

Fair Registration Practices Report

Pharmacists (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

There are several ways the College makes information about the registration process available to applicants. The primary method is through the College website at www.ocpinfo.com. The website allows applicants to access the information from anywhere, at any time and, because the website is managed in-house, it is a tool that can be updated immediately if information changes. There are two places on the home page where applicants will find the registration information; one is through "The Registration Process" under the "Fast Track:" menu and the other is under the "Licensing" heading on the main menu. Regardless of the entry point selected, the information provided is exactly the same. In each case, there is an overview of the Registration process which summarizes the key steps. The registration process varies depending on the applicant's status at the time of their application with the College (e.g. a new graduate who has never been licensed, a currently licensed pharmacist within Canada or a currently licensed pharmacist outside of Canada). Applicants are able to select the status which matches their own situation so that they have access to the information most relevant to them. On the overview page, applicants can click on one of the following choices: 1. Undergraduates/Graduates from an accredited* Canada/U.S. School of Pharmacy 2. International Pharmacy Graduates 3. Pharmacists currently licensed in another Canadian Province or Territory

This information can also be accessed through the main menu as follows:

1. Licensing > Member Registration > Licensed Canadian Pharmacists
2. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or
3. Licensing > Member Registration > International Graduates

The Registration Program staff are responsible for updating the licensing portion of the website and ensuring it is current, accurate and presented in a user friendly manner. Changes to the information are made if a requirement changes or when improvements are identified based on questions and feedback received by the College from applicants, members or other stakeholders.

The College also has other ways to provide information about registration. An overview of the process is provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration. This information was last updated in February 2008 and remains current. It is available at

<http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or
http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp

Each year the College also holds information sessions for international pharmacy graduates (IPGs) who are just beginning the registration process or considering registration in Ontario. Two live presentations were held in 2009 in conjunction with staff from Health Force Ontario (HFO), the International Pharmacy Graduate (IPG) Program and the Pharmacy Examining Board of Canada. Attendees are provided with handouts of the information that is presented. The information is updated each year based on questions received from former attendees and changes in the requirements or process of any of these organizations. Time is reserved for questions and answers with the entire group or for individual conversations.

The College also has a Client Services department with staff readily available to answer phone calls and emails during business hours. There is also a Client Services staff member available to meet with individuals for walk-in or scheduled appointments at the College office. These staff are trained to address questions about the registration requirements and process or to process applications. If necessary they will direct applicants to other College staff or third party organizations for assistance with any questions they are unable to answer, or for any issues they are unable to manage.

b) requirements for registration

The primary tool to explain the registration requirements is the College's website (www.ocpinfo.com). A summary of the requirements can be accessed from the homepage under either "The Registration Process" on the Fast Track menu or under Licensing > Member Registration on the main menu. The requirements as specified in the regulations and by-laws are available from the main menu under The College > Legislation and Regulation. As stated above the summary of requirements which are provided under the *Licensing* tab of the main menu or *The Registration Process* under *Fast Track* are listed according to different categories of applicants. Use of different categories allows the College to present only the necessary information for that applicant category. Information which is repeated on different pages of the website (e.g. the fee schedule, exam details) is accessed using a live link to a common page. This technique allows the information to be presented in a less cluttered manner and ensures that updates only need to be made once yet the information is then consistently and accurately available from a variety of pages on the website.

The website is managed in-house which allows changes to be made immediately. Registration Program staff ensure the information is current and accurate. Updates are made when any change in requirements or process occurs or as needed to clarify information. Questions and comments received by the College through any mechanism (e.g. calls, emails, feedback at presentations) are monitored and used to help assess the need for changes on the website.

The requirements are also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or at http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp

Each year the College also holds information sessions for international pharmacy graduates (IPGs) who are just beginning the registration process or considering registration in Ontario. The requirements for registration are explained during the presentation and attendees are provided with handouts of the slides. Two live presentations were held in 2009 in conjunction with staff from Health Force Ontario (HFO), the International Pharmacy Graduate (IPG) Program and the Pharmacy Examining Board of Canada. The material presented is updated each year based on questions received from former attendees and changes in the requirements or process of any of these organizations. Time is reserved for questions and answers with the entire group or for individual conversations..

The College's Client Services department staff are also readily available to explain the registration requirements on the phone, through email or in person during business hours. These staff are trained to address questions and provide information about the registration requirements. They are kept informed of any changes in requirements. These staff help ensure the information provided is user friendly by sharing feedback they receive from applicants, and monitoring questions to determine when information is not clear to applicants. If necessary they will direct applicants to other College staff or third party organizations for assistance with any questions they are unable to answer, or for any issues they are unable to manage.

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

As stated above, the College website serves as the primary tool to provide information about the requirements for registration.

Since some of the requirements vary depending on the applicant's status at the time of their application, the information is provided according to different types of applicants. On the overview page, applicants can click on one of the following choices:

1. Undergraduates/Graduates from an accredited* Canada/U.S. School of Pharmacy required
2. International Pharmacy Graduates or,
3. Pharmacists currently licensed in another Canadian Province or Territory .

Information about education requirements, practical training requirements, examinations, demonstration of language proficiency and documentation to verify good character and legal work status is presented within each of the above applicant groups.

The regulations specify an applicant must have a Bachelor of Science in Pharmacy degree from the University of Toronto or a degree considered to be equivalent by the Council or, a degree required to be eligible to write the examinations of the Pharmacy Examining Board of Canada(PEBC). Information about the requirements for registration is presented on the website according to the graduation status of the applicant, so that they are provided with information specific to their needs. For example, the Council accepts degrees from a Canadian university accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) or from a university in the United States of America accredited by the Accreditation Council for Pharmaceutical Education (ACPE) so Canadian and US graduates are given this information. International graduates, who do not hold one of these degrees, are directed to the PEBC website at www.pebc.ca to determine if they have a degree that will be accepted to establish eligibility to write the examinations of the PEBC. This ensures they receive current and accurate information directly from the PEBC.

Likewise, information about demonstration of language proficiency and length of practical training varies for the different applicant groups, so each group is provided with the information that applies specifically to their situation. Information such as required fees, which is consistent across the different applicant groups, is provided consistently for each group by directing them to a common place on the website (e.g. to the fee schedule). This approach helps to simplify the information that applicants need and ensure consistency across applicant groups.

Information is also provided to applicants through the other tools listed above, namely, presentations hosted by Health Force Ontario and in collaboration with the PEBC and University of Toronto, International Pharmacy Graduate program, and by the Client Services staff over the phone, by email or in person.

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

Similar to the degree requirement, the structured practical training requirement varies for different applicant groups. The website (www.ocpinfo.com) is also the primary tool used to provide this information and as noted above it is also presented on the requirements that apply to applicant's specific situation. Applicants can choose to access information by clicking on one of the following categories:

1. Licensing > Member Registration > Canada/US Graduates & Undergraduates > Supporting Documentation, or
2. Licensing > Member Registration > International Graduates > Supporting Documentation

International applicants are required to complete 16 weeks of training in the International Pharmacy Graduate (IPG) program at the University of Toronto. Applicants who click on the International graduates category are provided with information about the requirements specific to their situation, including a link to the website for the IPG program (www.ipgcanada.ca) so that they receive current and accurate information about the program.

Additional information about preceptor and site criteria and the structured activities and assessments required to complete the practical training program are consistent for all applicants and are available on the website. The information includes manuals which can be printed off the members' only portion of the website.

Changes to update or clarify the information found in the Licensing portion of the website are made as required based on the existing registration requirements specified in regulation, by-laws and policy and based on questions and feedback received from applicants and members.

Information is also provided to applicants through the other tools listed above. Namely, the Pharmacist career map (found at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp), presentations hosted by Health Force Ontario in collaboration with the PEBC and University of Toronto, International Pharmacy Graduate program, and by the Client Services staff over the phone, by email or in person.

e) requirements that may be satisfied through acceptable alternatives

Requests for exemptions from any of the registration requirements may be made to a panel of the Registration Committee and will be considered on a case by case basis. Information about making a panel request is available on the College's website at www.ocpinfo.com > Licensing > Member Registration > Registration Panel Requests. For example, additional information about requesting acceptance of non-objective evidence of language proficiency is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process > Step 2: Registering as a Student > Language proficiency requirements. This information can also be accessed by clicking on Licensing > Training & Assessments > Fluency. This information was also included in the HFO and ELT presentations.

f) the steps in the assessment process

This information is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants:

1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or
2. Licensing > Member Registration > International Graduates

The College's new website was launched in 2007. Changes to update or clarify the Licensing portion of the

website are made as required based on the questions received by and feedback from applicants and members.

This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at

<http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or

http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information was also included in the HFO and ELT presentations. Client Services also sends out information to applicants upon request.

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 available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants:

1. Licensing > Member Registration > Canada/US Graduates & Undergraduates > Supporting Documentation, or

2. Licensing > Member Registration > International Graduates > Supporting Documentation

Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at

<http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or

http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information was also included in the HFO and ELT presentations. Client Services also sends out information to applicants upon request. Non-Canadian citizens are also required to provide the following documentation: - valid international passport and proof of status in Canada by one of the following:

i) Record of Landing,

ii) Permanent Resident card, or

iii) Valid Study Permit and/or Work Permit (valid work permit is required for registration as an intern)

IPGs must demonstrate that they understand, speak and write in either English or French with reasonable proficiency by submitting current, acceptable language proficiency test scores or non-objective evidence of language proficiency for a panel of the Registration to determine if the applicant has met the College's language proficiency requirements.

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

Requests for exemptions from any of the registration requirements may be made to a panel of the Registration Committee and will be considered on a case by case basis. Information about making a panel request is available on the College's website at www.ocpinfo.com > Licensing > Member Registration > Registration Panel Requests. For example, additional information about requesting acceptance of non-objective evidence of language proficiency is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process > Step 2: Registering as a Student > Language proficiency requirements. This information can also be accessed by clicking on Licensing > Training & Assessments > Fluency. This information was also included in the HFO and ELT presentations.

i) how applicants can contact your organization

Applicants can contact Client Services on the College's website at www.ocpinfo.com > Contact Us or by clicking on Licensing > Contact Us or any of the highlighted links to "Client Services" from various pages on the College's website. Applicants can also make an appointment to meet with a Client Services representative or visit the College and speak with the Client Services representative who is assigned to help drop in visitors. This information was also included in the HFO and ELT presentations.

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

The College communicates with applicants throughout the registration process. Client Services and Registration Programs staff spend a considerable amount of time guiding internationally trained individuals through the registration process.

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

This information is provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp

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 roles of the International Pharmacy Graduate Program and the Pharmacy Examining Board of Canada are outlined on the College's website. This information and links to their websites are available on the College's website by clicking on www.ocpinfo.com > Fast Track: The Registration Process > International Pharmacy Graduates. This information can also be accessed by clicking on Licensing > Member Registration > International Graduates

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

This information is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants:

1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or
2. Licensing > Member Registration > International Graduates

The College's new website was launched in 2007. Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members.

Client Services also sends out information to applicants upon request.

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

Information regarding the minimum numbers of weeks of in-service training required at the studentship and internship levels is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants:

1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or
2. Licensing > Member Registration > International Graduates

The amount of time will depend on the applicant's successful completion of the required education, examinations and training, and can vary greatly. The OCP jurisprudence examination dates are available on the College's website at www.ocpinfo.com > Licensing > Training & Assessments > Jurisprudence. The dates of the Pharmacy Examining Board of Canada (PEBC) examinations are available on their website. A link to the PEBC website is available on the OCP website at www.ocpinfo.com > Licensing > Training & Assessments > PEBC.

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

A summary table of OCP's registration-related fees is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. Links to the fee table are active from every applicant category listed above and for each level of registration. Fees are also printed on each application form that must be completed by the applicant depending on the level of registration to which he/she is applying. The Career Map lists all 2008 registration-related fees, including those charged by third parties (e.g., PEBC, language proficiency testing institutions).

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

Applicants may request accommodation of special needs to write the College's pharmaceutical jurisprudence examination. The Guidelines for Special Needs Accommodations for Testing are available on the College's website at www.ocpinfo.com > Licensing > Training & Assessment > Jurisprudence. This document can also be found by entering "special needs" in the Search feature.

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

The College did not make any changes to the registration practices relevant to the provision of information to applicants in 2009 other than regular updating of the College website and communication methods and tools already in place.

Amount of Fees (2 / 13)

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

No, there are no different fees for international graduates. The fees are established for each stage and process an applicant needs to complete to become registered and include a filing fee, training fee, jurisprudence exam fee, application fee and a fee for the specific certificate of registration being requested (student, intern or pharmacist). Any difference in fees paid by applicants is the result of different requirements for training. Graduates of faculties of pharmacy accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) or the Accreditation Council of Pharmacy Education (ACPE) complete the student level of training within their pharmacy degree program. Therefore when they apply for a student certificate of registration in Ontario, these applicants are not required to pay the training fee. International graduates are required to complete the OCP's student level training program and therefore when they register as pharmacy students with the College, they are required to pay the studentship training fee which was \$388.27 (\$369.78 + \$18.49 GST) in 2009. This fee is required once they have successfully completed all of their in-service training and are ready to be registered as a pharmacist.

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

There were no changes to the fee schedule for 2009.

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

a) What are your timelines for making registration decisions?

The processing time for an application is one to two weeks. Applications are received and reviewed by the Client Services staff and, if necessary, Registration Programs staff to determine whether all of the registration requirements as set out in the Registration Regulation, by-laws and policy have been met. If the Registrar believes the applicant has met all of the requirements then a Certificate of Registration is granted upon payment of the required fees. If the Registrar has reason to believe an applicant has not met all of the requirements for a certificate of registration, or proposes to put terms, conditions or limitations on the certificate or refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of a minimum of three members of the Registration Committee (i.e., two members of the College and a member of the Council who is a public member,) [ss 17.(2) of the Code]. The Registration Committee convenes panels once a month to review such applications. The panel will review the individual's application and all supporting documentation before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month and are informed of the panel's decision within three business days of the meeting.

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

If an application is referred to a panel, the applicant is notified of the referral [ss 15.(3) of the Code]. The notice of the referral notifies the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice. The notice of the referral is usually sent to applicants whose files are complete by the 15th of the month preceding the panel month. If an application will be considered by a panel in fewer than 30 days from the date of the referral, the notice of the referral is e-mailed to the applicant. The applicant is asked to sign a waiver of the 30 day notice period if he/she wishes her application to be considered by the earliest available panel. After the panel meeting, the Registration Programs Assistant or other Registration Programs staff advises applicants of the panel's decision by email usually within three business days of the meeting.

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

Applicants are notified by email of the panel's decision within three business days. Applicants for whom positive decisions are made (i.e., with no conditional requirements attached) may act on the decision immediately. Written reasons are not required. Applicants for whom the panel has not denied the application but have set conditional requirements are asked to sign and return a waiver if they are satisfied with the decision and wish to act on it immediately. Written reasons are not required in these cases. An applicant whose application has been denied or who is not satisfied with the Panel's decision is issued a formal Panel Order including written reasons.[ss 20.(1) of the Code]. The College's timeline to provide the applicant with a Panel Order is eight weeks from the date of the Panel meeting. These Panel Orders are accompanied by a letter advising the applicant of their right to appeal the decision to the Health Professions Appeal and Review Board within 30 days of the date of the cover letter [ss 20.(2) of the Code].

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

Applications that are incomplete or pending are stored in a folder that is checked regularly against the applicant's file. Client Services staff notify the Registration Programs Assistant when the file is complete and the file is moved to the folder for the next available panel. After panel meetings, the e-mails with the panel's decisions are prepared and sent by Registration Programs staff. Six of the seven staff members in the department have received training on preparing and sending the e-mails. Applicants who received a conditionally positive decision by a panel but have not returned a waiver are contacted three to four weeks after a panel meeting to determine if they would like to act upon the decision or if they wish to receive a formal Panel Order. If a Panel Order is required, a Registration Programs staff member will draft it based on the panel's deliberations and send it to the Panel Chair for his/her approval and signature. College staff monitor the timelines for completion of the Panel Order and help to facilitate this process as appropriate.

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

The College has not made any changes to the registration practices related to provision of decisions and reasons in 2009.

Access to Records (4 / 13)

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

All material that has been submitted by an applicant or upon the direction of an applicant from a third party (e.g., PEBC, language proficiency testing institutions, degree transcripts) is accessible to the applicant upon written request [ss 16.(1) of the Code]. Requests are managed by the Coordinator of Client Services.

A copy of the Panel Order, reasons and all of the material considered by a panel of the Registration Committee is provided to any applicant who has appealed a panel's decision to the HPARB [ss 21.(3) of the Code]. Access to information with respect to an applicant's record by someone other than the applicant (e.g., employer/recruiter) is only given upon receipt of written permission by the applicant.

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

The College operates on the premise that applicants have full access to their own records. However, the Registrar may refuse to give an applicant access to anything in the record that may, in the Registrar's opinion, jeopardize the safety of any person [ss 16.(2) of the Code].

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

The College does not charge a fee for making records available. In the event a fee was necessary, it would be determined and communicated to the applicant prior to preparing the record for the applicant.

d) List the fees for making records available.

No fee has been charged but if necessary it would be based on cost recovery.

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

No fee has been charged but would be based on cost recovery.

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 made to the College's practices related to access to records during the reporting year.

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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.

1. The College's Pharmaceutical Jurisprudence Examination - The jurisprudence exam blueprint is available to all applicants. College staff also offer a one-day seminar in Toronto before each jurisprudence examination. The handout material for this seminar is available on the College's website for anyone to access.
2. Structured Practical Training - College staff offer a one day seminar about the requirements of the structured practical training program. This seminar is offered twice annually to three separate groups including individuals attending the IPG program, individuals who do not attend the IPG program and participants identified by Health Force Ontario. The website also has information about the training program and detailed manuals are provided to members prior to starting their practical training rotation.
3. The International Pharmacy Graduate Program is a bridging program designed to assist pharmacists trained in countries outside Canada and serves as a resource to help international graduates meet Canadian entry-to-practice standards. The IPG Program is comprised of two modules; Canadian Pharmacy Skills (CPS) I and CPS II. Drawing upon material from courses offered in the undergraduate program, the content provides enculturation to Canadian pharmacy practice and training for entry-level competence. Therapeutics, law, practice management, pharmaceutical care, drug information and the Canadian health care system are just a few of the content areas covered. Students also gain critical language, workplace, and practice skills necessary for licensure in Canada. Various links to the IPG Program website are available from the College's website.
4. The PEBC Evaluating Examination Syllabus, Qualifying Examination Information Booklet and blueprints for both examinations are available on the PEBC website. Print and electronic resources for preparing for these examinations are also listed on the PEBC website. Various links to the PEBC website are available from the College's website.
5. The Language Proficiency Requirements are posted on the website, with the minimum required test scores for each of the accepted tests. Information about non-objective evidence of language proficiency is also available on the website. This section of the website provides a link to all of the contact information for the testing agencies.

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

These resources are all readily available on the College website. See above on the College's website at www.ocpinfo.com under the Licensing tab and Training and Assessments sub tab. Another secondary menu

directs applicants to information about the JP exam, SPT, Fluency and the PEBC. The seminars for presentations about any of these requirements are advertised on the homepage of the OCP website and through organizations that assist newcomers to Ontario (e.g., HFO, YMCA). Electronic invitations are also sent to applicants whose applications have or will soon be considered by a panel of the Registration Committee. The News section of the homepage is frequently used to highlight information about presentations.

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

The SPT manuals were updated and made available on the College website. Specific forms that are required as part of the SPT program were also added to website for ease of access.

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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 the Registrar has reason to believe an applicant has not met all of the requirements for a certificate of registration, or proposes to refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of a minimum of three members of the Registration Committee (i.e., two members of the College and a Council member who is a public member) [ss 17.(2) of the Code]. A panel is convened once a month to review such applications. The panel will review the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month.

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

There were 10 internal reviews that exceeded the eight week timeline for completion of a written Panel Order. Of these 6 were completed within 9 weeks, 3 within 10 weeks and 1 decision was completed in 11 weeks.

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

Of the decisions that were completed beyond the eight week timeline, 10 were from international graduates. It should be noted that the majority of internal reviews are for international graduates (402 of 413).

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

If an application is referred to a panel, the applicant is notified of the referral [ss 15.(3) of the Code]. The notice of the referral notifies the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice. If an application will be considered by a panel in fewer than 30 days from the date of the referral, the notice of the referral is e-mailed to the applicant. The applicant is invited to submit additional written information and asked to sign a waiver of the 30 day notice period if he/she wishes her application to be considered by the earliest available panel.

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.

If an application is referred to a panel, the applicant is notified of the referral [ss 15.(3) of the Code]. The notice of the referral notifies the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice or sooner if the application will be considered by a panel in fewer than 30 days from the date of the referral and the applicant has signed a waiver of the 30 day notice period. The Registration Program Assistant manages the panel applications and is available to the applicant by phone or email.

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.

Applications are processed by the Client Services staff and, if necessary, Registration Programs staff and decisions about the application are made according to the requirements established in regulation, by-law and policy. When there is doubt whether the applicant meets the registration requirements, the application is referred to a panel of the Registration Committee.

Panels are comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. College staff provide the application and all supporting documentation to the panel, but they do not participate in making the decision.

e) Describe your internal review or appeal process.

If the Registrar proposes to refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. A panel is convened once a month to review such applications. The panel will review the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month.

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.

Under the College bylaws, the Registration Committee is composed of a minimum of two members of Council who are members of the College, a minimum of two members of Council appointed to the Council by the Lieutenant Governor in Council, a minimum of one member of the College who is not a member of the Council, and the dean of a school of pharmacy in Ontario. During the reporting period the committee had five members of Council who were members of the College, three members of Council appointed to the Council by the Lieutenant Governor in Council and three members of the College who were not members of Council. One of the committee members was an international graduate. Decisions about registration are made by a panel which is comprised of a minimum of three members of the Registration Committee, one of whom must be a public member [ss 17.(2) of the Code]. The dean does not sit on any panels of the Registration Committee to ensure that there is no perceived or actual conflict of interest.

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

The College did not change any the registration practices related to the internal review process in 2009.

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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.

An applicant whose application has been denied or who is not satisfied with the Panel's decision is issued a formal Panel Order [ss 20.(1) of the Code]. These Panel Orders are accompanied by a letter advising the applicant of their right to appeal the decision to the Health Professions Appeal and Review Board (HPARB) within 30 days of the date of the cover letter [ss 20.(2) of the Code]. A link to the HPARB website is also available on the College's website at www.ocpinfo.com > Licensing > Member Registration > Registration Panel Requests.

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

The College has not changed the registration practices related to appeal rights in 2009.

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.

To be registered as a pharmacist in Ontario an applicant must:

1. Have an undergraduate pharmacy degree as specified in regulation (i.e. a Bachelor of Science in Pharmacy from the University of Toronto, a degree considered equivalent by the Council which is a degree from a pharmacy program accredited by the Canadian Council for Accreditation of Pharmacy Programs or the Accreditation Council for Pharmaceutical Education, or a degree that is required in order to be eligible to sit the exams of the Pharmacy Examining Board of Canada)
2. Provide evidence of reasonable language proficiency in either English or French
3. Hold a Certificate of Qualification from the PEBC
4. Successfully complete the College's pharmaceutical jurisprudence examination
5. Successfully complete 48 weeks of approved in-service training (also referred to as structured practical training or SPT) while registered as a student or intern

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

The Canadian Council for Accreditation of Pharmacy Programs (CCAPP) accredits all of the faculties of pharmacy across Canada to ensure similar educational outcomes. In the United States of America, the Accreditation Council for Pharmaceutical Education (ACPE) accredits all of the faculties of pharmacy to ensure similar educational outcomes. Since the accreditation standards of these two organizations are substantially equivalent the Council considers degrees from ACPE accredited programs as equivalent to the Bachelor of Science in Pharmacy degree from the University of Toronto. The Doctorate of Pharmacy degree program at the American University of Lebanon has achieved ACPE accreditation and is therefore also considered to meet equivalency. Programs that are not CCAPP or ACPE accredited are reviewed by the Pharmacy Examining Board of Canada through its Document Evaluation process to determine equivalency to a degree from a CCAPP accredited program. The document evaluation process is a two-step process which includes an evaluation of the education credential and an Evaluating Examination which is an objective test that assesses an applicant's knowledge of current pharmaceutical education. The content in the majority of the subject areas on the exam is based on foundation learning.

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

Work experience is not considered as part of the assessment of qualifications due to the significant difference in the practice of pharmacy outside of Canada or the United States of America.

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 assessment of educational systems and credentials of applicants with degrees from programs that are not accredited by the Canadian Council of Accreditation of Pharmacy Programs or the Accreditation Council for Pharmaceutical Education is completed by the Pharmacy Examining Board of Canada. The PEBC document evaluation process is recognized by the National Association of Pharmacy Regulatory Authorities (NAPRA) of which the College is a member. The College also has a representative on the PEBC board. Through participation on the PEBC board and in conjunction with NAPRA, the College monitors the activity of the PEBC to ensure they maintain an assessment process that relies on current and accurate information.

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 Pharmacy Examining Board of Canada maintains an extensive database of historic and precedent assessments based on 40 years of experience and uses this information to ensure consistency in their document evaluation process.

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

The College relies on the document evaluation process completed by the Pharmacy Examining Board of Canada who follow international principles for good practice in assessment of foreign credentials. Their document evaluation process is also recognized by the National Association of Pharmacy Regulatory Authorities, of which the College is a member.

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

The College's Guidelines for Special Needs Testing Accommodations state the following:

1. Requests for accommodation of Special Needs will be reviewed and approved on a case by case basis, using an external consultant as necessary. All requests will be reported for information at the following Committee meeting. The candidate will provide a written request stating the disability or impairment, its impact on testing performance, and the accommodations that are being requested. The following disabilities will be considered: Physical, Psychiatric, Hearing/Visual, Learning, Other
2. Evaluation of Special Needs must be completed by a qualified professional. Professionals who are qualified in the assessment of the disability will be acceptable. Diagnosis in Ontario is a controlled act and may only be performed by qualified members of the College of Psychologists (CPO) and the College of Physicians and Surgeons (CPSO). The name, title, professional credentials and information about the license/certification of the evaluator must be included on the report outlining the diagnosis.
3. Evidence of Special Needs must be provided by the qualified professional. The candidate will arrange for supporting documentation of a previously identified Special Needs to be submitted to the College. This documentation must provide recent assessment of the disability and substantiate the candidate's request for testing accommodations. The report must outline the diagnosis and make recommendations for appropriate testing accommodations stating why these are necessary. It must be submitted on letterhead, dated and signed by the qualified professional. If the assessment was completed during the candidate's education, school records documenting the disability and the accommodations that were provided to the candidate will be accepted from the institution. The candidate must provide written consent to allow the College to contact all

professionals or institutions submitting documentation on their behalf. Note: An independent assessment of the candidate's testing needs may be requested by OCP.

4. Accommodations specific to the individual will be provided upon review and approval. The College will endeavour to support the candidate in providing appropriate and reasonable testing accommodations in accordance with the terms of the Ontario Human Rights Code to the point of "undue hardship". This Code identifies three factors in determining whether a requested accommodation would cause undue hardship:

1. cost;
2. availability of outside sources of funding; and
3. health and safety requirements.

Other factors that may be considered include the degree to which an accommodation negatively impacts other students and staff. Each candidate will be provided with appropriate accommodations based on supporting documentation with the appreciation that individuals may require varying degrees of assistance.

Accommodations requested by the candidate that have not been recommended by a qualified professional will not be provided. Types of accommodations that may be provided include:

1. Extra time
2. Private room
3. Assistive technology (e.g. audio-taped exam)
4. Reader
5. Scribe or assistance with completion of Scantron answer sheet
6. Food/drink in exam room
7. Rest breaks during exam

5. The College is committed to protecting the privacy and confidentiality of the candidate's disability. However, sufficient documentation will be required to be able to evaluate and provide necessary accommodations. The candidate is responsible for providing the College with the necessary information in a timely manner. This information will not be shared or released outside of the administration of the specific testing accommodations.

6. Acceptance of testing accommodations by the candidate.

The candidate must sign and date a letter (refer to standard letter) prepared by the College clearly outlining the specific accommodations that he/she will be provided during the examination. This letter will confirm the candidate's acceptance of the accommodations being provided to him/her before the examination.

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.

The College considers that the entire registration process for pharmacists to be complete once an applicant obtains a certificate of registration as a pharmacist, however, applicants initiate registration as a student and then intern. While registered as a student, members are able to engage in the practice of pharmacy under the direct supervision of a pharmacist who is physically present. While registered as an intern, members are able to engage in practice under the supervision of a pharmacist who is physically present.

For students enrolled in degree programs that are accredited by CCAPP or ACPE, the process generally takes 4.5 to 6.5 years. Pharmacy students who are required to complete a period of practical training in Ontario as part of their undergraduate program register with the College at the beginning of their program of study. Post-graduation, these applicants complete their internship training and write the PEBC Qualifying Exam and the College's pharmaceutical jurisprudence examination, which usually takes about 4 to 6 months post graduation to complete.

For international graduates it can take two to three years or longer to complete the process to obtain registration as a pharmacist in Ontario, depending on the number of attempts they need to complete the examinations. To complete in-service training, all applicants must also find a preceptor. This may take time

since every student and intern requires a preceptor, and the demand for preceptors may exceed the supply at certain times of the year and in certain areas.

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

The average time to complete registration does not appear to differ greatly however, for applicants with a degree from a CCAPP or ACPE accredited pharmacy program, the average time includes the time in the program. The average time for international graduates does not include the time they spent to obtain their first professional degree in pharmacy prior to applying for registration in Ontario.

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.

One of the factors affecting the length of time to complete registration for all applicants is the timing of the examinations. (The PEBC Evaluating Exam, and Qualifying Exam is held twice annually and the College's Jurisprudence Exam is held quarterly). It is not uncommon for International Pharmacy Graduates to have more difficulty successfully completing the examinations on their first attempt, which means that they may need to wait 4 -6 months for the next sitting of the exam. International graduates also complete 16 weeks of the required 48 weeks of practical training in the International Pharmacy Graduate program which also has entry points only twice annually. International graduates are advised to complete the IPG program at the beginning of the registration process, because the program is designed to assist international graduates to obtain Canadian entry-to-practice competency. The IPG Program is comprised of two modules; Canadian Pharmacy Skills (CPS) I and CPS II. Drawing upon material from courses offered in the undergraduate program, the content provides enculturation to Canadian pharmacy practice and training for entry-level competence. Therapeutics, law, practice management, pharmaceutical care, drug information and the Canadian health care system are just a few of the content areas covered. Students also gain critical language, workplace, and practice skills which assist them to successfully complete the other registration requirements. Applicants who complete the IPG program at the beginning of the registration process frequently complete the process to obtain registration as a pharmacist in nine to twelve months.

One of the other primary reasons for a difference in length of time to become registered is the applicants ability to demonstrate reasonable language proficiency. Individuals requiring English language training frequently require much more time to complete the process.

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.

Not applicable.

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

Not applicable.

iii. Explain how work experience is taken into account.

Not applicable.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

Registered pharmacy students and interns are required to demonstrate their competency by completing structured practical training. During their training they are required to complete activities while working in an accredited community pharmacy or hospital under the supervision of a pharmacist preceptor. The student/intern and their preceptor also complete regular assessments of their competency, based on the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice (2007)*. By the end of their rotation(s), the student/intern must have demonstrated to the satisfaction of the preceptor that he/she is able to independently practice according to the NAPRA competencies. The student/intern must also submit documentation of his/her activities to be reviewed and approved by an independent pharmacist reviewer.

The NAPRA competency document is available on the OCP website at www.ocpinfo.com > Licensing > Training & Assessments > SPT and on the NAPRA website at www.napra.org.

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

Registration Program staff monitor the performance of the structured practical training program on an ongoing basis. Review of submitted activities and assessments provides valuable feedback for the staff. In addition, students, interns and their preceptors submit evaluations at the end of each rotation. Students and interns provide feedback on the overall program, the preceptor and the site. Preceptors provide feedback on the program. These evaluations are reviewed by staff for trends. Focus groups are held with practising pharmacists annually to review the SPT program and make changes as necessary. Feedback and recommendations from these reviews are reported to and addressed by the Registration Committee.

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

Work experience is not specifically used in the assessment of competency except to the extent that work experience contributes to the applicant's level of competency, which they are required to demonstrate. The competencies that are evaluated in the structured practical training program are for Canadian pharmacy practice at entry to practice. The individual nature of an applicant's work experience will contribute differently toward demonstration of competence.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Not applicable.

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

Not applicable.

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

Not applicable.

l) If your organization administers examinations:

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

OCP administers a pharmaceutical jurisprudence examination that consists of multiple choice questions. The exam is offered four times per year in various Ontario cities and across the country. The exam uses criterion based scoring. Scoring is based on a standard setting process. Each administration of the exam has a cut-score required for successful completion based on the standards set for each test item. Answer sheets are scored electronically but for unsuccessful candidates handscoring is provided upon request and payment of an administrative fee. A candidate may attempt the examination three times in any three year period.

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

The jurisprudence exam is developed according to a blueprint that has been created according the National Model Licensing Program by the National Association of Pharmacy Regulatory Authorities. The blueprint is reviewed every three to four years or when significant legislative changes occur. Standards are set for all test items. A minimum performance level is assigned to each multiple choice question to reflect its level of difficulty. These standards are set by a standard setting committee comprised of practising pharmacists in Ontario. OCP utilizes the services of a psychometrician for exam development and administration. He reviews the results of each exam administration to determine its validity and reliability. If an item has performed poorly on the exam as supported by a statistical analysis, the item is dropped from the scoring. Items may be reviewed, revised or rewritten and standards are re-set. The Registration Committee is provided with summary reports of the exam performance and assesses the need for any changes in the exam administration.

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

Exam questions are reviewed as a part setting and reviewing each exam administration. If there is a change in legislation, regulation or standards, the related test items are identified and revised accordingly. The committee meets four times a year to select the items for each exam administration. Through this process, test items that require updating are identified.

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

occurred during the reporting year.

There were not any changes in the process for assessment of qualifications during 2009.

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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 College relies on 1. Language assessment agencies to evaluate language proficiency of applicants and, 2. The Pharmacy Examining Board of Canada (PEBC) to evaluate education credentials of non-CCAPP and non-ACPE graduates, and entry-to-practice competency for all pharmacists seeking licensure to practice in Canada (with the exception of Quebec).

1. Language tests - An applicant's language proficiency is assessed by means of standardized tests. Approved tests include TOEFL, IELTS, CanTEST, MELAB. The minimum accepted scores for these tests are consistent among all pharmacy regulatory authorities across Canada except for Quebec and are determined through a formal standard setting process facilitated by the National Association of Pharmacy Regulatory Authorities (NAPRA). Applicants may also request acceptance of nonobjective evidence of their language proficiency from a panel of the Registration Committee. The language proficiency requirements are available on the OCP website at www.ocpinfo.com >Licensing > Training & Assessments > Fluency and on the NAPRA website at www.napra.org>National Model Licensing Program>Language Proficiency Requirements.
2. The PEBC assesses the education qualifications of international graduates using a two step Document Evaluation and includes an Evaluating Examination which is designed to determine if international graduates completed a program of study comparable to one accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP). It evaluates knowledge in all areas of current pharmaceutical education in Canada. The PEBC's Qualifying Examination is an objective competency assessment based on the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice* and it assesses individuals to determine if they have the necessary professional knowledge, skills and abilities to practise pharmacy within their scope of practice, in a safe and effective manner.

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

1. The National Association of Pharmacy Regulatory Authorities (NAPRA), of which the College is a member, develops the requirements for demonstration of language proficiency. They follow a formal standard setting process facilitated by an independent language assessment consultant. This standard setting process is completed every couple years to ensure the accepted language tests continue to be valid and reliable. This review includes consideration of the test agencies policies and practices. Information about these agencies is available on their respective websites which can be accessed from either the NAPRA or OCP website(www.napra.org or www.ocpinfo.com) under the language proficiency section. Each of the tests approved by the College are administered by

internationally recognized assessment organizations with a demonstrated history of valid and reliable language tests.

2. The Pharmacy Examining Board of Canada (PEBC) assesses qualifications and competence of applicants on behalf of the provincial regulatory authorities. A College representative who is an elected member of Council sits on the PEBC board to monitor and contribute to the practices of the PEBC and to serve as a liaison with the College. College staff also have strong working relationships with the staff of the PEBC and are familiar with their practices and processes. College staff also monitor the information available on the PEBC website and frequently receive feedback from applicants about their experiences with PEBC. This information is used to determine if there are any issues of concern that the College representative needs to be informed of. Information about the PEBC's assessment practices is available on their website at www.pebc.ca.

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

1. As noted above, NAPRA reviews the practices of accepted testing agencies during a formal standard setting review every couple years. An independent language assessment consultant assists with review of the language testing agencies to ensure they remain valid and reliable tools for assessment. During the registration process, if an applicant identifies an issue regarding the language proficiency tests accepted by the College, these are brought to the attention of staff for follow-up with contacts that have been established with the testing institutions or with an independent language expert at the Ontario Institute of Studies in Education. Issues may be brought to the Registration Committee and/or NAPRA for consideration as required (e.g., introduction of internetbased TOEFL in 2005).
2. The College representative who sits on the PEBC board provides reports to Council on the practices of the PEBC. College staff also monitor the information available on the PEBC website and frequently receive feedback from applicants about their experiences with PEBC. This information is used to determine if there are any issues of concern that the College representative needs to be informed of. Issues may be brought to the Registration Committee for consideration as required.

iii. provides timely decisions, responses and reasons to applicants

1. Part of the ongoing review of language testing agencies (as noted above), includes the provision of timely decisions and reasons to applicants. The currently accepted language testing agencies usually provide results to candidates within two weeks. Client Services staff are able to confirm a candidate's official test scores electronically after this period if the candidate has provided the College with his/her unique identification number. This helps to expedite the process and avoids the need for test results to be mailed to the College.
2. The provision of timely decisions and reasons for applicants is an important consideration for the College and is monitored along with all PEBC assessment practices. PEBC results are available within six to eight weeks from the exam date. The date for release of the results is published in advance so the College always knows how long it takes. The results are sent directly to the candidate and at the same time a summary of the results is sent to all pharmacy regulatory authorities across Canada. The College has a representative on the PEBC board which also allows the College to monitor the practices of PEBC and participate in making changes.

iv. provides training to individuals assessing qualifications

1. As noted above, the ongoing review of testing agencies and assessments, every couple years by NAPRA, includes consideration of the training they provide to their assessors. Information about the training or qualifications of language proficiency assessors is available on the testing agency websites. Any concerns regarding the validity of these tests are brought to the attention of an identified College

staff member who will follow-up with the established contacts at the testing institutions or an independent language expert at the Ontario Institute of Studies in Education.

2. As noted above, the ongoing monitoring of PEBC assessment practices includes consideration of the training provided to the individuals involved . Qualified psychometricians are directly involved in the assessment process and assist with training of individuals involved in all aspects of the examination. (items writers, standard setters and assessors). Assessors for the Objective Structured Clinical Evaluation portion of the PEBC's qualifying examination are pharmacists who are specifically trained to observe and evaluate the applicant's responses according the competencies. Assessors use standardized scoring criteria and evaluation forms. Information about becoming a PEBC assessor is available on the PEBC's website at www.pebc.ca.

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

1. As noted above, the ongoing review of testing agencies and assessments, every couple years by NAPRA, includes consideration of exam candidate access to their assessment records. The College recognizes that in order to maintain exam integrity, test papers are generally not shared with candidates. In reviewing the practices of the language testing agencies use of industry standards regarding this issue are expected. Candidates may request that their tests be re-scored or they may request a review, reconsideration or appeal of their results. This information is available to candidates on the website of each testing agency. (accessible from the OCP website at <http://www.ocpinf.com/client/ocp/OCPHome.nsf/web/Fluency+Contacts>)
2. As noted above, the ongoing monitoring of PEBC assessment practices includes consideration of exam candidate access to their assessment records. The College recognizes that in order to maintain exam integrity, testing papers are not shared with candidates. As noted on the PEBC website (www.pebc.ca >examination results), candidates who are unsuccessful on the examination are provided with feedback reports for each respective exam. For the Evaluating Exam these reports provide relative feedback on a candidate's performance according to the subject areas tested in the examination and for the Qualifying Exam the reports provide relative feedback on a candidate's performance according to the competency areas tested in the examination. This information is intended to help candidates to identify their areas of greatest weakness so that they can focus further study and remediation accordingly. Candidates may request their exams be re-scored.

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

1. As noted above, the ongoing review of testing agencies and assessments, every couple years by NAPRA, includes consideration of the testing agencies policies on special needs accommodations. Accommodations for special needs is not only one of the industry standards, but in many cases is also governed by legislation. Information about accommodations is readily available on websites for each of the testing agencies. (accessible from the OCP website at <http://www.ocpinf.com/client/ocp/OCPHome.nsf/web/Fluency+Contacts>)
2. Similarly, the ongoing monitoring of PEBC assessment practices by the representative who sits on the PEBC board, includes consideration of their policies for special needs accommodations. The PEBC's Special Needs Testing Arrangements policy is available on their website (www.pebc.ca) The College is very aware of these policies having relied on the expertise of the PEBC to assist with development of OCP's own special needs accommodation policy.

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.

The PEBC has over 40 years of experience in assessing academic credentials for pharmacy regulatory authorities in Canada and their procedures are consistent with international principles for good practice in the assessment of foreign principles. Candidates are required to submit an originally produced, currently-dated transcript (with an attached official translation, if necessary) mailed directly to the PEBC by the University. This document should include marks or grades obtained for each subject in each year. This documentation is used to verify that the applicant has graduated from a bona fide education institution. To determine if the degree is equivalent to a bachelor of pharmacy degree program the program length, transcript and degree are reviewed. The International Handbook of Universities is referenced as well as PEBC's own extensive collection of historical and precedent files.

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

PEBC uses a two step process to evaluate documents and establish equivalency. As noted above, the PEBC first completes a document evaluation and looks at program length and course content. The second step involves administration of the Evaluating Examination to determine if the international pharmacy graduate has the knowledge and skills comparable to a graduate from a CCAPP-accredited pharmacy program. It evaluates knowledge and skill in required areas of current pharmaceutical education.

iii. Explain how work experience is taken into account.

Work experience is not taken into account in PEBC's Document Evaluation process for international pharmacy graduates, but rather an objective evaluation of knowledge and skill in required areas of current pharmaceutical education is used.

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

i. Describe the methodology used to evaluate competency.

The PEBC Qualifying Examination blueprint is based on the NAPRA the *Professional Competencies for Canadian Pharmacists at Entry to Practice*(2007). The examination is composed of two parts, a multiple choice,(MCQ) knowledge base exam and an objective structured clinical exam (OSCE) which evaluates performance. The combination of these two exam formats allows for a broader evaluation of competent pharmacy practice. Information about these exams is available on the PEBC website at www.pebc.ca

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

The PEBC evaluates their methodology on an ongoing basis as part of the analysis of each exam administration. The blue print is validated NAPRA competencies were developed in 1997 and updated in 2007 based on input from pharmacists across Canada.

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

The PEBC does not consider work experience in their assessment competency, except to the extent that work

experience contributes to the applicant's knowledge and skill in pharmacy practice.

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

i. Describe the methodology used to evaluate prior learning.

Not applicable.

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

Not applicable.

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

Not applicable.

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 PEBC administers the Evaluating and Qualifying Examinations. Both exams consist of multiple choice questions and are scored electronically. The Qualifying Examination also includes an objective structured clinical evaluation that is marked using standardized scoring criteria and evaluation forms. Applicants are permitted to attempt these examinations three times, and may appeal to the PEBC with evidence of remediation to request a fourth and final attempt.

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

Test questions are assigned a minimum performance level as determined by standard setting sessions by practising pharmacists across Canada. Proposed questions are pre-tested on live versions of the examination but not counted towards the candidates' result until the validity of the question has been established. The performance of each question is reviewed by a psychometrician. The question may be removed from the final calculation of candidates' results if any consistent issues are noted. The question may be re-written, re-standardized and re-tested as a future examination question.

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

Questions and stations are reviewed and updated yearly by practising pharmacists and content experts.

Examination drafts are reviewed by practitioners and content experts to ensure currency.

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

The College has initiated discussion with the PEBC to develop a formalized agreement between the two organization to ensure the qualification assessment and competency assessment practices of PEBC meet the College's obligations under the *Fair Access to Regulated Professions Act*. The College has also submitted proposed changes to the registration regulation to government, which when passed, will change some of the registration practices related to our relationship with PEBC. Once the regulation has been approved by government the College will complete the process to formalize an agreement with PEBC. Otherwise, no changes to our practices with third parties occurred in 2009.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

An orientation session for new Registration Committee members, and Registration Programs and Client Services staff is held annually when the new Committee has been appointed. The legal counsel for the Committee and Registration Programs staff conducts the orientation. Individual orientation sessions are held for all new staff and new Committee members as required.

Pharmacists who serve as preceptors must first attend an OCP Preceptor Orientation Workshop to become eligible to precept a student or intern. During the workshop, pharmacists are introduced to the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice*, and the assessment tools to be used to assess the student or intern's competency. Pharmacists must continue to update their preceptoring skills to be eligible to continue to act as a preceptor. Advanced Workshops are offered for preceptors to attend every three years to develop their skills and maintain their eligibility. Preceptors are provided with a Preceptor Guide that outlines the key points that the student or intern is expected to address while completing the SPT activities. The College continues to review the topics of the advanced workshops to ensure that preceptors have opportunities for the needed training to assess students and interns.

Activities completed by the student or intern are submitted for review by pharmacist reviewers. The pharmacist reviewers attend an OCP Preceptor Orientation Workshop and receive additional training from a Registration Advisor. They are also provided with a copy of the Preceptor Guide and have ongoing access to the Registration Advisors who are responsible for overseeing the structured practical training program.

ii. individuals who make registration decisions

An orientation session for new Registration Committee members, and Registration Programs and Client Services staff is held annually when the new Committee has been appointed. The legal counsel for the

Committee and Registration Programs staff conducts the orientation. Individual orientation sessions are held for all new staff and new Committee members as required.

Registration Program staff have been trained by the legal counsel about their role in supporting panels of the Registration Committee. Staff have also attended registration-specific training (e.g., Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members, Writing Decisions).

iii. individuals who make internal review or appeal decisions

An orientation session for new Registration Committee members, and Registration Programs and Client Services staff is held annually once the new Committee has been appointed. The legal counsel for the Committee and Registration Programs staff conducts the orientation. Individual orientation sessions are held for new Committee members as required.

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

A new advanced preceptor workshop was offered in 2009 to help preceptors understand how to support and evaluate students /iterns with respect to pharmaceutical care.

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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.

Mutual Recognition Agreement (2001) with other provinces except Quebec. Memorandum of Understanding (2003) with Quebec.

As of July 1, 2009 a New Mutual Recognition Agreement with all provinces and the Northwest Territories and Yukon.

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

Pharmacists licensed in another Canadian jurisdiction with an unrestricted certificate of registration as of July 1, 2009 may be registered as pharmacists in Ontario in a comparable class of registration having met the requirements of clause 5 of the Mutual Recognition Agreement, namely completion of a minimum of a bachelor of pharmacy degree from a CCAPP accredited program or equivalent; completion of an approved entry to practice examination or recognized alternative and completed the College's jurisprudence examination, evidence of language proficiency, submission of a completed application and payment of all required fees.

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

A new Mutual Recognition Agreement came into effect August 1, 2009 as well as the new provisions in Chapter 7 of the Agreement on Internal Trade. Labour mobility legislation was also introduced by the Ontario government in order to allow the College to fully comply with these agreements. As a result, panels of the Registration Committee considered all requests related to labour mobility in the spirit of these new agreements. On December 15th, 2009 the Ontario Labour Mobility Agreement Act was passed and some applicants no longer required referral to a panel of the Registration Committee. This impacted 2 applicants in 2009.

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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	No
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	66
Staff involved in appeals process	5.4
Staff involved in registration process	14.4

Countries where internationally educated applicants were initially trained

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

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

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

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

Country of training (Canada excluded)	Number of applicants in the reporting year
Egypt	84
India	69
Philippines	46
Pakistan	20
U.K.	20
U.S.	20
Iran	17
Jordan	11
Iraq	10
China	8

¹Persons who have applied to start the process for entry to the profession.
Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

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

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

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	5572	1870	849	3604	0	11895

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).

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
from January 1st to December 31st of the reporting year						
New applications received	452	76	23	354	0	905
Applicants actively						

pursuing licensing (applicants who had some contact with your organization in the reporting year)	1425	102	46	598	0	2171
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	1	2	0	3
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	221	81	43	295	0	640
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	478	13	12	353	0	856

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:

	Class of licence	Description
		A person registered with the College to complete his/her initial level of in-service training. A student is able to perform the controlled acts of the profession (i.e. dispensing, selling or

a)	Student	compounding a drug as defined in subsection 117(1) of the Drug and Pharmacies Regulation Act, or supervising the part of a pharmacy where such drugs are kept) under direct supervision of a pharmacist.
b)	Intern	A person registered with the College to complete his/her final level of in-service training before becoming eligible to apply for a Certificate of Registration as a Pharmacist. An intern has a degree in pharmacy and may perform the controlled acts while a pharmacist is physically present in the pharmacy and available for consultation.
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 1 st to December 31 st of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	3	6	6	398	0	413
Applicants who initiated an appeal of a registration decision	0	0	0	0	1	1
Appeals heard	0	0	0	1	0	1
Registration decisions changed following an appeal	0	0	0	0	0	0

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

Additional comments:

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

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: Deanna Williams

Title: Registrar

Date: March 1, 2010

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