Fair Registration Practices Report

Medical Laboratory Technologists (2009)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- 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.

Provision of Information About Registration Practices (1 / 13)

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

Information about the Registration process, including information about the steps to initiate the process, is made available on the CMLTO website (www.cmlto.com) in the *Registration* section. The subsection called *The Process* provides a link to a flow-chart that sets out the steps to becoming registered along with the time-lines associated with each step. There is also a link to the application instructions and form and separate sub-sections with information for Canadian and Internationally Educated medical laboratory technologists (IEMLTs). The section for IEMLTs includes links to the *Career Map* that was developed by the Ministry of Citizen and Immigration and the *E-career Map* that was developed by the Ministry of Training Colleges and Universities. Both documents set out the registration steps inclduing the steps to initiate the process. Other information included in the section for IEMLTs is a Fact Sheet and Frequently Asked questions document. In addition this section links with Global Experience Ontario, Pathways to Equal Opportunity and the Canadian Society of Medical Laboratory Science (CSMLS). This page also includes basic information about the first steps in the process, which relate to being legally entitled to work in Canada, achieving the necessary language fluency and having credentials and experience assessed and includes links to the organizations that provide those intitial services.

All CMLTO documents and web information are reviewed at least annually for currency and accuracy. Both the *Career Map* and *E-career Map* have been reviewed by a plain language consultant to ensure user-friendliness.

The CMLTO provides information over the telephone, by e-mail, by fax and in person at the office. Contact information for Registration staff is included in the *Registration* section in the *Contact Us* subsection and includes the address of the College, the names of Registration staff and their telephone extensions and e-mail addresses.

The College delivers on-site presentations at the educational institutions offering full-time medical laboratory technology programs. Students in the clinical phase of the program are sent a detailed memo (via e-mail) outlining the steps for registration. The College also delivers on-site presentations at the two institutions offering Bridging Programs in Ontario.

b) requirements for registration

Please see the response to question 1 a). In addition to the subsection described above, the *Registration* section of the website also includes the following subsections which contain more detailed information on each topic

- Courses and Programs
- Committee Meeting Dates and Deadlines
- Classes of Registration
- Fees
- About the CSMLS National Exam
- Fact Sheets and Forms
- On-line Services
- Approved Refresher Courses

The website also provides access to the regulations under the *Medical Laboratory Technology Act* that sets out the requirement for registration. The link is to *e-laws* , a site maintained by the provincial government. The requirements for registration and the regulation are also included in the application form.

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

Please refer to the response to 1 a) & b). Equivalency of credentials and experience for IEMLTS is determined through the CSMLS prior learning assessment (PLA) process. The CMLTO website sets out this information and provides links to the CSMLS website and phone and e-mail contact information in the *Registration* section.

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 such requirement.

e) requirements that may be satisfied through acceptable alternatives

None of the requirements for registration in the current regulation are designated as `non-exemptible` which means that the Registration Committee may exempt an applicant from a registartion requirement and direct the Registrar to register the applicant despite the fact that they do not meet that particular requirement.

The FAQ document in the Registration section of the website contains the following question and answer.

``What happens if I cannot get the documents required for registration with the CMLTO?
The application for registration and instructions clearly state which documents are required for registration. When required official documents are not available to the applicant, and the applicant has made reasonable attempts to secure the paperwork, there are a number of alternative documents that will be considered by the CMLTO. The list of documents is posted on the CMLTO website under What's New (Alternative Documents for Registration).``

f) the steps in the assessment process

The CMLTO does not conduct assessments. The CMLTO website provides links to CSMLS who conduct PLAs and also administer the national competency examination. A description of these steps is included on the website as set out in the reponses to question 1 a) & b) as well as links to the CSMLS website and their contact information.

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

This information is clearly set out on the website as outlined in the responses to questions 1 a) & b) and is included in the application form itself. The same documentation requirements apply to all applicants, with alternatives ways of fulfilling these requirements set out in the application form itself.

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

Please see the response to question 1 e).

i) how applicants can contact your organization

Contact information is included under the *Registration* section of the CMLTO website as well as on all documents and fact sheets. Contact information on the website includes the office location, phone number, list of staff names and titles as well as their phone extensions and e-mail addresses.

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

Please see reponse to questions 1a) & b). The flow chart clearly sets out the points when registration staff may contact applicants (i.e. when an application is incomplete or more information is required or when an applicant`s application is being referred to Registration Committee and they are entitled to make submissions) and also sets out how contact is made (i.e. whether by phone, e-mail or mail). This information is reiterated in the FAQs and other informational documents.

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

The CSMLS PLA Handbook outlines the process.

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

The documents related to the registration process and the information on the CMLTO website clearly sets out the role of the CSMLS in conducting PLAs and administering the national competency examination. The website also explains the role of the bridging programs and the language fluency testing agencies and provides links and contact information for each.

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

CMLTO Registration Committee meetings and deadlines are posted on the CMLTO website under *Registration/Committee Meetings Dates and Deadlines*.

The CMLTO application for registration 'welcome letter' outlines timelines for application processing.

Once an applicant is approved for registration, the CMLTO sends a letter advising of the deadline dates for payment of annual fees (35 days).

If the application for registration is denied, the 'decision and reasons letter' outlines the process and the timelines for appealing to HPARB (30 days).
CMLTO has internal customer service standards for handling applications.

The CSMLS outlines the PLA time lines in the PLA Handbook which is available on their website, e.g. 12 months for applicant to complete paperwork for evaluation, 2 years for a learning plan (if applicable) and a four to six week turn around time for CSMLS to release the result of a PLA.

Timelines are also included in the flow chart and other documents which outline the registration process.

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

The CMLTO application for registration contains a letter from the Registrar and Executive Director, outlining the timeframes for application processing, e.g. three weeks if application is complete and does not have to be referred to the Registration Committee and six to eight weeks if the application is referred to the Registration Committee. It is noted that the PLA process, if applicable to the applicant, must be completed before a CMLTO application is submitted. The application is on the CMLTO website and can be mailed to a requestor if he/she does not have access to a computer.

This information is also contained in the flow chart and other documents in the Registration section of the CMLTO website.

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

The *Career Map/E-Career Map* posted on the CMLTO website clearly outlines fees associated with becoming registered. Fees are also posted on the CSMLS website.
In addition, the application fee is on the cover page of the CMLTO application for registration. The application can be accessed on the CMLTO website or can be mailed to a person without access to a computer.
Refresher Course Lists are posted on the CMLTO website. Fees are included and are correct at the time of

publication of the list. The list is updated at least yearly.
CSMLS fees are outlined in the CSMLS PLA and Examination handbooks.

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

The CSMLS has an accommodation policy for examinations. It is outlined in the Examination Handbook.

The CMLTO will meet with an applicant one on one at the office to assist with the completion of an application.

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

The CMLTO does regular presentations for IEMLTs regarding the registration process in conjuntion with HealthForce Ontario.

Amount of Fees (2 / 13)

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

No.

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

There have been no changes.

Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions?

Complete applications are processed within 15 business days. This information is included in the introductory letter with the application. CMLTO has been tracking the timelines for making registration decisions for applications and the average turn around time for complete applications processed by Registration staff is four business days.

When applicants do not meet all of the registration requirements, the application is referred by the Registrar/Executive Director to the Registration Committee (RC) for review. The time to process is dependent on when the applicant submits the necessary information or documentation to the College and the meeting schedule of the RC. The RC normally meets every two months. A decision from the RC is mailed to the applicant within four weeks of the meeting date; however,the CMLTO strives to mail decisions within two to three business days.

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

New applications are reviewed within five days of arrival at the CMLTO office. Applicants are notified within one day of review if information is missing or incomplete. This notification occurs by telephone, e-mail or letter.

Applicants inquiries (phone, e-mail, fax, writing) are responded to within two business days. During the annual membership renewal period (November to January), applicants receive a response within four business days.

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

Registration decisions (application complete and processed by Registration staff): One to 15 business days.
Internal reviews (application to RC): within 20 days of RC meeting, usually within two to three days.
Appeal decisions (additional review by RC): within 20 days of RC meeting, usually within two to three days.

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

The CMLTO has internal Customer Service Standards related to Registration processes which are monitored monthly by the Registration Team Leader.

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

The College has undergone both an internal review and external audit of Registration Practices which have each confirmed that established time lines and customer service standards are being met or exceeded. Registration panels will meet by teleconference to reduce the length of time it takes to get their decisions to applicants.

Access to Records (4 / 13)

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

Pursuant to the RHPA, Schedule 2, the *Health Professions Procedural Code*, upon written request (or appearance in person at the CMLTO office), the CMLTO will provide an applicant for registration with all the information and a copy of each document the College has on file that is relevant to the application.

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

Pursuant to the RPHA, Schedule 2, the *Health Professions Procedural Code*, the Registrar may refuse to give an applicant any information that may, in the Registrar's opinion, jeopardize the safety of any person.This discretion has never been exercised to refuse or limit an applicant`s access to their own records.

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

The CMLTO does not charge for this service.

d) List the fees for making records available.

The CMLTO does not charge for this service.

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

The CMLTO does not charge for this service.

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

There have been no changes.

Resources for Applicants (5 / 13)

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 instructions on how to complete the application for registration are included with the application form.
> Exam blueprints are part of the entry-level competency profile, developed and administered by the Canadian Society for Medical Laboratory Science (CSMLS).
> If any programs are available for orientation to the profession and the CMLTO is made aware of these programs, they are posted on the CMLTO website. In addition, there are links to the educational institutions (initial entry programs and bridging programs).
> The *Career Map* and *E-career Map* also link to the CSMLS, who post programs for orientation to the profession.

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

> Materials noted in 5 a) above are posted on the CMLTO and CSMLS websites.

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

> CSMLS has developed an on-line self-assessment tool aimed at helping potential candidates assess their experience and training and compare it to Canadian standards and requirements.

Internal Review or Appeal Processes (6 / 13)

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.

> If an applicant does not meet all of the registration requirements, the application will be referred by the Registrar/Executive Director to the Registration Committee (RC) for review. This is the internal review.
> The time for processing depends on two factors; when the completed application is received at the CMLTO office and the meeting schedule of the RC. The RC normally meets every two months (schedule is posted on the CMLTO website). A decision from the RC is mailed within four weeks of the meeting date; however the CMLTO strives to mail decisions within two to three business days.

Applicants seeking clarification of a RC decision may call the CMLTO office. If an applicant submits additional information after the decision has been rendered, the application may be referred back to the RC for further review. This is an internal appeal of a registration decision. The case would normally be reviewed at the next scheduled meeting of the RC and the timelines, explained above, apply.

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

The CMLTO has never exceeded the four week timeline.

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

The CMLTO has never exceeded the four week timeline.

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

When an applicant receives a letter from the Registrar/Executive Director stating their application has been referred to the RC (internal review), they are given the opportunity to make submissions, in writing, within 30 days.

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.

The applicant receives a letter mailed through Canada Post. See b) above.

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.

Panels of the Registration Committee are chosen by the Chair to deal with applications. The composition of the Registartion Committee is large enough to permit the formation of two panels, so the members of the panel that dealt with an intital review of an application would not be selected to sit on the panel that was considering any subsequent review of that application. Appeals are conducted by the Health Professions Appeal and Review Board (HPARB), which is arms length from the College and the Registration Committee.

e) Describe your internal review or appeal process.

Applications where all requirements are met are processed by Registration staff. If there is any doubt by the Registrar/Executive Director as to whether the applicant meets the registration requirements, the application is

referred to the RC.

The Registration Committee is the internal review/appeal mechanism at CMLTO. If further information becomes available after the decision has been rendered (the internal review), the application may be referred back to the Registration Committee for further review.

If an applicant does not meet all of the registration requirements, the RC may offer the applicant a Non-Practising certificate of registration. This occurs if the applicant meets all of the registration requirements except active engagement in the practice of medical laboratory technology or has not completed a CMLTO-approved refresher course. This affords the applicant membership, they do not lose their non-refundable application fee and they can apply to upgrade to a Practising certificate of registration when they have satisfied those additional criteria.

If the application for registration is denied by the RC, a document outlining the RC's decision and detailed reasons is mailed to the applicant. The letter outlines the procedure to appeal to the Health Professions Appeal and Review Board (HPARB). Applicants with questions or who seek further clarification are encouraged to call the Registration Team Leader.

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.

The Bylaws and policies of the CMLTO required that the Registration Committee (RC) be composed of :
• At least two members of the Council who are members of the College;
• At least two members of the Council appointed to the Council by the Lieutenant Governor in Council; and
• At least three members of the College who are not members of the Council.

In 2009 the Registration Committee was composed of 6 professional members and 3 public members. Two of the professional members of the RC are internationally educated.

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

The CMLTO has undergone both an internal review and an external audit of its registration practices. Registration panels will meet by teleconference to review applications in order to reduce the length of time it takes to get a decision to the applicant.

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Information on Appeal Rights (7 / 13)

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 are provided a copy of the document 'Introduction to the Appeal of College Registration Decisions' with the Registration Committee's decision. This document is from the Health Professions Appeal and Review Board and provides all the steps required and associated timelines.

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

There have been no changes.

Assessment of Qualifications (8 / 13)

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.

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs and administers the national competency examinations.

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

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

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

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

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.

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs. Please refer to section 9.

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

> The CMLTO does not conduct assessments. The CSMLS conducts all PLAs. Please refer to section 9.

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

> The CMLTO does not conduct assessments. The CSMLS conducts all PLAs. Please refer to section 9.

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

> The CMLTO will meet with applicants on a one to one basis if necessary to assist with completion of the application.

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.

> A complete application received at the CMLTO office is processed, on average, within 5 days if it does not have to be referred to the Registration Committee (RC). In 2009, approximately 3% of applications were referred to the RC.
>
> The RC meets approximately every two months. Therefore, a decision from the RC could take six to eight weeks, depending on when the application is received at the CMLTO office. Once the RC has met, a decision is mailed, on average, within five business days.

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

> There is no difference for internationally trained applicants.

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.

> There is no difference for internationally trained applicants.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

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

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

iii. Explain how work experience is taken into account.

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The CMLTO does not conduct assessments. The CSMLS administers the national competency examination.

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

The CMLTO does not conduct assessments. The CSMLS administers the national competency examination.

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

The CMLTO does not conduct assessments. The CSMLS considers work experience in their PLAs.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

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

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

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

The CMLTO does not conduct assessments. The CSMLS conducts all PLAs.

l) If your organization administers examinations:

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

The CMLTO does not conduct examinations. The CSMLS administers the national competency examination.

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

The CMLTO does not conduct examinations. The CSMLS administers the national competency examination.

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

The CMLTO does not conduct examinations. The CSMLS administers the national competency examination.

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

There have been no changes.

Third-Party Organizations (9 / 13)

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

The CMLTO relies on the CSMLS to conduct PLAs and adminster the national competency examination. The CMLTO and CSMLS have a memorandum of understanding (MOU) for the provision of PLA and a contract for examination services.

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

The CMLTO reviews the CSMLS website and documents regularly to ensure clarity and communicates any concerns or suggestions to the CSMLS.

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

The MOU for the provision of PLA services addresses how qualifications are assessed.

iii. provides timely decisions, responses and reasons to applicants

The MOU for the provisions of PLA services. The MOU specifically requires that applicants be provided with the results of their assessment within 4 to 6 weeks.

iv. provides training to individuals assessing qualifications

CMLTO is a voting representative to the Council on National Certification (CNC) which develops the national competency profile, and oversees the PLA and examination processes. Training provided to staff conducting PLAs is reported through the CNC and the CNC can direct further training if necessary.

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

The MOU stipulates that the process must be fair and transparent.

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

The MOU stipulates that the process must be fair and ethical.

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, master's, Ph.D.) of the credential presented for assessment.

Credential assessment is part of the PLA process that is conducted by CSMLS. The CMLTO and the CSMLS have an MOU that stipulates that credential assessment is done by either ICES or WES.

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

The process described in the MOU involves a course by course analysis that validates both the program and the applicants successful completion and establishes comparability to Canadian education credentials. All accredited Canadian educuational programs for MLTs are based on the CSMLS competency profile.

iii. Explain how work experience is taken into account.

The MOU stipulates that past and present work experience as well as any professional development or other certifcations held will be taken into account in the PLA process.

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

i. Describe the methodology used to evaluate competency.

Competency is evaluated through the national examination. Please see response to question 9 f) i)

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

Please see response to question 9 f) ii).

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

Work experience is taken into account in the PLA process which establishes an applicant eligibility to write the national competency examination.

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

i. Describe the methodology used to evaluate prior learning.

PLAs are conducted by the CSMLS and there is an MOU between CMLTO and CSMLS regarding the PLA process. The MOU stipulates that education, past and present work experience and any professional development and other certifications will be considered in the PLA process.

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

The MOU requires that the PLA process be defensible and standardized as well as fair and transparent. The MOU also contains a provision related to quality assurance. This includes external evaluation and validation of the process and surveys of applicants.

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

The MOU stipulates that the PLA process will take into account past and present work experience.

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 CSMLS offers examinations in three areas: general medical laboratory technology (General), diagnostic cytology (DC) and clinical genetics (CG). The examinations are offered in February, June and October each year and are based on the competency profiles. The General and DC examinations are offered in both English and French. The CG examination is available in English will be translated to French if required.

The Angoff method is used to determine the cut-score (pass mark)and each examination is subject to the Angoff process. There is one point per multiple choice question and no penalty for a wrong answer, i.e. incorrect answers are not subtracted from correct answers.

The examinations use a multiple-choice format and are presented to the candidate in test booklets. Examination candidate fills in a bubble sheet. There are images for DC and CG examinations.

Multiple choice questions are computer scored. For CG, images are manually scored by two raters.

There are three consecutive opportunities to pass the examination, therefore two rewrites are permitted. Those who do not pass the exam after three attempts must submit a learning plan and re-establish eligibility to take 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 cut score is established before the candidate takes the exam as described in the response to question 9 f)i) above).
The exam is mapped to an examination blueprint with a percentage of questions assigned to each competency area.

Examinations may contain validation questions (which are not included in the scoring until the statistics are evaluated).

Examinations are scored and statistics are produced. Guidelines for psychometrics e.g. Point Biserial(PBS) and Point Differential (Pdiff) are used to determine validity. All statistics and written comments from exam candidates are examined by the examination panel coordinator. There is also historical data for questions which have been used previously. If the results are not valid or are unreliable, items are removed from the examination and the papers re-scored.
A poorly answered question may go back to the exam panel for revisions.

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

Three day item writing workshops are conducted by CSMLS every second year with subject matter experts. Exam questions developed at the workshops receive additional editing before placement on an examination.

CSMLS also offers sessions at institutions/facilities conducted by trained facilitators. New questions are tested for validity in examinations before they are included for actual marks.

Please identify and explain the changes in your registration practices relevant to this section that

occurred during the reporting year.

A new MOU was signed during the reporting year.

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

CMLTO does not assess qualifications. This is performed by the CSMLS in the PLA process.

The CSMLS Director of Certification delivers a presentation at the first Registration Committee (RC) each year on the PLA process to educate the RC on how the PLA report is developed. The RC is informed about the detailed steps involved in the PLA process. In addition, the CSMLS presentation explains the process for the competency-based examination, including item development, exam preparation and exam scoring.

ii. individuals who make registration decisions

Registration Associates review applications for completeness when they are received at the CMLTO office. Although they do not make the final decision, they prepare the paperwork for senior staff. Registration staff attend external training sessions, e.g. Fair Registration Practices and Procedures: A training session for staff and committee members and the RC orientation sessions and have ongoing communication with the Registration Team Leader, who provides support to the RC.

The Registration Department has a procedures manual and are expected to review it at least yearly. In addition, they have access to the RC Manual and are expected to review it at least yearly. The Registration associates also review the minutes of the RC meetings.

iii. individuals who make internal review or appeal decisions

External training is offered to RC members when it becomes avaiable, for example the Managing Cultural Diversity workshop. The RC is oriented to CMLTO registration processes by legal counsel at the first meeting of each year (Acts, Regulation, HPARB, decision and reasons writing). The Chair of RC also reviews the RC Manual, which contains the policies and procedures related to the duties of the RC. Additional guest speakers/experts are invited to RC meetings from time to time, e.g. language testing expert, CSMLS Director of Certification. New RC members are oriented to panel responsibilities by observing panel decision making at their first meeting.

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

There have been no changes.

Agreements on the Recognition of Qualifications (11 / 13)

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.

In accordance with the Agreement on Internal Trade, Chapter 7, Labour Mobility, the CMLTO recognizes applicants who are registered as MLTs in another Canadia jurisdiction where the profession is regulated and provides a streamlined application process to these applicants. In addition, the CMLTO is a signatory to the Canadian Mutual Recognition Agreement for Medical Laboratory Technologists and is working on a national policy framework to facilitate mobility while ensuring public protection.

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

The CMLTO registration regulation contains provisions to facilitate labour mobility.

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

Chapter 7 of the *Agreement on Internal Trade* was amended to encourage greater mobility for regulated professionals in Canada. The *Ontario Labour Mobility Act* was passed.

Data Collection (12 / 13)

Languages in which application information materials are available

a) Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

Paid staff employed by your organization

b) 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, 1 full-time employee and 1 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	11
Staff involved in appeals process	1
Staff involved in registration process	3

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants[1] 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
India	24

Philippines	20
Iran	4
China	4
Pakistan	2
S. Africa	2
Nigeria	2
n/a	
n/a	
n/a	

[1]Persons 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.

Jurisdiction where members were initially trained

d) Indicate where your members[2] 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	5106	342	60	936	1237	**7681**

[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:

Applications your organization processed in the past year

e) State the number of applications your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1st to December 31st 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
New applications received	189	14	1	62	0	**266**
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1	0	0	1	0	**2**
Inactive applicants (applicants who had no contact with your organization in the reporting year)	n/a	n/a	n/a	n/a	n/a	**0**
Applicants who met all requirements and were authorized to become members but did not become members	1	1	1	2	0	**5**
Applicants who became FULLY registered members	181	13	1	54	0	**249**
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]	6	0	0	3	0	**9**

[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:

Alternative class of license = non-practising certificate of registartion

	Class of licence	Description
a)	Non-practising members	Cannot practise
b)		
c)		
d)		
e)		
f)		
g)		
h)		

i)		
j)		

Reviews and appeals your organization processed in the past year

f) 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 1st to December 31st 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	3	2		3		8
Applicants who initiated an appeal of a registration decision				1		1
Appeals heard				1		1
Registration decisions changed following an appeal					1	1

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 CMLTO has not yet received the HPARB decision related to the Registration review.

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

There have been no changes.

Certification (13 / 13)

I hereby certify that:

  i.   I have reviewed the information submitted in this Fair Registration Practices Report (the"Report").
  ii. To the best of my knowledge:
    - all information required to be provided in the Report is included; and
    - the information contained in the Report is accurate.

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

Title: Associate Registrar (Acting)

Date: March 1, 2010