CRPO
College of Registered
Psychotherapists of Ontario

Quality Assurance Program

Professional Development Guide

Revised September 2019

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QUALITY ASSURANCE PROGRAM OVERVIEW

As a College of Registered Psychotherapists of Ontario (CRPO) registrant, you belong to a regulated health profession. Along with the privilege of professional regulation comes responsibility – namely, that you practise safely, effectively and competently. You demonstrate safe, effective, competent practice by consistently meeting the standards of the profession and upholding the laws and regulations that apply to your practice context. The public shares similar expectations regarding your responsibilities – that you demonstrate professionalism and accountability and that you provide competent care. While CRPO recognizes that the vast majority of Registered Psychotherapists (RPs) are safe, effective, competent practitioners, both you and CRPO share a mutual obligation to assure the public that you possess these qualities. One of the ways that this is accomplished is through your engagement in the Quality Assurance (QA) Program.

All health profession regulators in Ontario are required to establish and maintain a QA Program. The framework that CRPO must abide by in establishing its QA Program is set out in section 80.1 of the Health Professions Procedural Code under the *Regulated Health Professions Act, 1991* (RHPA), and includes:

- continuing education or professional development;
- self, peer and practice assessment; and
- monitoring member participation.

CRPO's QA Program includes:

- **Professional Development**, which requires the ongoing participation of every member.
- **Peer and Practice Review**, which includes participation of members who are randomly selected.
- **Professional Improvement**, which involves participation in a program of remediation or specified continuing education.

PROFESSIONAL DEVELOPMENT TOOLS AND REQUIREMENTS

Recognizing your own strengths and shortcomings is an important aspect of self-regulation. So too is using this awareness constructively, to help you grow as a professional.

One way to gain awareness, or self-knowledge, is to reflect on your practice and engage in an internal process to explore the personal and professional self. “Self-knowledge refers to the understanding that we have acquired about ourselves over the years. It is dependent on our capacity to tell ourselves the truth in ways that acknowledge our strengths and qualities, whilst at the same time recognizing our personal shortcomings and limitations.”[1]

By uncovering your own strengths and gaps and acting on this new self-knowledge to enhance your competence, you drive a process of change that can have lasting, positive impacts on your practice.

All registrants must complete the Professional Development requirements using the tools provided by CRPO, which include the:

1. Self-Assessment
2. Learning Plan
3. Learning Record

Self-Assessment

The Self-Assessment tool is meant to help you build awareness of the current state of your practice by capturing a snapshot of your current knowledge, skill and judgment. It consists of two sections:

The General Professional Obligations Inventory will help you assess your own knowledge, skill and judgment in select competency areas related to professional regulation. It incorporates CRPO’s *Professional Practice Standards for Registered Psychotherapists* and addresses changes in your practice environment and advances in technology.

The Reflection section consists of a series of exercises designed to help you contemplate the more interpersonal aspects of your practice, such as your professional relationships, support systems, and safe and effective use of self (SEUS).

Completing the Self-Assessment

Complete the Self-Assessment by responding to the questions in both sections in accordance with the instructions provided in the QA Portal.

At least one Self-Assessment must be completed for each two-year Professional Development participation cycle. If a significant change in practice has occurred (e.g. change in clientele), a new Self-Assessment must be completed within 6 months of the change. The Learning Plan, described in the next section, must be updated to reflect any newly identified learning goals.

1 Social Care Institute for Excellence. (2015, December 19). “Forming and maintaining relationships with service, users, careers, professionals and others: Self knowledge/professional use of self”. Retrieved from http:/ / www.scie.org.uk/assets/e1earning/communicationski11s/cs02/resource/html/object 2/object23.ht m.

Learning Plan

The Learning Plan tool helps you to think ahead and plan your learning goals(s) for the next two years. your goals should be revelant and meaningful to you, and can be, for example:

Broad: "Learn more about professional standards." or "Broaden my professional network."

Specific: "Develop a checklist to incorporate into my informed consent process with clients." or "Review recent developments on addiction."

Long-term: "Complete a training program in trauma-informed practice."

Short-term: "Revise record retention policy in accordance with CRPO standard and apply immediately."

Completing the Learning Path

Complete the Learning Plan by:

- Considering your Self-Assessment responses, reflecting broadly on your practice and identifying ways to
- enhance your professional practice. Think also about how you want to grow as a professional.
- Stating goals in one or two short sentences.
- Describing how you will achieve your goals, following the prompts provided in the tool.
- Reviewing regularly, adjusting based on your current practice context, and reflecting on how pursuing and/or achieving your goals has impacted your practice.

Learning Record and 40-Hour Requirement

Engaging in learning activities is an important part of maintaining competence that keeps you abreast of current practices, issues, trends and new techniques. It also helps you maintain and enhance your knowledge, skill and judgment with respect to the *Professional Practice Standards for Registered Psychotherapists*, relevant legislation, and regulations. Use the Learning Record tool to track your participation in learning activities.

What you need to know about the 40-hour learning activity requirement:

1. You are required to engage in at least 40 hours of learning activities over the course of your two-year participation cycle.
2. At least one of the activities must be didactic, and at least one must be experiential. It is recommended that you engage in a broad range of activities. See the tables below for examples of didactic and experiential activities.
3. Learning activities that you engage in to meet the 40-hour requirement must be documented in the Learning Record.
4. The activities must have taken place while registered with CRPO.
5. Learning activities must be credible, relevant to the practice of the profession, and verifiable.
6. CRPO may request verification that you participated in the learning activities documented in your Learning Record. Retain a record of any materials and notes that could be used support your participation in a learning activity. The following tables list examples of learning activities and acceptable supporting documentation.

DIDACTIC LEARNING ACTIVITIES (NON-EXHAUSTIVE LIST)	
Activity	**Acceptable Evidence of participation**
a. Attending education/training programs or courses	Transcripts, letters or certificates of completion
b. Attending workshops, seminars, conferences or webinars	Letters or certificates of completion
c. Conducting research	Proposals, abstracts or agreements
d. Engaging in independent study/ self-guided learning	List of reading material/activities and summary of learnings
e. Preparation for teaching programs, courses, workshops, seminars, conferences or webinars	Course/workshop/seminar outline or syllabus in addition to a list of list of reference materials used to develop course content
f. Writing for a scholarly publication (e.g. journals, textbooks, and other educational resources)	Link to the publication, or copy of the articles title page, which bears the name of the Member as author (or contributing author)
g. Other	The type of evidence that would be considered acceptable depends on the activity.

EXPERIENTIAL LEARNING ACTIVITIES (NON-EXHAUSTIVE LIST)	
Activity	**Acceptable Evidence of participation**
a. Participating in study group(s)	List of reading material/activities and summary of learnings
b. Peer consultation	Letter of confirmation or outline of the consultation and contact information of the consultant
c. Receiving clinical supervision	Letter from supervisor, copy of contract, supervision log
d. Receiving personal psychotherapy	Letter from psychotherapist, payment receipts for services provided
e. Other	The type of evidence that would be considered acceptable depends on the activity

CRPO does not provide a list of “pre-approved” courses or learning materials. Registrants are expected to rely on their professional judgment to identify opportunities that will meet their individual learning needs and goals.

Note: If you have not been registered for two full years at your first November 30 deadline, your Learning Record may reflect a reasonable proportion of the required hours. See the table below for examples of “a reasonable proportion.”

I have been registered for:	My Learning Record must reflect at least this many hours:
15 months	12.5 hours
18 months	15.0 hours
21 months	17.5 hours
24 months	20.0 hours

Completing the Learning Record

Any learning activities you engage in should be documented in your Learning Record, following the instructions provided in the QA Portal.

You are welcome to document activities that are complete or in progress. You may also document activities that are unrelated to the goals listed in your Learning Plan.

Accessing the Professional Development Tools

The tools and resources that support your participation in the Professional Development component of the QA Program are available in the QA Portal. To access the QA Portal, log into your CRPO account and click on the "QA" tab. Appendix A at the end of this guide provides step-by-step instructions to help you use the various functions of the QA Portal.

DEADLINE REQUIREMENTS FOR NEW AND LONG-STANDING REGISTRANTS

CRPO's Quality Assurance Committee set the Professional Development participation requirements based on the framework set out by the Quality Assurance Regulation under the Psychotherapy Act, 2007. The table that follows summarizes the requirements for all registrants, including new registrants.

Both you and CRPO have a shared responsibly under the RHPA to ensure that you are meeting your obligations. This means that we are both required to keep track of your engagement in this component of the QA Program. This shared obligation is met when you complete the Professional Development tools made available by CRPO, retain documentation that verifies your participation in learning activities, and submit additional information if requested to do so (e.g. supporting documentation to confirm your participation in learning activities).

When Is My Deadline?

This partly depends on whether you are a new registrant or a long-standing one.

Ultimately, everyone must complete their requirements, including the tools and learning activities, on a two-year cycle. You must engage in the Professional Development component of the QA program for as long as you remain a CRPO registrant, unless an exception applies. Your deadlines are linked to your date of registration and will fall on November 30 in every even or odd year, depending on the year in which you became registered. For example:

- If your date of initial registration falls in an odd-numbered year, you are required to complete your Professional Development tools by November 30 in odd-numbered years.
- If your date of initial registration falls in an even-numbered year, you will be required to complete your Professional Development tools by November 30 in even-numbered years.

In order to become familiar with their Quality Assurance obligations and the Professional Development tools early in their registration with CRPO, new registrants must meet specific requirements within two months of their initial date of registration. See the next section for more information about the participation requirements for new registrants, and the section after that for details on the requirements for long-standing ones.

SUMMARY OF PROFESSIONAL DEVELOPMENT REQUIREMENTS				
	Within 2 Months of Date of Registration	**Engage & Maintain Tools Until Next Applicable Deadline**	**By Your Applicable Nov 30 Deadline**	**By end of December (recommended)**
Self- Assessment	Complere a Self-Assessment.	If the nature of your practice changes, complete a new Self-Assessment within 6 months of the change.	This deadline does not apply to the Self-Assessment. See box immediately to right.	In order to begin your participation cycle anew, complete a new Self-Assessment.
Learning Plan	Begin a Learning Plan, recording at least one goal and action plan. In doing so, consider your professional goals and learning needs you identified in your Self-Assessment.	Maintain your Learning Plan by adding new information, revising outdated or irrelevant information and completing the Reflection section.	Complete the Learning Plan.	Begin a new Learning Plan, recording at least one goal and action plan. Remain mindful of the information in the Engage and Maintain column.
Learning Record and Participation in Learning Activities	See box immediately to the right.	Engage in 20 hours of learning activities each year (or 40 hours every two years). Track these in your Learning Record.	Complete the Learning Record.	Remain mindful of the information in the Engage and Maintain column.

New Registrants

As described in the table above, new registrants must complete the following within two months of their initial date of registration:

- complete a Self-Assessment; and
- begin a Learning Plan by documenting at least one goal and corresponding plan of action.

Don't know your date of registration? You can find it by looking yourself up on the public register or by checking your certificate of registration.

Once you have completed the requirements, you move into the "engage and maintain" phase, described in the table above. This means that you:

- regularly engage in learning opportunities relevant to the practice of the profession. Note, you are required to engage in at least 20 hours of learning activities in each year (or 40 hours over a span of two years). See pages 5-6 for more information on this requirement;
- keep your Learning Plan and Learning Record up to date. These must be filled in completely by your next deadline;
- retain documentation (e.g. certificates of participation) that can verify your participation in learning
- activities in your own professional portfolio; and
- remain aware of potential changes to your QA requirements by, for example, reviewing the CRPO Communiqué where these changes are announced.

Your Next Deadline

No matter when you first completed your New Member requirements, your next deadline will fall on November 30 in even- or odd-numbered years, depending on your year of registration. For example:

- If you registered in 2018, your next deadline will be November 30, 2020. Subsequent deadlines will fall on
- November 30 of 2022, 2024, etc.
- If you registered in 2019, your next deadline will be November 30, 2021. Subsequent deadlines will fall on
- November 30 of 2023, 2025, etc.

Long-standing Members

A collection of small changes to the Professional Development requirements and deadlines were implemented in 2017 and 2018. Anyone who registered between April 1, 2015 and August 31, 2018 should understand how they will be impacted by these changes.

What **has** changed:

- Your two-year participation cycle is now based on the even/odd schedule described in the section "When is my deadline?"

What **has not** changed:

- You continue to be responsible for engaging in at least 20 hours of learning activities for every year of registration since becoming a CRPO registrant.
- You must fill in a new set of tools in each two-year participation cycle, unless a grace period applies.

If your date of initial registration falls in 2015:
Anyone who registered in 2015 was provided a grace period for reporting their Professional Development participation. This grace period ends on November 30, 2019. If your date of registration falls in 2015, by the November 30, 2019 deadline your QA participation records must reflect the following, at a minimum:

- At least one completed Self-Assessment
- At least one completed Learning Plan
- At least one Learning Record that reflects a minimum of 20 hours of participation in learning activities for each year since you became registered. For example, if you became registered on November 30, 2015, your Learning Record must reflect at least 80 hours' engagement in learning activities

For all subsequent deadlines – in 2021, 2023, and so on), you must provide a full set of completed tools, which includes a completed Self-Assessment, Learning Plan and Learning Record.

If your date of initial registration falls in 2016:
Anyone who registered in 2016 was provided a grace period for reporting their Professional Development participation. This grace period ends on November 30, 2020. If your date of registration falls in 2016, by the November 30, 2020 deadline your QA participation records must reflect the following, at a minimum:

- At least one completed Self-Assessment
- At least one completed Learning Plan
- At least one Learning Record that reflects a minimum of 20 hours of participation in learning activities for each year since you became registered. For example, if you became registered on November 30, 2016, your Learning Record must reflect at least 80 hours' engagement in learning activities

For all subsequent deadlines (in 2022, 2024, and so on), you must provide a full set of completed tools, which includes a completed Self-Assessment, Learning Plan and Learning Record.

If your date of initial registration falls during or after 2017:
Unless you are a new registrant, you will be expected to submit a complete set of tools every second year. Please see the previous section "When is my deadline?" to understand when to submit your tools. If you are a new registrant, review the "New Registrants" section for details.

REVIEW PROCESS

Every year, a number of eligible registrants will be randomly selected and their Professional Development tools will be reviewed by CRPO staff based on the criteria set out by the QA Committee (see criteria on next page). A subset of registrants from this random selection will also be randomly selected for Peer and Practice Review. Learn more about Peer and Practice Review on the CRPO website.

You will receive a notice if your name has been randomly selected. This notice will include details about the review process and any other relevant information.

Random Selection Eligibility

You are eligible to be randomly selected for review of your Professional Development tools if you hold a current Certificate of Registration in the Registered Psychotherapist and Qualifying categories and you have not been selected in the previous four years.

The purpose of the Professional Development tool review process is to ensure that you have met the requirements and completed the tools in accordance with the instructions. **Your ratings, responses, and any notes you make are not judged in any other way**. With this in mind, you are strongly urged to provide honest responses that are an accurate reflection of your current level of knowledge, skill and judgment.

On a case-by-case basis, the Quality Assurance Committee may require you to submit up to four years of documentation relating to your participation in Professional Development, including evidence of participation in learning activities. If you have been a registrant for fewer than four years, the Committee may only request documentation as far back as the date you first became registered with CRPO.

Review Outcomes

If your submission is deemed adequate based on the review criteria, no further action will be required. You will simply continue your ongoing participation, as described in Columns 2-4 of the summary table on page 9.

Review Criteria Set by the Quality Assurance Committee

The following apply to all Professional Development tools:

- The responses you provide must be clear, complete and original (that is to say, not plagiarized).
- Respond to the questions in a manner that is consistent with the instructions provided.

Self-Assessment tool

- Both sections of the Self-Assessment must be complete.

Learning Plan

- Must include at least one goal that is related to the current or future context of your practice, and a corresponding action plan must be documented.
- You have reflected on meeting your goals or, if the goal remains in progress, your endeavours to meet your goals.

Learning Record

- At the end of two years, you have documented at least 40 hours of participation in learning activities in your Learning Record.
- The activities listed in the Learning Record include at least one experiential and one didactic activity.

Supporting Documentation

- Retain supporting documentation which will serve as evidence of participation in learning activities. Keep this documentation in your own professional portfolio and submit upon request.

If your submission is deemed incomplete and/or inadequate, the Committee may determine that you are required to submit additional materials, which may include documentation that verifies that you have completed the learning activities described in the Learning Record. Alternately, you may be required to engage in Peer and Practice Review, in accordance with section 7.2b of the Quality Assurance Regulation.

Limitations to Confidentiality

The information you share as a result of participation in the QA Program is confidential and, with limited exceptions, CRPO can only use the information you provide for purposes related to quality assurance. CRPO will not post results of the review of your submission on the Public Register or share this information with your employer(s). CRPO cannot share this information during other College proceedings or with the public, except in the specific circumstances described below.

If the Quality Assurance Committee is of the opinion that a registrant may have committed an act of professional misconduct or may be incompetent or incapacitated, the Committee may disclose only the registrant's name and the allegation against the registrant to the Inquiries, Complaints and Reports Committee (ICRC). If it elects to do so, the ICRC will carry out an independent investigation. However, in cases where a registrant knowingly gave false information to the Quality Assurance Committee or an Assessor, the Committee may disclose information provided by the registrant to the Committee that is carrying out the proceeding.

Accommodation and Deadline Extension

In exceptional circumstances, you may request to delay the submission of one or more of the Professional

Development tools. Requests for deferral must be made in writing, using the form provided on CRPO's website. Requests for special-needs accommodation will be addressed on a case-by-case basis and must be made in writing.

Written requests must be sent to the attention of the Quality Assurance Manager via:

E-mail
QA@crpo.ca

Fax
416-479-0833

Letter mail
Quality Assurance Program
College of Registered Psychotherapists
375 University Avenue, Suite 803
Toronto, ON M5G 2J5

APPENDIX A – QA PORTAL INSTRUCTIONS

The QA Portal is an online resource made available by CRPO that will help you meet the requirements of the Quality Assurance Program.

Through the QA Portal you'll be able to:

- begin, update, complete and submit your Professional Development tools;
- communicate with QA staff; and
- access resources and up-to-date information, such as CRPO's *Professional Practice Standards for Registered Psychotherapists*, practice checklists, helpful guidelines, self-remediation tools, etc.

Information on the QA Portal is confidential and access to this information is limited to designated CRPO staff. To learn more about the QA Program and confidentiality, please review the Confidentiality section of this Guide.

The information that follows will help you find your way around the Portal, and may help you master the use of some of its features.

Accessing the QA Portal

To access the QA Portal:

1. Log into your CRPO account.
2. Enter your Username and Password.
3. Click on the "QA" tab.
4. Click on the "Enter QA Portal" button.
5. Follow the instructions provided on the Welcome page to access the Self-Assessment, Learning Plan and Learning Record.

Using the Portal's E-mail System

The Portal Mailbox, which you can access by clicking this icon , is similar to other internal messaging systems you may have already used and enables you to communicate securely with QA-designated CRPO staff. Use the Portal Mailbox to send along any QA-related inquiries you may have or to request deferral or accommodation.

If someone has sent you a message using the Portal Mailbox, you will receive a notification in your personal e-mail account prompting you to log into the QA Portal to view the message. For confidentiality purposes, the contents of Portal messages are not relayed in these notification messages.

To compose new messages:

1. While logged into the Portal, click the "Portal Mailbox" icon.
2. Click the "Portal Mail" tab.
3. Click "Compose a New Message" and follow the instructions and prompts on the page that appears.
   Note: To reveal instructions provided on that page, click "Show Instructions."

To view messages:

1. While logged into the portal, click the "Portal Mailbox" icon.
2. Click the "Portal Mail" tab.
3. Select the relevant category from the "Select Mailbox" list. For example, if you wish to view a message you received, select "Received Mail."
4. Check the box beside the message you wish to view.
5. Click "View Message."

If you wish to reply to the message:

1. Click "Reply" and type your response in the provided text box.
2. When you've completed typing your response, click "Send."

To delete messages:

1. Select the message you wish to delete by checking the box next to it.
2. Click "Delete Message."

Messages are never fully deleted from the Portal Mailbox, rather, they are removed from your primary Sent/ Received sections and archived in your "Deleted Messages" section.

To view a deleted message:

1. From the options in the "Select Mailbox" list, select "Deleted Mail."
2. Check the box beside the message you wish to view.
3. Click "View Message."

Finding contact information on the QA Portal

If you experience technical issues or have questions about QA, click this icon , to find relevant contact information.

Participating in surveys

To see a list of QA-related surveys, click this icon . Select the survey that is relevant/of interest to you and follow the prompts to complete it.

Exploring the QA Portal icons

By becoming familiar with the icons used in the QA Portal, listed below, you will find it easier to move around and make full use of its features.

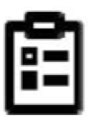
Chart of QA Portal Icons

Home—Click this icon to take you back to a home page. Home pages are where you will find information about using the tools or the QA Portal.

Portal Mailbox—Click here to see messages sent to you. You can also use the Portal Mailbox to send or reply to messages.

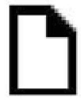
Contact Us—Clicking this icon will take you to a page that lists important contact information in the event you require technical assistance or need to connect with staff in the CRPO's QA department.

Preferences—Click this icon to set your page appearance preferences.

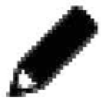


Surveys—Clicking this icon will take you to a list of QA-related surveys that are currently available.

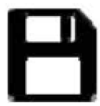
Logout—Click this icon to ensure you are logged out of the QA Portal. Logging out after every session is one way you can help preserve your privacy.



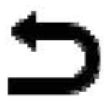
Create New Item—In the Learning Plan, click this icon to generate a new set of fields where you can enter information about another goal. In the Learning Record, clicking this icon will enable you to add information about another learning activity.



Edit—Click this icon to edit information entered into a section of a tool.



Save—Click this icon to save information that you have entered into a field, or set of related fields.



Undo—Click this to undo changes and exit edit mode.

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