CRPO
College of Registered Psychotherapists of Ontario

Quality Assurance Program

Professional Development Guide

Revised September 2018

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QUALITY ASSURANCE PROGRAM OVERVIEW

As a member of the College of Registered Psychotherapists of Ontario (CRPO) you belong to a self-regulated profession. Along with the privilege of professional self-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 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.

The tools and resources that support your participation in 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.

THE PROFESSIONAL DEVELOPMENT TOOLS

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 from a practitioner who is unconsciously incompetent to one who is consciously competent. A consciously competent practitioner is one who is consistently able to apply their knowledge, skill and judgment in a way that accords with the standards of practice. In addition, a consciously competent practitioner recognizes when their work is taking them outside their area of competence, and when to seek assistance.

All members are required to complete the Professional Development tools, listed below, which work together to assist your process of exploration and transformation:

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

By completing the tools, you acquire the self-knowledge that is critical in self-regulation. It’s up to you to decide what you will do with your newly acquired self-knowledge. CRPO encourages you to use it to your own benefit, to help you pursue professional growth and conscious competence.

Self-Assessment

The Self-Assessment tool is meant to capture a snapshot of your current knowledge, skill and judgment, and 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.

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 too about how you want to grow as a professional.
- Stating a goal in one or two short sentences and then describing how you will achieve it.
- Reviewing regularly and adjusting based on your current practice context, and reflecting on how pursuing and/or achieving your goals has impacted your practice.

Learning Record

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* and relevant legislation and regulations. Use the Learning Record tool to track your participation in learning activities.

You are required to engage in at least 40 hours of learning activities over the course of two years, or 20 hours each year. At least one of the activities must be didactic, and at least one must be experiential. While pre-approval of learning activities is not required, it is recommended that you engage in a broad range of activities.

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.

Maintain a personal portfolio, whether paper or electronic, of any documents that can serve as evidence of participation in learning activities.

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

REQUIREMENTS AND DEADLINES FOR NEW AND EXISTING MEMBERS

CRPO's Quality Assurance Committee sets the participation requirements based on the framework set out by the Quality Assurance Regulation under the *Psychotherapy Act, 2007*. The table on the next page summarizes the requirements for all members, including those who are newly registered with the College.

Both you and CRPO have a shared responsibly under the *RHPA* to ensure that you are meeting your Professional Development 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 provided tools using the QA Portal, retain your own portfolio of participation, and submit additional information if requested to do so (e.g. supporting documentation to confirm your participation in learning activities).

Recent Changes to the Professional Development Deadlines

The Professional Development deadlines are changing so that the College can better serve the needs of members. The changes are described below:

New members are required to complete their tools within two months of their date of registration.

- This change comes into effect September 1, 2018.

A member's ongoing participation is based on their year of initial registration.

- Members whose date of initial registration falls in an odd-numbered year are required to complete their PD tools by November 30 in odd-numbered years.
- Members whose date of initial registration falls in even-numbered years will be required to complete their PD tools by November 30 in even-numbered years.
- Find your year of initial registration on your Certificate of Registration, or by looking yourself up on the Public Register located at wwww.crpo.ca/home/directory-of-members.

The new deadline to complete/submit QA tools is November 30th.

- How the new deadline applies to new and existing members is explained in the next section.

SUMMARY OF PROFESSIONAL DEVELOPMENT REQUIREMENTS				
	New Member Requirements	**Engage & Maintain Tools**	**By Nov 30 in applicable years**	**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 Members

The New Member requirements, which are described in Column 1 of the summary table above, are to:

1. complete a Self-Assessment; and
2. begin a Learning Plan.

If your date of registration falls between January 1, 2017 and August 31, 2018:
You are encouraged to complete your New Member requirements as soon as possible upon becoming registered, though your final deadline to complete these requirements is November 30, 2018.

If your date of registration falls on or after September 1, 2018:
You must meet the New Member requirements within two months of your date of registration.

Once you have completed your New Member requirements, you move into the "engage and maintain" phase, described in Column 2 of the table above. This means that you:

- should regularly engage in learning opportunities relevant to the practice of the profession. In fact, 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 pgs. 5-6 for more information on this requirement;
- should keep your Learning Plan and Learning Record up to date. These must be completed by your next deadline;
- must retain documentation (e.g. certificates of participation) that can verify your participation in learning activities in your own professional portfolio; and
- must 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 2017, your next deadline will be November 30, 2019. Subsequent deadlines will fall on November 30 of 2021, 2023, etc.
- If you registered in 2018, your next deadline will be November 30, 2020. Subsequent deadlines will fall on November 30 of 2022, 2024, etc.

Longstanding Members

If your date of initial registration falls in 2015:
Your future deadlines fall in odd-numbered years. You have two options for completing your PD tools, described in the chart below.

OPTION 1	OPTION 2
Complete the following by November 30, 2017: ■ your Learning Plan, including the goal, plan and reflection sections; and ■ your Learning Record so that reflects 20 hours of participation in learning activities in each year, or a reasonable proportion of these hours. Because it is recommended that all members start a new set of tools soon after completing the previous cycle's tools, it is suggested that you complete a new Self-Assessment and begin a new Learning Plan by end of December, 2017.	Complete the following by November 30, 2019: ■ your Learning Plan, including the goal, plan and reflection sections; and ■ your Learning Record so that reflects 20 hours of participation in learning activities in each year, or a reasonable proportion of these hours. Because it is recommended that all members start a new set of tools soon after completing the previous cycle's tools, it is suggested that you complete a new Self-Assessment and begin a new Learning Plan by end of December, 2019.

What are the differences between Options 1 and 2, you might be wondering? If you select Option 2:

- you will not need to complete your next Self-Assessment until 2019, unless the nature of your practice changes significantly, when you are required to complete a new Self-Assessment; and
- you will keep your current tools "open" on the QA Portal, updating them regularly until 2019 by amending or adding to your Learning Plan as needed and documenting your engagement in learning activities in the Learning Record.

Whether you choose Option 1 or Option 2, you are still expected to engage in at least 20 hours of learning activities in each year (or 40 hours in each two year period).

If your date of initial registration falls in 2016:
Your future deadlines fall in even-numbered years. You have two options for completing your PD tools, described in the chart on the next page.

OPTION 1	OPTION 2
Complete the following by November 30, 2018: ■ your Learning Plan, including the goal, plan and reflection sections; and ■ your Learning Record so that reflects 20 hours of participation in learning activities in each year, or a reasonable proportion of these hours. Because it is recommended that all members start a new set of tools soon after completing the previous cycle's tools, it is suggested that you complete a new Self-Assessment and begin a new Learning Plan by end of December, 2018.	Complete the following by November 30, 2020: ■ your Learning Plan, including the goal, plan and reflection sections; and ■ your Learning Record so that reflects 20 hours of participation in learning activities in each year, or a reasonable proportion of these hours. Because it is recommended that all members start a new set of tools soon after completing the previous cycle's tools, it is suggested that you complete a new Self-Assessment and begin a new Learning Plan by end of December, 2020.

What are the differences between Options 1 and 2, you might be wondering? If you select Option 2:

- you will not need to complete your next Self-Assessment until 2020, unless the nature of your practice changes significantly, when you are required to complete a new Self-Assessment; and
- you will keep your current tools "open" on the QA Portal, updating them regularly until 2020 by amending or adding to your Learning Plan as needed and documenting your engagement in learning activities in the Learning Record.

Whether you choose Option 1 or Option 2, you are still expected to engage in at least 20 hours of learning activities in each year (or 40 hours in each two year period).

Understanding "a reasonable proportion" of the required hours (applies to all members)

As you know, your completed Learning Record must reflect 20 hours of participation in learning activities in each year, or 40 hours over each span of 2 years.

However, if you have not been registered for two full years (or 24 months) by your next 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	24-25 hours
18 months	29-30 hours
21 months	34-35 hours
24 months	40 hours

Changes to Your Practice

Your ongoing participation in the Professional Development component is largely based on a two year cycle. However, you are required to complete a new Self-Assessment within 6 months and update your Learning Plan when there is a significant change in your practice (e.g. change in your clientele, in your practice setting or employer, in your role and/or responsibilities, etc.).

REVIEW PROCESS

Every year, a number of eligible members 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 members 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 member 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 critieria, no further action will be required. You'll simply continue your ongoing participation, as described in Columns 2-4 of the summary table on p. 8.

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 member may have committed an act of professional misconduct or may be incompetent or incapacitated, the Committee may disclose only the member's name and the allegation against the member 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 member knowingly gave false information to the Quality Assurance Committee or an Assessor, the Committee may disclose information provided by the member 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

CRPO has implemented a new online resource, the QA Portal, to help you meet the requirements of the QA 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.

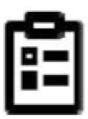
Chart of QA Portal Icons

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.

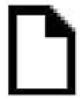
Contact Us—Clicking this icon will take you to a page that lists important contact information in the event you require technical assistance or need to connect with staff in the CRPO's QA department.

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

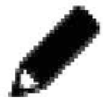


Surveys—Clicking this icon will take you to a list of QA-related surveys that are currently available.

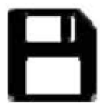
Logout—Click this icon to ensure you are logged out of the QA Portal. Logging out after every session is one way you can help preserve your privacy.



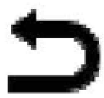
Create New Item—In the Learning Plan, click this icon to generate a new set of fields where you can enter information about another goal. In the Learning Record, clicking this icon will enable you to add information about another learning activity.



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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