

Fair Registration Practices Report

Social Service Workers (2016)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

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

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

In May 2016, College Council approved the Native Child and Family Services (NCFS) Program offered at Confederation College in Thunder Bay, Ontario, as a program equivalent to a Social Service Work program offered in Ontario at a College of Applied Arts and Technology. Thus, past and future graduates of this program will meet the academic qualifications requirement and are now eligible to apply for a certificate of registration for social service work.

ii. Describe the impact of the improvements / changes on applicants.

This change allows graduates of the NCFS program to more easily meet the requirements for registration with the College which could assist in securing employment where membership of a regulated profession is mandatory.

iii. Describe the impact of the improvements / changes on your organization.

The website and other registration materials were updated to reflect the approval of the NCFS program.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

d) Fees

i. Describe any improvements / changes implemented in the last year.

Effective January 1, 2016, the registration fee increased by \$5 to \$180 for applicants who apply before December 31 of the year in which they graduate from a social work program and \$280 for all other applicants.

ii. Describe the impact of the improvements / changes on applicants.

Given the minimal increase, there is no discernable impact on applicants.

iii. Describe the impact of the improvements / changes on your organization.

The fee increase required changes to multiple forms of communication with applicants including application forms, registration guides, website, and correspondence as well as programming changes in the database.

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

In May 2016, College Council approved the Native Child and Family Services (NCFS) Program offered at

Confederation College in Thunder Bay, Ontario, as a program equivalent to a Social Service Work program offered in Ontario at a College of Applied Arts and Technology. Thus, past and future graduates of this program will meet the academic qualifications requirement and are now eligible to apply for a certificate of registration for social service work.

ii. Describe the impact of the improvements / changes on applicants.

This change allows graduates of the NCFS program to more easily meet the requirements for registration with the College which could assist in securing employment where membership of a regulated profession is mandatory.

iii. Describe the impact of the improvements / changes on your organization.

The website and other registration materials were updated to reflect the approval of the NCFS program.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

In June 2016, the Registration section of the College website was revised and refreshed to provide a more user-friendly experience for members of the public. The website is easier to navigate and content has been updated so that it is easier to understand.

ii. Describe the impact of the improvements / changes on applicants.

Applicants are able to clearly understand the requirements for registration, the process to apply and how to find the appropriate application to complete.

iii. Describe the impact of the improvements / changes on your organization.

With the improvements to the website, applicants are able to find all of the information they require which results in more successful applications with less follow up required from College staff.

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

1. Every fall, an orientation training session is provided to all Registration Appeals Committee members that includes an overview of the the legislative foundation for the Committee; the role of the Committee within the College's framework; the review and decision-making process of the Committee, including its scope of powers; the duties of the Committee and administrative law principles; and, confidentiality.
2. In 2016, staff at all levels completed various training with content that included Business Writing Skills and MS Word training. Staff also attended a number of Annual Conferences including those held by CNAR, OCT, and CLEAR.

ii. Describe the impact of the improvements / changes on applicants.

1. The training provided to Committee members ensures that their processes are transparent, objective, impartial and fair to applicants who have requested a review.
2. By completing the Business Writing Skills and Word training sessions, staff are better able to communicate in a clear and concise way with applicants, members and other stakeholders.

iii. Describe the impact of the improvements / changes on your organization.

1. The training provided to Committee members provides its members with clear guidelines and sound knowledge of their role and responsibilities.
2. By attending conferences with a regulatory focus, staff are aware of trends in regulation.

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

1. The College is in the process of updating its database with the anticipated go live date in mid-2017. The expectation is that the new database platform will create efficiencies in all areas of the College's functions, including in the processing of application forms. It will also enable staff to conduct complex data queries and analyze trends.
2. In 2016, an internal task force comprised of staff from various College departments (including Registration, Membership, Communications and Professional Practice) was formed to plan outreach initiatives to the coordinators of social service work programs at Ontario Colleges of Applied Arts and Technology and the

graduating students of these programs. The goal of this initiative is to increase registration numbers and communicate the importance of regulation.

ii. Describe the impact of the improvements / changes on applicants.

1. Any efficiencies in the registration process may result in reduced wait times for processing applications and a more satisfactory registration process for applicants.
2. Ongoing and comprehensive outreach to graduating students will help ensure that new professionals understand the purpose and importance of regulation.

iii. Describe the impact of the improvements / changes on your organization.

1. Once staff have been thoroughly trained, the projected benefits to an updated database include the elimination of rote processes resulting in efficiencies and increased productivity. It will also assist in the accurate and thorough collection of data required to prepare reports and analyze trends.
2. Outreach can be resource intensive; however, ensuring all qualified graduates who are practising social service work are registered is imperative to the College mandate of protecting the public.

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

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

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	50
Female	416
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the

terminology used by your organization.

Gender Number of Members

Male 318

Female 2035

None of the above 0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
464	2	0	n/a 0 Total 0	0	466

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
402	0	0	n/a 0 Total 0	0	402

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
2334	4	1	Brazil 1 China 1 Hong Kong 2 Poland 1 Scotland 1 Taiwan, Province Of China 1 Total 7	7	2353

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in 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)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	464	2	0	0	0	466
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	122	2	0	0	0	124
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
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	402	0	0	0	0	402
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants who were issued an alternative class of licence ³	0	0	0	0	0	0

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

APPLICANTS ACTIVELY PURSUING LICENSING: This includes applicants who applied for registration in 2016 but did not become registered in 2016 and remained applicants as of December 31, 2016. This also includes applicants who applied for registration in 2016 but withdrew their application or were refused a certificate of registration in the same year.

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General Certificate	<p>Description (a)</p> <p>The only class of certificate currently being issued to individuals who meet the requirements of registration as set out in O.Reg. 383/00.</p>

Additional comments:

i) Reviews and appeals processed

State the number of reviews and appeals 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)

from January 1 st to December 31 st of the reporting year	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	1	0	0	0	0	1
Appeals heard	3	0	0	0	0	3
Registration decisions changed following an appeal	1	0	0	0	0	1

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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Additional comments:

j) Paid staff

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, one full-time employee and one 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	31.5
Staff involved in appeals process	2
Staff involved in registration process	8.5

Additional comments:

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3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:
 Laura Sheehan

Title:
 Deputy Registrar

Date:
 2017/01/03

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