

Fair Registration Practices Report

Automotive Service Technicians (2013)

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

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

Provision of Information About Registration Practices (1 / 13)

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

a) steps to initiate the registration process

Information on the process to register as a member in the Ontario College of Trades (the College) can be found through the College's website, print and e-documents, by contacting the College directly, or through stakeholder meetings and other events.

The College's website has an "Introduction to Membership" section

(<http://www.collegeoftrades.ca/membership>) which outlines what membership in the College means for individuals, how the membership class system is set up and how the system has changed from what existed before April 8, 2013, when the College opened its doors. Potential applicants can find help on how to determine which membership class they should apply to based on their qualifications and situation, and links are provided to the College's member application guides, as well as the Member Application Form (<http://www.collegeoftrades.ca/guides-forms>). For potential apprentices, the website contains specific information on how to register for a training agreement and how to contact the Ministry of Training, Colleges and Universities (MTCU) to do so.* The website also provides information for internationally-trained applicants and individuals who have not completed an Ontario apprenticeship program, but may have equivalent experience and qualifications. A Trade Equivalency Assessment form and completion guide is also found on the website (http://www.collegeoftrades.ca/wp-content/uploads/Trade-Equivalency-Assessment_EN.pdf). Finally, the website lists exemptions that exist under the Ontario College of Trades and Apprenticeship Act, 2009 (OCTAA), and which individuals are not required to be members of the College (<http://dev.collegeoftrades.ca/wp-content/uploads/exemptionsEN1.jpg>).

The College has two member application guides: one for applicants to the Apprentices Class, and one for applicants who are applying for the Journeyperson Candidates Class or the Journeypersons Class. These guides can be downloaded from the College's website in PDF format (<http://www.collegeoftrades.ca/guides-forms>), or requested directly from the College by calling (1-855-299-0028) or emailing (info@collegeoftrades.ca) the College's Client Services Centre. Each guide provides a brief overview of the College, the membership system, what membership means for individuals in each class, and step-by-step instructions on how to apply to the College, and how to complete and submit a Member Application Form.

The Member Application Guide for Apprentice Applicants provides specific instructions on how to register for a

training agreement and the agreement's implications on membership. The Member Application Guide for Non-Apprentice Applicants provides a diagnostic tool for potential applicants to use to help them determine which membership class they should belong to, and directs them to specific sections for each membership class. This guide also provides specific instructions for applicants who have not completed an Ontario apprenticeship but may have equivalent experience and/or qualifications (i.e., out-of-province applicants, internationally-trained workers).

The College also makes information available through its Client Services Centre. Client Service Representatives are available by phone Monday to Friday, 7:00am to 7:00pm, to respond to any questions potential applicants may have. Individuals may also email the Client Service Centre (info@collegeoftrades.ca) or visit our Client Service Centre in Toronto (655 Bay Street, Suite 600).

The College has also been engaging in numerous stakeholder outreach and other awareness-raising events throughout Ontario since opening its doors in April 2013, and answering any questions potential members may have about joining the College and membership in general.

Online and print resources are reviewed regularly and updated as needed to ensure they accurately reflect registration information, and are as user-friendly as possible. As the College continues to refine its member registration practices, these resources will continue to be updated and revised.

*Note, MTCU administers apprenticeship training on the College's behalf. Apprentices who approach MTCU to register are provided with information on the College and given directions on how to apply to membership once a training agreement has been registered.

b) requirements for registration

Ontario Regulation 321/12 (Classes of Members and Registration) outlines the registration requirements by membership class:

Apprentices Class

To register in the Apprentices Class, individuals must first be named in a registered training agreement with MTCU. Once this has been done, applicants must complete a College Member Application Form and pay the appropriate membership fees. This process is outlined in detail in the Member Application Guide for Apprentice Applicants, as well as on the College's website. Client Service Representatives at both the College and MTCU are trained to help applicants guide themselves through this process.

Journeyman Candidates Class

To register in the Journeyman Candidates Class, individuals must hold an Ontario Certificate of Apprenticeship (C of A), have never before been a member in the Journeyman Candidates Class,* complete a Member Application Form, and pay the appropriate membership fees. These requirements are outlined in detail in the Member Application Guide for Non-Apprentice Applicants, as well as on the College's website and by contacting the Client Services Centre.

Journeyman Class

To register in the Journeyman Class, individuals must hold a C of A, have achieved a satisfactory grade on the Certificate of Qualification (C of Q) exam for their trade,** complete a Member Application Form, and pay the appropriate membership fees. Individuals can find this information in the Member Application Guide for Non-Apprentice Applicants, as well as on the College's website and by contacting the Client Services Centre.

Individuals who have not completed an apprenticeship in Ontario (i.e., internationally-trained workers) but wish to register for membership in the Journeyman Class may do so by first requesting a Trade Equivalency Assessment, which determines whether the applicant's experience and qualifications are equivalent to an

Ontario apprenticeship program. In 2013, this assessment was completed by MTCU on behalf of the College. Once the assessment is completed by MTCU and the applicant has been found to have the experience and qualifications equivalent to the Ontario apprenticeship program for their trade, they must write the C of Q exam for the trade in order to become a fully certified member of the College's Journeypersons Class and work legally in their trade in Ontario. While preparing for this exam, the applicant may request a Provisional Certificate from the College to allow them to work legally for up to 90 days (to a maximum of 180 days if an extension is granted). The Trade Equivalency Assessment process and policy on Provisional Certificates are outlined on the College's website (<http://www.collegeoftrades.ca/membership/resources/trade-assessment>), in the Member Application Guide for Non-Apprentice Applicants, and in the Trade Equivalency Assessment form itself, which has a completion guide attached to it (http://www.collegeoftrades.ca/wp-content/uploads/Trade-Equivalency-Assessment_EN.pdf).

*The Journeyperson Candidates Class was created to allow individuals in compulsory trades to work legally after they receive their C of A while they prepare to write their C of Q exam. Membership in this class has a 12 month time limit, and individuals may only be a member of this class once per trade.

**For the Journeypersons Class, a valid C of Q denotes membership in the College.

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 indicated above, registration requirements are listed on the College's website, in the member applicant guides, and can be provided by the College's Client Services Centre. For applicants to the Apprentices Class, apprentices must register a training agreement with MTCU. To do this, the potential apprentice must meet with an MTCU Employment Training Consultant (ETC). At this meeting, the applicant will receive information on what is required to register as an apprentice. In order to obtain a C of A from MTCU and register for the College's Journeyperson Candidates Class and Journeypersons Class, individuals must complete their apprenticeship program according to the training standard for their trade. Training Standards are provided to applicants when they sign their registered training agreement, and can be downloaded from the College's website (<http://www.collegeoftrades.ca/membership/resources/training-standards>) or requested from the College by phoning or emailing the Client Services Centre. These documents list all skills that must be learned during the apprenticeship program, as well as any hour requirements and a breakdown of in-class and on-the-job portions.

For the Journeypersons Class, individuals must also achieve a satisfactory grade on their C of Q exam to register. Information on the exam process can be found on the College's website.*

For individuals who have not completed an Ontario apprenticeship program, but who feel they may have qualifications or experience equivalent to an Ontario apprenticeship program (i.e. internationally-trained workers), a Trade Equivalency Assessment is required before they can register as a member in the College. Information on the assessment process is available on the College's website (<http://www.collegeoftrades.ca/membership/resources/trade-assessment>) or by contacting the College directly.

*C of Q exams are administered by MTCU on the College's behalf. Applicants are instructed to pay their examination fee to the College and are then directed to MTCU for further instructions and information.

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

As mentioned in previous sections, applicants must complete an Ontario apprenticeship program and receive a C of A in order to register in the College's Journeyperson Candidates Class or Journeypersons Class.

Information on the components of apprenticeship programs, including training requirements and supervision, are outlined in each trade's Training Standard. Training Standards are provided to applicants when they sign

their registered training agreement, and can be downloaded from the College's website (<http://www.collegeoftrades.ca/membership/resources/training-standards>) or requested from the College by phoning or emailing the Client Services Centre.

e) requirements that may be satisfied through acceptable alternatives

For individuals who have not completed an Ontario apprenticeship, a Trade Equivalency Assessment is required to determine whether the individual's qualifications and experience are equivalent to that of Ontario's apprenticeship program for the trade.

Applicants may request a Trade Equivalency Assessment if:

- The applicant holds an authorizing certificate, C of Q or another document authorizing them to practice their trade in another Canadian jurisdiction;
- The applicant holds a Certificate of Military Achievement at the QL5 level;
- The applicant holds a certificate from another country or non-Canadian jurisdiction; or,
- The applicant believes that he/she has equivalent experience and qualifications, but has not completed an Ontario apprenticeship.

Information on equivalency assessments is outlined on the College's website (<http://www.collegeoftrades.ca/membership/resources/trade-assessment>) and in the Member Application Guide for Non-Apprentice Applicants.

f) the steps in the assessment process

Applicants are informed of the assessment process of their membership application throughout the process. When a membership application has been submitted, the College will inform the applicant of next steps, and whether membership will be granted, denied, or be made subject to terms, conditions or limitations (see section 6, below).

For applicants who apply for a Trade Equivalency Assessment, the process can be found on the College's website (<http://www.collegeoftrades.ca/membership/resources/trade-assessment>), by contacting the College's Client Services Centre directly, or by contacting MTCU. When an individual requests a Trade Equivalency Assessment, they must first meet with an Employment and Training Consultant at MTCU, who informs the applicant of the process, what documentation is required, and what next steps are following the assessment itself.*

*In 2013, Trade Equivalency Assessments were completed on the College's behalf by MTCU. In April 2014, this is changing, and all assessments will be completed by the College.

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

The College's member application guides list what is required to apply to each of the College's membership classes. These guides can be downloaded directly from the College's website (<http://www.collegeoftrades.ca/guides-forms>), or can be requested from the College's Client Services Centre. Internationally trained applicants must complete an additional form to request a Trade Equivalency

Assessment, and provide additional material for this assessment. This process – and what is required from applicants requesting an equivalency assessment – is outlined in the Member Application Guide for Non-Apprentices, as well as on the College’s website, by contacting the College’s Client Services Centre, or by contacting MTCU.

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

As outlined in section e) above, additional documents that are considered acceptable alternatives are listed in the College’s Member Application Guide for Non-Apprentices, on the College’s website, or by contacting the College’s Client Services Centre. Applicants may also contact the Client Services Centre if they have questions or concerns about their supporting documentation.

i) how applicants can contact your organization

Information on contacting the College can be found online through the College’s website (<http://www.collegeoftrades.ca/contact-us>), in various documents such as the Member Application Guides or training standards, or in promotional material (pamphlets, etc.).

Applicants can contact the College:

- In-person at 655 Bay Street, Suite 600, Toronto
 - Office hours are Monday to Friday, 8:30am – 5:00pm
- By telephone: 647-847-3000 (in the Greater Toronto Area) or 1-855-299-0028 (outside of the Greater Toronto Area)
 - The Client Service Call Centre is open Monday to Friday, 7:00am – 7:00pm
- By email: info@collegeoftrades.ca

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

When an application has been received by the College, applicants are informed of next steps and status in writing and by telephone. At any time, an applicant may contact the College’s Client Services Centre, either by telephone, email or in person to inquire about the status of their application.

Applicants who require a Trade Equivalency Assessment meet with representatives from MTCU prior to submitting their request, at the time of submission, and again as a follow-up once the assessment has been completed if there are any issues. At any point during the Trade Equivalency Assessment, applicants are able to contact MTCU with questions or to inquire about their application’s status.

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

All documents submitted to the College as part of the membership registration process must be submitted in either English or French. If documents are provided in another language with their application, the College informs applicants that they are responsible for having their documents translated, and that they must provide the translated document as well as the original document. Translations must be done by a professional

translator who is a member of a recognized association of professional translators. Applicants are informed of this requirement when they contact MTCU to request an assessment.

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

Applicants are notified by the College that the following services are provided by MTCU:

- Registration of apprentices – should the applicant approach the College seeking membership before obtaining a registered training agreement, they will be referred to their local MTCU field office to begin the registration process. This is also stated on the College's website and in the Member Application Guide for Apprentice Applicants.
- Trade Equivalency Assessments – the College's website and the Member Application Guide for Non-Apprentices state that assessments are currently provided by MTCU on the College's behalf. Individuals are guided to local MTCU offices to request a Trade Equivalency Assessment before they can register in the College. This is also stated on the College's website and in the Member Application Guide for Non-Apprentice Applicants.
- Examination services – MTCU provides examination services on the College's behalf. Once an individual expresses interest in writing their C of Q exam, they pay their examination fee to the College, which then directs them to MTCU for scheduling and writing the exam.

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

Apprentices Class

Applicants to the Apprentices Class have 90 days to register as a member with the College once they have registered a training agreement with MTCU. If they have not registered with the College and paid their applicable membership fees within the 90-day limit, the registered training agreement with MTCU is cancelled. This information can be found in the Member Application Form for Apprentice Applicants, and is also communicated with the applicant when they meet with an MTCU Employment and Training Consultant to register a training agreement.

Journeyman Candidates Class

Applicants to the Journeyman Candidates Class are subject to a one-time 12-month limit on membership in this class. This is outlined in the College's Member Application Guide for Non-Apprentice Applicants.

Journeyman Class

Applicants to the Journeyman Class who have not completed an Ontario apprenticeship, but have been found to have equivalent experience and qualifications as the result of a Trade Equivalency Assessment may request a Provisional Certificate from the College. The Provisional Certificate allows the applicant to work legally in their trade while they prepare to write the C of Q exam for their trade. This certificate is valid for up to 90 days, but may be extended to a maximum of 180 days upon request, if the applicant has taken the C of Q exam, did not pass it, and has arranged to take the exam again. Information on time limits for the Provisional Certificate are listed on the College's website, in the Member Application Guide for Non-Apprentice Applicants, as well as in a letter the College sends to applicants whose Trade Equivalency Assessments have been successful once the assessment is completed.

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

When an applicant submits his/her application form for membership in the College, he/she is informed of timelines related to processing the application.

- For applicants to the Apprentices Class, registration is completed within 2 business days upon receipt of a completed membership application and verification of a registered training agreement.
- For applicants from Ontario applying to the Journeyperson Candidates Class and Journeypersons Class, registration is completed within 10 business days.
- For applicants who require a Trade Equivalency Assessment (i.e., internationally-trained workers), registration typically take an additional 6 weeks to complete the assessment process, depending on the completeness of their supporting documentation, and how quickly the applicant can write their C of Q exam.

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

Fees associated with member registration are outlined in the College's General By-Law (<http://www.collegeoftrades.ca/about/legislation-and-regulations/by-laws>), including membership and examination fees.

All fees pertaining to registration in the College can be found on the College's website (<http://www.collegeoftrades.ca/membership/become-a-member/classes-of-members-fees>), in the Member Application Guides, or by contacting the College's Client Service Centre.

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

The College's Accessibility Policy can be found online (<http://www.collegeoftrades.ca/accessible-customer-service>).

Additionally, applicants who are writing C of Q examinations are informed of their right to request accommodation for physical, emotional, learning or linguistic barriers when they pay their examination fee to the College, and again when they schedule their examination with MTCU.

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

The College began registering and accepting members on April 8, 2013. Since that date, the College has been regularly updating and revising content and information that is available to potential applicants to ensure it meets their needs, is user-friendly and accurate.

The College has also increased its Client Service capacity since April 2013 to help respond to increased demand, and has also extended its Call Centre hours, which is now available Monday to Friday from 7:00 am to 7:00 pm.

Amount of Fees (2 / 13)

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

As of December 31, 2013, there were no additional fees for internationally trained applicants charged directly by the College.

Applicants requesting a Trade Equivalency Assessment are responsible for ensuring their supporting documentation has been translated into English or French, at their own expense.

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

The College began registering members on April 8, 2013. Therefore, all registration practices relevant to this section are new for the reporting year.

On April 8, 2013, apprenticeship and certification fees for trades in Ontario changed with the introduction of the College. As of December 31, 2013, College fees applicable to compulsory trades are as follows:

Membership Fees:

- Apprentices Class – \$60 (plus HST)
- Journeyman Candidates Class – \$60 (plus HST)
- Journeymen Class – \$120 (plus HST)

Other fees:

- C of Q examination fee – \$150 (plus HST)
- Reinstatement of membership (due to non-payment) – \$60 / \$ 120 (plus HST) – same as membership fee
- Replacement of membership credentials – \$25 (plus HST)

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

a) What are your timelines for making registration decisions?

Apprentices Class

On average, registration in this class takes up to 5 weeks from the time the applicant signs a registered training agreement MTCU to the time membership fees are paid to the College. Membership is granted once membership fees have been paid.

Journeyman Candidates Class

The College's membership systems are automatically updated when an individual in the Apprentices Class

receives a C of A. Registration in this class occurs as soon as an individual pays their membership fee for the class.

Journeypersons Class

Individuals who have completed an Ontario apprenticeship, or who have completed membership in the Journeypersons Candidates Class will automatically be granted membership once they pay their membership fee for the class and complete their C of Q exam. Exams are administered by MTCU on the College's behalf, and the length of time required to write an exam depends on the trade, and when an exam is scheduled.

Registration in this class occurs as soon as an individual pays their membership fee for the class.

Applicants can also register in this class through a Trade Equivalency Assessment and writing the C of Q exam for their trade. This entire process could take up to 9 weeks to complete, depending on how quickly the assessment is completed, and when the exam can be scheduled.

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

The College is committed to responding in writing of the Registrar's decision regarding the application to applicants within 10 business days of receiving all registration requirements.

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

See above for registration decisions.

For internal reviews and appeals decisions, please see section 6, below, for timelines and process.

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

The College has internal workflow systems in place to guide and track the application procedures, as well as trained Client Service Representatives to drive the process.

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

The College began registering members on April 8, 2013. Therefore, all registration practices relevant to this section are new for the reporting year.

The College has worked with MTCU to retain many of the service-level timelines previously in place to minimize the impact of new membership requirements on trades workers in Ontario.

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

Section 38.(1) of the Ontario College of Trades and Apprenticeship Act, 2009, states:

“38. (1) The Registrar shall give an applicant for a certificate of qualification or a statement of membership, at the applicant’s request, a copy of each document the College has that is relevant to the application. 2009, c. 22, s. 38(1).”

To adhere to this legislative requirement, the College has created a process where an applicant can request their information. Applicants wishing to obtain access to personal information and other confidential information can submit a written request for this information by completing and submitting the Request for Information Form. Subject to certain exceptions, once the College receives a request, it will inform the applicant or member organization of the existence, use and disclosure of their personal information, or credential information for member organizations, and grant access to this information. Access to information requests should be sent to the College’s Chief Privacy Officer.

Information on this process and how to submit a request to the Chief Privacy Officer can be found on the College’s website: <http://www.collegeoftrades.ca/privacy>.

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

Section 38(2) of the Ontario College of Trades and Apprenticeship Act, 2009 states that an applicant’s request for personal information may be denied if the College’s Registrar believes that the information contained in the application may jeopardize the safety of an individual.

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

In 2013, the College did not charge a fee to applicants who wished to view his or her records.

d) List the fees for making records available.

See answer to question c).

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

Not applicable – see answer to question c).

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

The College began registering members on April 8, 2013. Therefore, all registration practices are new for the

Resources for Applicants (5 / 13)

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

The College has many resources available to applicants, including legislation and regulations, guides and process documents and training documents. These resources, listed below, can be found on the College website, or by contacting the College's Client Services Centre. Some documents related to apprenticeship, examinations and equivalency assessments can also be obtained through MTCU.

Legislation and Regulations:

Ontario College of Trades and Apprenticeship Act, 2009

<http://www.collegeoftrades.ca/about/legislation-and-regulations>

The College's governing legislation. Outlines roles and responsibilities of the College, and sets up the membership structure.

Ontario Regulation 175/11 (Prescribed Trades and Related Matters)

<http://www.collegeoftrades.ca/about/legislation-and-regulations/regulation>

Lists all designated trades in Ontario, as well as their respective sectors, classification (compulsory or voluntary) and whether they are subject to ratios, wage rates and hours.

Regulations 275/11, 276/11, 277/11 and 278/11 (Scopes of Practice)

<http://www.collegeoftrades.ca/about/legislation-and-regulations/regulation>

By sector, list the Scopes of Practice for each designated trade.

Ontario Regulation 321/12 (Classes of Members and Registration)

<http://www.collegeoftrades.ca/about/legislation-and-regulations/regulation>

Prescribes classes of membership, and lists registration requirements for each of the College's membership classes.

Ontario Regulation 421/12 (General)

<http://www.collegeoftrades.ca/about/legislation-and-regulations/regulation>

Exempts certain individuals from the requirement to be a member of the College.

Guides and Process Documents:

Member Application Guide for Apprentice Applicants

<http://www.collegeoftrades.ca/wp-content/uploads/ApprenticesMembershipGuideEN1.pdf>

Provides information required to register for a training agreement with MTCU, how to apply to the College's Apprentices Class, and what to expect from membership.

Member Application Guide for Non-Apprentice Applicants

http://www.collegeoftrades.ca/wp-content/uploads/Non-Apprentices_Membership_Guide_EN.pdf
Provides information on how to determine which of the College's membership classes to apply to, what is required for registration for all classes except the Apprentices Class, how to apply to the College, and what to expect from membership in the College.

Registration Appeals Process Guide

<http://www.collegeoftrades.ca/wp-content/uploads/Registration-Appeals-Process-outline-FINAL.pdf>
Outlines how the Registrar makes registration decisions, what an applicant's rights are with regard to appeals, and how an applicant can appeal a decision on his/her application.

Exam Process

<http://www.collegeoftrades.ca/membership/resources/exam-process>
Webpage provides information about who may write a C of Q exam, examination fees, and how to schedule an exam with MTCU.

Trade Equivalency Assessments

<http://www.collegeoftrades.ca/membership/resources/trade-assessment>
Webpage provides information on who may request an assessment, how to apply for an assessment and contact MTCU for the assessment, and how to request a Provisional Certificate.
Training Documents:

<http://www.collegeoftrades.ca/membership/resources/training-standards>
The College develops Apprenticeship Training Standards, Curriculum Training Standards, Schedules of Training and Competency Analysis Profiles for each designated trade in Ontario. These standards list training requirements, skills requirements and other trade-specific information. The College's website lists each of these documents by sector and trade.

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

Each of these documents is listed on the College's website. Potential applicants can also get information about them by contacting the College's Client Service Centre and through MTCU field offices.

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

The College began registering members on April 8, 2013. Therefore, all registration practices and applicant resources are new for the reporting year.

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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.

Each application for membership is reviewed to determine whether the applicant meets the registration requirements. If so, the Registrar grants the individual a C of Q (for the Journeypersons Class) or Statement of Membership (for the Apprentices Class and Journeyperson Candidates Class). However, in some cases the Registrar may also refuse to issue membership, or issue membership that is subject to terms, conditions and limitations. If either of these instances occurs, the Registrar informs the applicant in writing of his proposed decision. At this point, applicants are informed that they may request a review of the Registrar's proposal (an appeal). This request must be submitted to the College within 60 days of the Registrar's proposal to the applicant. The Registration Appeals Committee has the power to grant an extension to this timeline if it believes there are reasonable grounds to do so.

Once a review has been requested, the Registration Appeals Committee will make a decision based on any documents filed or submissions made by the applicant and the College. Any materials submitted will be provided to the applicant for his/her review before the Committee makes its decision on the appeal. At this point, applicants have 30 days to review and comment on these documents. Any additional materials submitted will be provided to the applicant for an additional 30 days for review and comment. The Registration Appeals Committee provides its decision in writing to the Registrar within 60 days of completing its review of the supporting documentation and submissions. The applicant is also provided with this written decision.

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

There have been no reviews or appeals of registration requests received by the College as of December 31, 2013.

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

Not applicable – see response above.

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

The College's process for registration appeals is outlined in the Ontario College of Trades and Apprenticeship Act, 2009 (ss. 39-41).

When an applicant requests a review of the Registrar's proposed decision on their application for registration, they must complete Form RAC-1: Request for a Review by the Registration Appeals Committee. The applicant may include written submissions and relevant documents when they submit this form. These supporting documents should address any reasons the Registrar is proposing to refuse membership or subject membership to any terms, conditions or limitations. The form and any supporting documentation must be submitted to the Registration Appeals Committee within 60 days of receiving the Registrar's decision on their

application.

Applicants who request a review by the Registration Appeals Committee are also provided with the opportunity to review and comment on any other materials that are submitted to the Committee during the review. Documents submitted by the College or other parties are forwarded to the applicant, who has 30 days to review and provide comments in writing.

Submissions to the Registration Appeals Committee are made in writing. It is not the practice of the Committee to meet with applicants.

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.

Applicants are informed of their right to request a review of the Registrar's proposed decision when they are informed of the proposed decision itself. When this happens, the applicant receives a letter outlining the Registrar's proposed decision to either refuse membership, or propose terms, conditions or limitations on membership, and the reasons for the proposal. This letter will outline the applicant's rights to appeal, and provide information about how to pursue a review of the Registrar's proposed decision.

The RAC-1: Request for a Review by the Registration Appeals Committee and the Registration Appeals Process Guide can be downloaded from the College's website (<http://www.collegeoftrades.ca/guides-forms>). Applicants can also request these documents from the Client Service Centre.

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.

When an application for registration is received by the College, it is assessed by College staff, and the College's Registrar makes the final decision on whether to grant membership, deny membership, or make a C of Q or Statement of Qualification subject to terms, conditions and limitations.

The Registration Appeals Committee is a statutory committee of the College's Board of Governors. No member of the Committee or the Board of Governors is involved in making decisions concerning applications for membership.

e) Describe your internal review or appeal process.

Each membership application is reviewed to determine whether the applicant meets the registration requirements for the membership class they are applying to. The Registrar may propose one of the following three courses of action:

1. Grant membership in the College once all applicable fees have been paid;
2. Refuse to issue a Statement of Membership (for the Apprentices Class and Journeyperson Candidates Class) or a C of Q (for the Journeypersons Class) because the applicant has not met the registration requirements and/or there are reasonable grounds to believe the applicant's past actions suggest they will not perform the duties of the trade in accordance with the law; or

3. Issue a Statement of Membership or C of Q with terms, conditions or limitations placed on it.

The proposed decision by the Registrar will be communicated to the applicant in writing. At this point, applicants are informed that they have a right to appeal the registration decision and/or assessment outcome in writing.

If a review has been requested, the Registration Appeals Committee considers any information submitted in writing by the applicant or other parties. Any information that is submitted to the Committee to make its decision is also provided to the applicant for his/her review.

Once it has considered all submissions and supporting documents, the Committee may make an order to do one of the following:

1. Direct the Registrar to issue the Statement of Membership or C of Q;
2. Direct the Registrar to issue the Statement of Membership or C of Q and make it subject to terms, conditions or limitations;
3. Direct the Registrar to vary specified terms, conditions or limitations in the Registrar's original proposal; or
4. Direct the Registrar to refuse to issue a Statement of Membership or C of Q.

Decisions made by the Registration Appeals Committee are provided to the College's Registrar and to the applicant.

Further appeals may be made to the provincial Divisional Court.

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

The Registration Appeals Committee is a 7-member statutory committee of the College's Board of Governors. As of December 31, 2013, 5 members (including the Chair) are from the College's Board of Governors, and 2 members are from separate Trade Boards. None of the members of the Registration Appeals Committee are internationally-trained workers.

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

The College began registering members on April 8, 2013. Therefore, all registration practices and appeals processes are new for the reporting year.

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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.

Once a decision has been made by the Registration Appeals Committee, the decision is communicated in writing to the applicant. As part of this communication, applicants are also informed of their right to appeal a decision or order of the Registration Appeals Committee to the provincial Divisional Court in accordance with the rules of the court.

This information is also provided in the Registration Appeals Process guide.

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

The College began registering members on April 8, 2013. Therefore, all registration practices and appeals processes are new for the reporting year.

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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 register in the Apprentices Class, individuals must be named in a registered training agreement with MTCU, complete a College Member Application Form and pay the appropriate membership fees.
- To register in the Journeyman Candidates Class, individuals must hold an Ontario C of A, have never before been a member in the Journeyman Candidates Class in that trade, complete a Member Application Form, and pay the appropriate membership fees.
- To register in the Journeymen Class, individuals must hold a C of A, have achieved a satisfactory grade on the C of Q exam for their trade, complete a Member Application Form, and pay the appropriate membership fees.
- Applicants may also enter the Journeymen Class by requesting a Trade Equivalency Assessment. In 2013, these assessments were completed by MTCU on behalf of the College, and are detailed in section 9. For applicants applying to the Journeymen Class, a Provisional Certificate may be requested for compulsory trades to allow the applicant to work while they prepare to write their exam.

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

Equivalency assessments were completed by MTCU on behalf of the College, and are detailed in section 9.

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

Not applicable.

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.

Not applicable.

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

Not applicable.

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

Not applicable.

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

Not applicable.

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.

Applicants for Trade Equivalency Assessments are told to expect the assessment process to take up to six weeks once all supporting documents have been received. In total, the entire registration process for internationally-trained applicants could take up to 9 weeks to complete, depending on how quickly the assessment is completed, and when the exam can be scheduled.

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

See above response.

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.

Not applicable.

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.

Not applicable.

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

Not applicable.

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

Not applicable.

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.

Not applicable

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

Not applicable

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

Not applicable

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

The College began registering members on April 8, 2013. In 2013, MTCU completed assessments on the College's behalf. In April 2014, the College will assume this duty.

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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.

MTCU conducted Trade Equivalency Assessments on the College's behalf in 2013. The College will assume this duty in April 2014.

MTCU provides C of Q examination services on behalf of the College.

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

Assessment guidelines are outlined to applicants and reviewed upon the applicant's first meeting with MTCU Employment and Training Consultants. This is reinforced in a Memorandum of Understanding between the College and MTCU, which was put in place in April 2013 to guide the assessment process by MTCU on behalf of the College.

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

The MTCU is well experienced in the evaluation of international credentials. It has a working group that communicates regularly with interprovincial, inter-ministry and with federal counterparts regarding qualifications and trends.

iii. provides timely decisions, responses and reasons to applicants

MTCU accepts applications for Trade Equivalency Assessments in all 26 field offices across Ontario. The processing time varies upon location and time of the year. Applicants are informed when they apply that a six-week processing time can be expected.

iv. provides training to individuals assessing qualifications

MTCU has a manual outlining the steps and methods to be used for Trade Equivalency Assessments. Advisories are sent when issues are identified to notify all staff of any changes or trends.

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

Files for applicants who request a Trade Equivalency Assessment are kept at local MTCU offices. If an applicant requests that documents from their assessment package are returned, requests must be made directly to the assessor, and will be returned upon this request. Original documents are not retained by MTCU or the College other than employer letters, resumes or other documents written specifically to support the assessment package. When applicants submit original documents other than these mentioned above, they are reviewed, photocopied (with a note to indicate that the original has been reviewed), and returned to the applicant.

Post-assessment, all records are housed with the College, and may be requested through the College directly once the applicant has been informed of the outcome of his/her assessment.

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

MTCU offices and services are expected to meet all accommodation requirements.

The College has provided MTCU with assessment guidelines for 2013. This guide stipulates that all persons acting on behalf of the College performing the task of assessing individuals for trade equivalency must review the “Guide to Your Rights and Responsibilities Under the Human Rights Code” at <http://www.ohrc.on.ca/en/guide-your-rights-and-responsibilities-under-human-rights-code>.

Once assessors have reviewed this guide, they must comply with the Human Rights Code understanding that every individual has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability.

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.

MTCU relies on the World Education Services (WES) or other accredited organizations to evaluate international academic credentials. This type of academic credentials is not as beneficial when determining trade equivalency and has less influence in the outcome of an assessment than work experience and technical training.

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

Trade Equivalency Assessments are to determine equivalency to an apprenticeship program in Ontario. To do this assessment, MTCU assessors use Training Standards, curriculum, industry guidelines and regulations where applicable for the specified trade.

iii. Explain how work experience is taken into account.

Work experience is critical in the assessment process. The apprenticeship programs being assessed against are based on approximately 80% on-the-job work experience with a specified duration of time and this experience is given preference over academic training. The full scope of each trade is required to be deemed equivalent. References from the applicant’s employers are used for verification of competence. The results of the assessment itself may highlight to the applicant where they need to direct their attention to specific training to fill any skills gaps.

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

i. Describe the methodology used to evaluate competency.

Training Standards for each trade are quite specific in the scope of the training required. The use of interviews and conversations with the applicant and the individuals who supply documents of proof of experience are verified. This includes out-of-country documentation.

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

Training Standards for trades are the responsibility of the College. Trade Boards were created in 2013 for many trades, and a primary function of these Trade Boards is to update Training Standards. Training Delivery Agencies that deliver in-class training also review standards for accuracy and validation.

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

Testimonials of competencies from trade professionals that have supported the application are verified by MTCU assessors and compared to the apprenticeship program as it is outlined in the trade's Training Standard.

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

i. Describe the methodology used to evaluate prior learning.

MTCU recognizes prior learning and experience as submitted by the applicant by verifying with issuing jurisdictions and employers.

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

MTCU trains staff to remain current in evaluating credentials.

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

Work experience is used exclusively in the Prior Learning Assessment Recognition process to determine equivalency or to identify gaps in the applicant's portfolio.

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

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

1. The C of Q examinations are all multiple-choice and typically range between 100-150 questions. The complete examination is provided in English and French on facing pages. Individuals answer questions by filling in an answer sheet and the sheet is scored by an automated scoring machine. There is also the opportunity to manually score the answer sheet if there is a dispute.

Individuals may re-write the examination if they are not successful but before the third and any subsequent attempt, proof of study or upgrading must be provided.

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

During the examination development process, the individual items are developed, translated, edited and validated by Subject Matter Experts (SME). SMEs are individuals who have worked in the trade for a minimum of eight years, most often these are Journeypersons or Instructors from Training Delivery Agencies (TDAs). The examination development process is completed through a series of facilitated workshops:

- initial development is a 5-day workshop with 15 SMEs
- translation is a 3-day workshop with 2-4 bilingual SMEs
- editing is a 4-day workshop with 3-4 SMEs
- validation is 4-12 workshops of 2-3 days each with 8-40 SMEs

There is an examination complaint process in place to assess any complaints about the accuracy of the examination. If a complaint is valid, the examination will be updated to reflect the change. For Red Seal trades, the host jurisdiction is responsible for monitoring the statistics on examination item activity and pass/fail rates. Should there be any deficiencies, the items are validated and analyzed by SMEs in two to three jurisdictions.

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

C of Q examinations are updated following release of a new or updated Apprenticeship Training Standard (ATS) or, for Red Seal trades, a new National Occupational Analysis (NOA). This occurs approximately every 4-5 years. However, if an examination is compromised, a new examination (or part thereof) may be introduced at any time.

As the C of Q examination is a written assessment tool used to measure on-the-job skills, the content of the examination is based on the skills outlined in the NOA and/or ATS for the trade. The examination is developed by SMEs in the trade and overseen by Ontario College of Trades staff. All participants involved in the development of a Certificate of Qualification examination must sign a confidentiality agreement and security of the examination questions is of paramount importance.

Once the draft examination is developed, it is then edited and translated by SMEs to assess difficulty and fairness. Once the examinations are compiled they are reviewed by SMEs to ensure that the examinations are balanced, distinct and fair. Once validated, they will then be implemented and used until a new examination replaces them.

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

The College began registering members on April 8, 2013. At that time, an agreement with MTCU was put in place to guide assessments on the College's behalf.

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

In 2013, MTCU administered C of Q examinations and Trade Equivalency Assessments on the College's behalf. MTCU has been responsible for administering these services prior to the creation of the College and the process was carried over once the College opened its doors in April 2013. Employment and Training Consultants who were trained on the process under MTCU continued to complete the assessments, with updated information on College processes and the new membership structure.

ii. individuals who make registration decisions

The College's Registrar makes the final decision on the registration of members.

iii. individuals who make internal review or appeal decisions

The Registration Appeals Committee is a newly formed committee, and has not been asked to review a registration appeal as of December 31, 2013. There are plans to provide training to the committee in 2014 on the registration appeals process, and the roles and responsibilities of the committee.

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

The College began registering members on April 8, 2013. Therefore, all registration practices are new for the reporting year.

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.

Agreement on Internal Trade (AIT) – Chapter 7 of AIT grants labour mobility, meaning Canadian workers who have qualifications in one province or territory may move to another and have their qualifications recognized without additional material training, experience, examinations or assessments.

Interprovincial Red Seal Program – The Red Seal Program represents industry's recognition of an interprovincial standard of excellence for skilled trades in Canada. Currently, 55 trades are included in the program nationally. Interprovincial standard examinations are developed based on national occupational analyses for each trade, and are encouraged to be used by provinces and territories for curriculum development. Currently, Ontario provides Red Seals for 47 of the 55 interprovincial Red Seal trades, and the College's Registrar sits as a member on the Canadian Council of Directors of Apprenticeships, which manages the program.

Ontario Labour Mobility Act (OLMA)

The OLMA supports Ontario's commitment to implement provisions of the AIT.

Bi-lateral Agreements with Quebec – Ontario has signed several labour mobility agreements with Quebec concerning the labour mobility of construction workers. The agreement signed in 2006 (Agreement on labour mobility and recognition of qualifications, skills and work experience in the construction industry) has been deemed to be the most conducive to labour mobility, and therefore is used more frequently to guide labour mobility of construction workers from Quebec coming into Ontario. In 2013, the Minister of Training, Colleges and Universities passed Ontario Regulation 421/12 (General) which, among other things, exempts workers from Quebec in 6 compulsory trades from requiring to be members of the College in order to work legally in Ontario.

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

When an individual comes to Ontario and wishes to receive an Ontario C of Q from the College to work in their trade, they must complete a Trade Equivalency Assessment form with MTCU. These individuals are not required to submit additional documentation or proof of work experience. Once their authorizing certificate from another province or territory has been verified and they pay their membership fees to the College, they are granted membership and issued an Ontario C of Q. If the applicant has a Red Seal from another province or territory and receive a College-issued C of Q for the same trade the College-issued C of Q will not have a Red Seal endorsement, as the Red Seal can only be issued by the jurisdiction where the individual originally obtained the endorsement.

Individuals certified in Quebec in the trades of Electrician – Construction and Maintenance, Hoisting Engineer – Mobile Crane Operator 1, Plumber, Refrigeration and Air Conditioning Systems Mechanic, Sheet Metal Worker or Steamfitter are exempt from membership, and not required to be members of the College in order to work legally in Ontario.

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

The College is subject to the same agreements on recognizing qualifications that existed under MTCU. In early 2013, the Minister of Training, Colleges and Universities created Ontario Regulation 421/12 (General), which exempts individuals in the 6 trades listed above from having to be members of the College in order to work legally in their trade.

Data Collection (12 / 13)

Languages in which application information materials are available

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

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

Paid staff employed by your organization

b) In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, 1 full-time employee and 1 part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	159
Staff involved in appeals process	6
Staff involved in registration process	50

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
U.K.	4
India	4
U.S.	3
Pakistan	3
Romania	3
Germany	3
Philippines	2
Japan	2
Mauritius	1
Iran	1

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

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	52052	n/a	3	23	213	52291

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

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

Additional comments:

Applications your organization processed in the past year

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

from January 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
New applications received	52052	n/a	3	23	213	52291
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	52052	n/a	3	23	213	52291
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	n/a	0	0	5988	5988
Applicants who met all requirements and were authorized to become members but did not become members	0	n/a	0	0	0	0
Applicants who became FULLY registered members	52052	n/a	3	23	213	52291

Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	n/a	n/a	n/a	n/a	n/a	0
Applicants who were issued an alternative class of licence³	n/a	n/a	n/a	n/a	n/a	0

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:

Classes of membership below are not all consider Alternative as they may, as noted, be transitional in to another class of membership.

	Class of licence	Description
a)	Apprentices Class	<p>Individuals in this class:</p> <ul style="list-style-type: none"> • Hold one or more valid registered training agreements with the Ministry of Training, Colleges & Universities in either compulsory or voluntary trades; • Are subject to any ratios and wage rates that have been set out in regulations for their trade (s); • Can remain in this class until they receive their Certificate of Apprenticeship; and • Can hold themselves out as apprentices.
		<p>Individuals in this class:</p> <ul style="list-style-type: none"> • Practice voluntary trades where there is Certificate of Qualification exam to become certified as Journeyman in the trade ; • Have been members of the Journeyman

b)	Tradespersons Class	<p>Candidates Class or are not eligible for Journeyperson Candidates Class and have been assessed to have experience and/or qualifications that are equivalent to a Certificate of Apprenticeship in that trade;</p> <ul style="list-style-type: none"> • Are preparing to write/have no plans to write/have not passed the available Certificate of Qualification exam for their trade(s); • Can remain in this class indefinitely or until they pass the available Certificate of Qualification exam for their trade(s); and • Can hold themselves out as tradespersons (they are neither apprentices nor journeypersons). <p>Note: Individuals in the Tradespersons Class are not subject to any ratios and/or wage rates that may be set out for their (trade(s)).</p>
c)	Journeyperson Candidates Class	<p>3Individualsn/an/a in this class:</p> <ul style="list-style-type: none"> • Have completed an Ontario apprenticeship program (hold a Certificate of Apprenticeship) in a trade that has a Certificate of Qualification exam (voluntary or compulsory) and have not passed that Certificate of Qualification exam for their trade(s); • Are subject to any ratios and/or wage rates that have been set out for their trade(s), if they practice a compulsory trade; • Can remain in this class until they pass the Certificate of Qualification exam and become members of the Journeypersons class or for a maximum of one year (whichever comes first); • Can continue to work legally in their trade, if they are in a compulsory trade, as they prepare to write their exams (individuals in voluntary trades do not have to be members of the College to work legally); and • Can hold themselves out as journeyperson candidates (they are neither apprentices nor journeypersons).
		<p>Individuals in this class:</p> <ul style="list-style-type: none"> • Have met all of the requirements set out for their trade(s) and hold a valid Certificate of Qualification <ul style="list-style-type: none"> o If an individual is not a completed Ontario apprentice (i.e. does not have a Certificate of Apprenticeship), s/he could have met the

d)	Journeypersons Class	<p>requirements by having been assessed to have experience and/or qualifications that are equivalent to a Certificate of Apprenticeship in that trade and passed the required Certificate of Qualification exam, if one is available for the trade; or</p> <ul style="list-style-type: none"> • Have been assessed to have experience and/or qualifications that are equivalent to a Certificate of Apprenticeship and have been issued a valid Provisional Certificate of Qualification (separate eligibility requirements set out in the Ontario College of Trades' Classes of Members and Registration Regulation (O.Reg. 321/12) and in College operational policy); and • Can hold themselves out as journeypersons.
e)	Employer/Sponsor Class	<p>Individuals in this class:</p> <ul style="list-style-type: none"> • Are potentially employers/sponsors of individuals who are in the apprentice, tradesperson, journeyperson candidate or journeyperson class.
f)		<input data-bbox="824 1058 1489 1121" type="text"/>
g)		<input data-bbox="824 1224 1489 1287" type="text"/>
h)		<input data-bbox="824 1390 1489 1453" type="text"/>
i)		<input data-bbox="824 1556 1489 1619" type="text"/>
j)		<input data-bbox="824 1722 1489 1785" type="text"/>

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	0	0	0	0	0	0
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

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

Additional comments:

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

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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: Dale Richardson

Title: Manager Member Records and Data

Date: 28/02/2014

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