical Supervisor, have also been approved by the Registration Committee. These definitions are provided in a variety of registration materials available to applicants. Clinical Supervision is defined as follows:

Clinical Supervision means a contractual relationship in which a clinical supervisor engages with a supervisee to:

- promote the professional growth of the supervisee
- enhance the supervisee's safe and effective use of self in the therapeutic relationship
- discuss the direction of therapy, or
- safeguard the well-being of the client.

Clinical Supervision can be individual, dyadic or group. Group supervision may include **Structured Peer Group Supervision** if the latter:

- is formal and structured; and
- includes at least one group member who meets the College's definition of a Clinical Supervisor.

Structured Peer Group Supervision differs from Group Clinical Supervision, in that the latter is led by a Clinical Supervisor, whereas the former includes at least one member who would qualify as a Clinical Supervisor but is an equal participant (not the leader). Structured Peer Group Supervision often occurs in an institutional setting but may be formalized outside such settings.

Informal "peer supervision" i.e. unstructured discussion of clients with colleagues, is not considered an acceptable form of supervision for registration purposes.

Clinical Supervisor

Prior to proclamation, a Clinical Supervisor was a practitioner who has extensive clinical experience, generally five years or more, in the practice of psychotherapy.

In the first three years following proclamation, a Clinical Supervisor is a regulated practitioner in psychotherapy in good standing with her or his college (includes qualified members of the following professions: nurses, occupational therapists, physicians, psychologists and social workers), who has extensive clinical experience, generally five years or more, in the practice of psychotherapy and who is competent in providing clinical supervision. NOTE: upon proclamation of the *Psychotherapy Act*, practitioners receiving supervision from an unregulated practitioner will have a grace period of one year to transition their supervision to a regulated practitioner who meets the above requirements.

Three years after proclamation, a Clinical Supervisor must be a regulated practitioner in psychotherapy in good standing with her or his College, who has extensive clinical experience, generally five years or more, in the practice of psychotherapy, and who has demonstrated competence in providing clinical supervision.

Outside Ontario, a Clinical Supervisor is an experienced practitioner of psychotherapy qualified to provide clinical supervision in her or his jurisdiction.

Applicants must provide details about the type, format and number of supervision hours received, and credentials, designations and contact information for the Clinical Supervisor(s) who provided their supervision, or who was eligible to act as a Clinical Supervisor for the purpose of Structured Peer Group Supervision. This information may be used to follow up with the supervisor to determine whether they meet the requirements.

Currency

All applicants must be current in the practice of the profession. Grandparenting applicants demonstrate this by having completed 750 hours of currency activities related to the practice of the profession in the three years immediately prior to submitting their application, of which 500 hours must have been completed in Canada. Regular Route applicants demonstrate currency in a number of ways, one of which is to have completed 750 currency hours in the three years immediately prior to submitting their application. Currency hours include a broad range of professional activities related to the practice of psychotherapy, such as;

- direct client work
- recordkeeping and preparation in relation to direct client work
- professional development in psychotherapy
- engaging in Clinical Supervision as a supervisee
- conducting research or writing in the field of psychotherapy
- supervising
- teaching
- managing
- consulting
- other professional activities that impact the practice of psychotherapy.

Applicants provide a general explanation of how they have maintained currency prior to submitting their application, as well as details about their activities. Currency hours are assessed using information provided throughout the application, such as Direct Client Contact hours, Clinical Supervision hours, or professional development hours (e.g. education and training). Additional follow-up may include speaking to a third party who can verify that a specific activity took place and whether it was related to the practice of the profession.

Independent Practice

Registered Psychotherapists are not permitted to practise independently, i.e. without Clinical Supervision, until they have completed 1000 Direct Client Contact hours and 150 hours of Clinical Supervision over the course of their professional careers. This limitation applies to all Members, whether they register via Grandparenting or the Regular Route, and will remain in effect until the Member satisfies the College that s/he has completed the required hours.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

Applicants are asked to provide information about their education and training (including completion of the Mapping Tool) for the years they undertook the program. Staff also review current information provided by the program using internet searches and telephone inquiries if the program is still in existence. If program information is unavailable through these searches, staff will follow-up to gather as much information from the applicant as possible, as some details may not have been provided upon submission of the application.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

Registration staff confer with one another on a regular basis, as well as in meetings of the full registration team, to discuss cases and questions that occur on a repeated basis. When policy decisions or precedents are established, staff receive notice of this as soon as possible. In general, however, the College has not had a great deal of experience as yet assessing applicants from the same out-of-country institutions or jurisdictions.

Application reviewers also consult with senior registration staff on an as-needed basis to ensure that decisions are reached on a consistent basis given similar circumstances.

In addition, staff maintain a database of precedents relating to applications referred to panel in order to maintain consistency in decision-making.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

Many education & training programs in psychotherapy exist outside the college and university system, in Canada and internationally. Registration requirements for both the Grandparenting and Regular routes were developed to recognize this reality. While knowledge that a program may be accredited in its home country would assist registration staff in determining whether the program meets certain criteria, this is only one of a number of considerations. For example, staff may request transcripts to verify courses completed, or cross-reference information with the outcome of a third party credential assessment agency.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

Accommodation for applicants with special needs is customized to the applicant's individual circumstances. Registration resources, the College website, and the Member Management System are available in a manner that allows use of web-browser tools and screen reader technology designed to accommodate the majority of applicants with accessibility issues.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

Following submission of an application, it takes two to three months on average to arrive at a decision whether to approve the application or refer it to a panel of the Registration Committee. When an application is to be referred to panel, it takes approximately three months to provide the referral notification to the applicant, and may take an additional four to five months for the panel to reach a decision and to provide written reasons to the applicant, if necessary.

i. State whether the average time differs for internationally trained individuals.

If an applicant has followed the instructions set in the *Guide to Completing Your Application*, and the College has received the necessary documentation (e.g. a credential assessment) when the application is submitted, the average length of time to reach a registration decision would not differ for an internationally trained applicant.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the

reasons for the difference.

If the applicant has not followed the instructions for completing an application and is missing documentation needed to review their application, the time it takes to reach a registration decision may be extended while the College waits for delivery of the missing documents.

i) If your organization conducts credential assessments, explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

Not applicable. CRPO does not conduct credential assessments. Credential assessments are completed by a third-party.

i. Describe the criteria that are applied to determine equivalency.

Not applicable. CRPO does not conduct credential assessments. Credential assessments are completed by a third-party.

ii. Explain how work experience is taken into account.

Not applicable. CRPO does not conduct credential assessments. Credential assessments are completed by a third-party.

j) If your organization conducts competency assessment, describe the methodology used to evaluate competency.

CRPO does not conduct hands-on assessment of particular competencies; rather, it has taken a competency-based approach in developing its registration requirements. Applicants are not required to have completed a specific education and training program; instead a variety of programs, including substantially equivalent education and training, is accepted. Applicants are asked to 'show us' how the development of core competencies was supported by their program. In addition, there is an emphasis on clinical experience, and demonstration of training in "safe and effective use of self" in the therapeutic relationship. Finally, applicants must successfully complete the registration exam which is based on the competency profile of the profession.

The registration exam assesses an applicant's applied knowledge of various key entry-to-practice competencies, and his/her information-gathering and decision-making skills in a variety of typical scenarios and simulations.

i. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

Not applicable. Please refer to question 8(j)(i) above.

ii. Explain how work experience is used in the assessment of competency.

Please refer to question 8(j)(i) above.

k) If your organization conducts prior learning assessment, describe the methodology used to evaluate prior learning.

Not applicable. CRPO does not conduct prior learning assessments.

i. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

Not applicable. CRPO does not conduct prior learning assessments.

ii. Explain how work experience is used in the assessment of prior learning.

Not applicable. CRPO does not conduct prior learning assessments.

l) If your organization administers examinations, describe the exam format, scoring method and number of rewrites permitted.

Not applicable. CRPO does not administer examinations. Examinations are administered by a third-party organization, the COMPASS Centre for Examination Development, which is a federally incorporated not-for-profit organization established to develop and administer a national entry-to-practice assessment tool for psychotherapists and clinical counsellors. The exam is conducted online at secure test sites around the province and outside Ontario as required. It is based on simulations ('case studies') designed to assess information-gathering and decision-making skills, i.e. the application of clinical knowledge and experiential learning.

i. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

Not applicable. CRPO does not administer examinations. Examinations are administered by the COMPASS Centre for Examination Development.

ii. State how often exam questions are updated and the process for doing so.

Not applicable. CRPO does not administer examinations. Examinations are administered by the COMPASS Centre for Examination Development.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

9. Third-Party Organizations

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

Applicants may have interactions with the following third-party organizations while completing their initial registration or additional registration requirements, i.e. to move from Registered Psychotherapist (Qualifying) to Registered Psychotherapist:

Credential Assessment

- World Education Service (WES)

Language Tests

Applicants may submit the results of one of the following language tests to demonstrate fluency in English or French if they have not met other criteria for demonstrating fluency:

- Canadian Test for English for Scholars and Trainees (CanTEST)
- Canadian Language Benchmark Assessment (CLBA)
- Test of English as a Foreign Language internet Based Test (TOEFL iBT)
- International English Testing System (IELTS)
- Michigan English Language Assessment Battery (MELAB)
- Test de Français Pour Étudiants et Stagiaires du Canada

CRPO does not have a formal relationship with agencies that deliver the listed language tests.

Registration Exam

- COMPASS Centre for Exam Development

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

World Education Service (WES)

Applicants can find most information about the WES process on its website. This includes information about WES services and fees, documentation requirements, and the application process. The on-line status update feature allows applicants to check on their application status 24 hours-a-day, 7 days-a-week, and make changes to their evaluation order.

COMPASS Centre for Exam Development

Information about the Registration Exam is available on CRPO's website, on the Registration Exam subpage under Info for Applicants. The CRPO website also links to the COMPASS website.

ii. utilizes current and accurate information about qualifications from outside Canada

World Education Service (WES)

WES evaluation resources and information are stored in a custom-built database that contains information on:

- 200+ countries and jurisdictions
- 47,000 institutions
- 12,000 credentials
- 2,000 grading scales

Thus far, in Canada, it has evaluated over 158,847 credentials and established 333 possible Canadian equivalency outcomes, e.g. B.A. (3 years)

In addition, syllabi from a number of countries and programs are stored in its database. The WES database is controlled and maintained by a team of professionals whose responsibility it is to gather, verify and enter information.

iii. provides timely decisions, responses and reasons to applicants

World Education Service (WES)

As a part of the application process, applicants are directed to read the WES website for guidance about obtaining a WES ICAP Document-by-Document Credential Assessment report. This information is well-researched and country specific. The time frame to complete an evaluation report is 7 business days from receipt of all required documents. Applicants may enquire about the process or status of their evaluation by email or phone, or check the self-directed on-line status feature. WES is committed to a 48 hour response time when electronic. On-line status updates are available 24 hours-a-day, 7 days-a-week.

Free web-based self-serve assessment tools such as grade conversion guide, iGPA Calculator and Degree Equivalency are available on WES website and are designed to provide an immediate feedback to applicants and organizational users about credential(s) in question or its elements before a formal evaluation process is completed.

COMPASS

COMPASS reported to the College, and confirmed in follow-up inquiries, that both CRPO and individual Members writing the Exam will receive the results within six to eight weeks of the exam date. While the first sitting of the Exam did not occur within the reporting period, CRPO will work with COMPASS to ensure that timely receipt of results will occur after each sitting.

iv. provides training to individuals assessing qualifications

World Education Service (WES)

Formal in-house training of credential evaluators is conducted under the guidance of the Assistant Director and Manager of Evaluation Services. WES Evaluators receive thorough, high quality and systematic training in order to ensure that they produce accurate evaluation reports that are consistent with WES' established evaluation policies and current research.

In addition, to contribute to overall competency of academic credential evaluators, WES offers free webinars on best practices in document authentication, education systems and evaluation methodologies. The free webinars are complemented with annual in-person training workshops.

Furthermore, WES maintains an extensive library of printed and electronic resources. In addition to these resources, more than 500, 000 individual evaluations and their academic records are archived and constitute an important resource that is electronically accessible to evaluators.

WES publishes WENR (World Education News and Reviews), a monthly electronic newsletter, which is distributed to subscribers around the world. It contains news on international trends in education, offers "how-to" articles on credential evaluation techniques, and profiles educational systems around the world. Evaluators have access to 21 years of articles and information on international comparative education.

WES website contains free resources, tools, white papers, etc., for practitioners in international academic credential evaluations. More recently, WES has established a Research and Advisory Services (RAS) to address the needs of institutions and professional licensing bodies outside of mere evaluation services.

v. provides access to records related to the assessment to applicants

World Education Service (WES)

An on-line self-directed status update feature allows applicants to receive information about the evaluation process, including specific details regarding which credentials are being assessed, what documents have been received already and what is still required. As the file moves through the process, the status is continuously updated. Each time WES receives academic documents, records are reviewed and the applicant is informed of the result of this review by email or mail. Upon completion of the evaluation process, results are posted through on-line status update feature. WES then sends a hard copy of the report to the applicant and any other recipient(s) of their choice. Additional fees are applicable for extra copies. Upon request, applicants may have access to records concerning their file stored in WES office. In some such cases, WES might decide to redact certain elements of the documents prior to their being shared with the applicant, in order to protect the verification process.

WES' procedures for handling personal information are in accordance with the *Personal Information Protection and Electronic Document Act (PIPEDA)*.

vi. accommodates applicants with special needs, such as visual impairment

World Education Service (WES)

WES applicants may be accommodated on an individual basis, based on identified needs. The WES office adheres to the requirements of *Accessibility for Ontarians with Disabilities Act (AODA)*, which took effect on January 2012. All WES Customer Service and Client Relations staffs are trained in AODA requirements.

COMPASS

COMPASS has explained to College staff how accessibility issues are addressed when writing the Exam, and provided examples of possible solutions to accessibility concerns experienced by applicants in general. While the first sitting of the Exam did not occur in the reporting period, CRPO will continue to ensure that applicants with special needs are accommodated.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, masteris, Ph.D.) of the credential presented for assessment.

The WES credential evaluation methodology is based on the level, scope and intent of the program completed. It considers admission requirements to the program, length of the program, depth and breadth of the curriculum covered, and options for further study of the degree holder, when formulating equivalency. In addition, WES examines the official status of the degree-granting institution and the program, in the home country's education system, as well as any official ratings, when establishing equivalency. These criteria combine and measure credential and educational systemic features to identify if similarities are adequately substantial to grant a Canadian equivalency.

WES evaluation reports reflect organizational policy and are not the point of view of individual evaluators.

ii. Describe the criteria that are applied to determine equivalency.

Please refer to question 9(c)(i) above.

iii. Explain how work experience is taken into account.

Not applicable. WES does not evaluate work experience.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

Not applicable. CRPO does not use a third party to conduct competency assessments for applicants.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

Not applicable. CRPO does not use a third party to conduct competency assessments for applicants.

iii. Explain how work experience is used in the assessment of competency.

Not applicable. CRPO does not use a third party to conduct competency assessments for applicants.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

Not applicable. CRPO does not utilize prior learning assessments.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

Not applicable. CRPO does not utilize prior learning assessments.

iii. Explain how work experience is used in the assessment of prior learning.

Not applicable. CRPO does not utilize prior learning assessments.

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The Registration Examination is a competency-based, simulation-style examination. Each simulation has a benchmark (cut-score/pass-rate) for both information-gathering and decision-making parameters within each section. Using a criterion-based (competency-based) benchmarks across all simulations, candidates must pass both the information-gathering components and the decision-making components of the examination in order to successfully complete the examination. Unlike traditional multiple-choice tests, the pass/fail score in the competency based examination is not a specific percentage across all test items. The passing point for each version of the exam is set by the test development committee using a criterion-referenced method (Angoff method). The exact passing point varies from one version of the examination to another, depending on the simulations included. The Examination Committee (NOTE: COMPASS' not CRPO's Examinations Committee) follows strict guidelines in selecting the simulations for each examination and uses linear equating to ensure the versions of the examination are parallel in difficulty.

A candidate must successfully complete the Exam in no more than three attempts. The first attempt must be made no later than 24 months following the date that a complete application for registration as a Qualifying Member is received by the College. There will be at least one sitting of the Registration Exam each year. The third and final attempt is permitted only after the Qualifying Member has completed upgrading activities, if any, required by a panel of the Examination Committee. The third attempt must be made no later than five years after the date of application for registration in the Qualifying category, unless additional time is permitted by the Examination Committee, in exceptional circumstances.

A Member who fails the Registration Exam can file an appeal with CRPO's Examination Committee. The appeal is limited solely to the question of whether the process followed in sitting the exam was fair. The Committee cannot determine that the Member passed the Exam. If the appeal is successful, the result of that sitting will be nullified and will not count against the permitted number of attempts to complete the Exam.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The COMPASS Examination contains a variation on the multiple choice format; however, it is not what is commonly thought of as a multiple choice examination. It is a simulation-style examination with multiple options, each of which is assigned a weight ranging from +3 to -3 based on the level of appropriateness for effective client care. The defensibility of this calibration of +3 to -3 is derived from its alignment to the competency profile for the profession as determined by a pan-Canadian panel of subject-matter experts, using an Angoff process. A psychometrician and psychometric proprietary software are involved in the process of constructing and validating the examination. Versions of the examination questions have been pilot tested as complete tests and single examination questions continue to be piloted as unscored questions on the large scale test. At the conclusion of each administration of the Exam, candidate scores for each option within each question are screened using psychometric proprietary software that detects anomalous findings. These anomalies, combined with the statistics related to the responses of high achievers and low achievers are examined question by question by a panel of subject-matter experts to determine whether there are deficiencies in the test that require correction prior to the finalization of scores and reporting.

iii. State how often exam questions are updated and the process for doing so.

Examination questions are updated on an ongoing basis through a pan-Canadian test development team of subject matter experts using an Angoff process, proprietary software, pilot testing and results validation.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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10. Training

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

New registration staff undergoes a structured orientation program which takes place over the course of a week to 10 days. To begin, Registration Assistants (RAs) are provided reference guides for the various processes, e.g. *Registration Guide*, *Guide to Completing an Application*, *Registration Reviewer Guide*, etc. They peruse CRPO website content and access a demo testing environment that mimics CRPO's Member Management System. This allows them to not only view the system from an administrative standpoint, but also assume the role of an applicant and walk through the steps to registration.

To supplement the reference materials, RAs attend presentations about the history of the College, the purpose of self-regulation and the regulatory framework; the registration requirements for the Regular and Grandparenting routes; and the application screening process. In addition, they review a number of routine and atypical applications. All staff have access to a growing portfolio of reference materials about individual courses and programs that help to inform reviews of unfamiliar education and training. References to the general principles of fair access are included in the *Registration Reviewer Guide* given to all staff, and also mentioned during the overview presentations. Staff also receives a copy of OFC's latest annual report as part of their orientation package. Furthermore, the Member Management System has a built-in 'Conflict of Interest' option where staff can excuse themselves from review of an application if the applicant is known to them.

With this foundation, staff then shadow an experience RA to observe the screening of a number of live applications before starting to review applications independently. The experienced RA remains as a resource for questions, as long as is necessary.

When issues appear to be trending amongst the applicants/stakeholders, case conferences are held to address the issues; these forums allow staff to receive appropriate information to facilitate consistent responses, and to inform senior staff about issues arising that may need to be addressed.

ii. individuals who make registration decisions

Applications undergo a two-step screening process. The first-level review seeks to determine whether an applicant meets the registration requirements for that route of registration and will flag issues or concerns for additional scrutiny in the secondary review. Second-level reviews are conducted by experienced RAs well versed in the registration requirements and the process of first-level reviews. Before an RA assumes this secondary role, s/he receives an additional presentation from a senior staff member, usually the Manager, Registration, about how to conduct a secondary review; they also receive a Reviewer Guide, highlighting common omissions for easy reference. Staff at this level are able to provisionally approve applications for registration. Where serious doubts or concerns remain at the conclusion of the secondary review and it is likely the application will be referred to panel, discussions are instigated with senior staff (Registration Manager and/or Registrar for a final decision.

iii. individuals who make internal review or appeal decisions

Members of the Registration Committee receive orientation from College staff about registration requirements for both routes, the process for completing an application, and the review process and outcomes.

Committee Members also receive specific training for conducting panel hearings, based on training originally provided by CRPO's legal counsel. This training details steps in the decision-making process, including consideration of past precedents by other panels. References to the general principles of fair access legislation are included in the Committee orientation. Members also receive a copy of OFC's latest annual report as part of their orientation package. In advance of each panel meeting, Members are asked to declare any conflict(s)-of-interest they may have with any file scheduled for review, in which case, a notation is made in the meeting notes and the Member is excused from any deliberations in relation to that file.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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11. Agreements on the Recognition of Qualifications

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

CRPO has not entered into any agreements on the recognition of qualifications. However, two other jurisdictions in Canada regulate the profession – Quebec and Nova Scotia. CRPO recognizes the qualifications of registrants from these two jurisdictions in accordance with labour mobility legislation.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

Practitioners in Quebec who possess a Psychotherapy Permit are eligible to apply for registration with CRPO in the Registered Psychotherapist category.

The Nova Scotia College of Counselling Therapists (NSCCT) has two categories of registration: Registered Counselling Therapist (RCT) and Registered Counselling Therapist Candidate (RCT-C). Practitioners in the Registered Counselling Therapist category are eligible for registration in the Registered Psychotherapist category, and Registered Counselling Therapist Candidate registrants are eligible for registration in the Registered Psychotherapist (Qualifying) category. RCT-C registrants are considered eligible to write CRPO's registration exam when they have successfully registered with CRPO, in the Qualifying category.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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12. 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:

b) 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	15
Staff involved in appeals process	4
Staff involved in registration process	9

Additional comments:

c) Countries where applicants were initially trained

In the following table, enter the top source countries where your applicants¹ were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
U.S.	23
U.K.	2
Switzerland	1

S. Africa	1
Russia	1
Israel	1
India	1

¹Persons who have applied to start the process for entry to the profession.

Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero. **Additional comments:**

Data collected on numbers of applicants primarily reflect applicants in the Regular Route, they provide education and training from one institution. Data also includes Grandparenting applicants who have been referred to a Registration panel, who have completed education and training in one jurisdiction. As most applicants in Grandparenting have accumulated education and training from a number of jurisdictions, CRPO cannot provide information for most Grandparenting applicants for a single jurisdiction.

Most Grandparenting applicants have received education and training, including continuing education, in a number of jurisdictions.

d) Jurisdiction where members were initially trained

Indicate where your members² were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	51	30	11	3	2760	2855

² Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Data collected on numbers of applicants primarily reflect applicants in the Regular Route, they provide education and training from one institution. Data also includes Grandparenting applicants who have been referred to a Registration panel, who have completed education and training in one jurisdiction. As most applicants in Grandparenting have accumulated education and training from a number of jurisdictions, CRPO cannot provide information for most Grandparenting applicants for a single jurisdiction.

Most Grandparenting applicants have received education and training, including continuing education, in a number of jurisdictions.

e) Applications processed

State the number of applications 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)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
from January 1st to December 31st of the reporting year						
New applications received	114	64	24	8	3307	3517
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	0	0	0	0	0	0
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0

Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	21	21
Applicants who became FULLY registered members	51	30	11	3	2760	2855
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	33	30	8	1	2	74

³ An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

The College does not track certain information in this section. Data entered should be marked "n/a" for the above fields:

- Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)
- Inactive applicants (applicants who had no contact with your organization in the reporting year)

Data collected on numbers of applicants primarily reflect applicants in the Regular Route, they provide education and training from one institution. Data also includes Grandparenting applicants who have been referred to a Registration panel, who have completed education and training in one jurisdiction. As most applicants in Grandparenting have accumulated education and training from a number of jurisdictions, CRPO cannot provide information for most Grandparenting applicants for a single jurisdiction.

Most Grandparenting applicants have received education and training, including continuing education, in a number of jurisdictions.

f) 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 Psychotherapist	Description (a) Full Member who has met all registration requirements.
b)	Registered Psychotherapist (Qualifying)	Description (b) Member who has met minimum requirements for registration. Must practise with Clinical Supervision.
c)	Registered Psychotherapist (Inactive)	Description (c) A Member who intends to take an extended period of leave from his/her psychotherapy practice but wishes to maintain membership with the College.
d)	Registered Psychotherapist (Temporary)	Description (d) Members are members of a statutory regulatory body that regulates psychotherapy in another jurisdiction, who have a temporary offer of employment as a psychotherapist in Ontario.

Additional comments:

g) 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).

from January 1 st to December 31 st of 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)					
	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	27	2	3	2	56	90
Applicants who initiated an appeal of a registration decision	3	0	0	0	2	5
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Data collected on numbers of applicants primarily reflect applicants in the Regular Route, they provide education and training from one institution. Data also includes Grandparenting applicants who have been referred to a Registration panel, who have completed education and training in one jurisdiction. As most applicants in Grandparenting have accumulated education and training from a number of jurisdictions, CRPO cannot provide information for most Grandparenting applicants for a single jurisdiction.

Most Grandparenting applicants have received education and training, including continuing education, in a number of jurisdictions.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The *Psychotherapy Act* was proclaimed on April 1, 2015. Therefore, there are no changes to report.

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13. Submission

I hereby certify that:

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

Joyce Rowlands

Title:

Registrar

Date:

2016/03/14

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