

Fair Registration Practices Report

Social Service Workers (2017)

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 2017, the following programs offered at a College of Applied Arts and Technology (CAAT) in Ontario were approved by Council as a program equivalent to a Social Service Work (SSW) program offered in Ontario at a CAAT:

- Addiction and Mental Health Worker (AMHW) program at Centennial College (approved in May)
- Community Worker and Outreach Development (CWOD) program at Sheridan College (approved in December)

Consequently, graduates of the AMHW or CWOD program will meet the academic qualifications requirement and are now eligible to apply for a certificate of registration for social service work, in the same manner as a graduate of a SSW program.

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

Graduates of the AMHW or CWOD program will more easily meet the requirements for registration with the College which can assist them 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, including the registration guide, were updated to reflect the approval of both programs.

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, 2017, the registration fee increased by \$20 to \$200 (for applicants who apply for registration before December 31 of the year in which they graduate from a social service work program) and to \$300 for all other applicants. As in previous years, the registration fee continues to be pro-rated on a quarterly basis depending on the date of registration, resulting in applicants, who are registered in the second, third and fourth quarter of the calendar year, receiving a partial refund of the registration fee.

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

This is a moderate increase which appears to have had a minimal impact on applicants.

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

An increase of the registration (and annual) fee was necessary; in order for the College to effectively fulfill its public protection mandate, member fees must reflect actual operating costs. Any fee increase requires changes to multiple forms of communication with applicants, including application forms, registration guides, the College website, correspondence to applicants/members, 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 2017, the following programs offered at a College of Applied Arts and Technology (CAAT) in Ontario were approved by Council as a program equivalent to a Social Service Work (SSW) program offered in Ontario at a CAAT:

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Consequently, graduates of the AMHW or CWOD program will meet the academic qualifications requirement and are now eligible to apply for a certificate of registration for social service work, in the same manner as a graduate of a SSW program.

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

Graduates of the AMHW or CWOD program will more easily meet the requirements for registration with the College which can assist them 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, including the registration guide, were updated to reflect the approval of both programs.

g) Resources for applicants

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

The College has continued to update our website, using plain language, to ensure that prospective and current applicants are able to navigate the website with ease. A general email address (registration@ocswssw.org) is provided throughout the registration section of the website so that visitors can contact College staff with questions. This email address is monitored by staff in the registration department and responses are provided in a timely manner (typically 2-3 business days).

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

The objective of any revisions/updates to the website is to ensure a more user-friendly experience, where applicants are able to clearly understand the application process and the requirements for registration.

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

Clear, simple and easy to understand navigation helps to ensure that applicants find the correct information, complete the correct application form, and understand the application process and requirements. The result is that staff are able to process applications in a timely manner with less follow up required.

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.

In December 2017, the Registration Appeals Committee members received a thorough orientation session which included:

- an overview of the legislative framework of 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;
- confidentiality;
- the College's duties under FARPACTA and the powers of the Fairness Commissioner; and,
- College registration policies.

Registration staff completed various training sessions including workshops on Managing Cultural Differences offered through ORAC (Ontario Regulators for Access Consortium) and a number of lunch and learn webinars. Staff were also trained on the new database, launched in July 2017.

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

The focus of the training provided to both registration staff and the Registration Appeals Committee is to ensure that our practices and processes are transparent, objective, impartial and fair to applicants. There is an emphasis on providing clear, consistent and timely responses to all applicants.

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

Registration staff and the Registration Appeals Committee have access to the knowledge and resources they require to respond to inquiries and to consistently provide correct and clear information to applicants.

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.

In July 2017, the College launched an updated database.

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

Given the infancy of the database, the impact on applicants has been minimal. However, it is anticipated that efficiencies will be created in the processing of applications (i.e. database entry; easy and effective tracking of the status of applications; electronic communication with applicants) which may result in reduced processing times for applications.

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

As registration staff increase their comfort and knowledge with the database efficiencies will be realized and productivity will increase.

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:

Empty text box for additional comments.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender Number of Applicants

Male 66

Female 398

None of the above 2

Additional comments:

Empty text box for 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 2158

None of the above 0

Additional comments:

NOTE: The above number reflects 198 members who are registered in both categories of membership (Social Work and Social Service Work).

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
442	2	0	India 3 Philippines 1 Total 4	18	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:

Empty text box for 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
344	0	0	India 2 Total 2	0	346

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
2411	20	7	Brazil 1 Hong Kong 2 India 3 Poland 1 Taiwan, Province Of China 1 Total 8	30	2476

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:

NOTE: The above number reflects 198 members who are registered in both categories of membership (Social Work and Social Service Work).

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	442	2	0	4	18	466
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	97	2	0	2	0	101
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	344	0	0	2	0	346
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	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
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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:

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 style="text-align: center;">Description (a)</p> <div style="border: 1px solid black; padding: 5px;"> <p>The only class of certificate being issued to individuals who meet the requirements for registration as set out in O.Reg. 383/00 (as of December 31, 2017).</p> </div>

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	2	0	0	0	0	2
Appeals heard	2	0	0	0	0	2
Registration decisions changed following an appeal	0	0	0	0	0	0

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	34.5
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:

2018/02/28

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