

Fair Registration Practices Report 2022

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
 - Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges
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The aim of the FRP:

- To collect data and information on individual regulators
 - To understand how a regulator has implemented fair registration practices during the reporting period
 - And to help oversee compliance
 - Overseeing compliance requires, among other things, the following series of functions and activities:
 - Monitoring
 - Assessing
 - Mitigating and/or enforcing
 - Educating and promoting
 - Reporting on progress
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Please note the following to the 2022 FRP report:

- It is our intention that the 2022 FRP will be submitted through Survey Monkey.
 - The 2023 FRP will likely change, in format and content, as we migrate to a more permanent portal and database solution, and as the FARPACTA changes re: registration timelines and other amendments are finalized.
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Q1

Please indicate which regulator you are, and your main point of contact should we require follow up.

Organization: Ontario College of Social Workers and Social Service Workers
Name of regulated profession: Social Worker
Contact Name: Denitha Breau, Registrar and CEO
Contact Email: Dbreau@ocswssw.org
Contact Phone Number: 416-972-9882/877-828-9380, ext. 219

Q2

Section 1 - During the reporting period (January 1st – December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q3

New or consolidated class of certificates or licenses

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q4

Assessment of qualifications

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q5

Timelines for registration, decisions and/or responses

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>In October 2022, the College launched the online portal for equivalency applicants, previous applicants, previous registrants, and current registrants applying for the other category of certificate of registration. All applicants can now securely submit an application through the portal, pay the fees online, update their contact information, upload supporting documents, and track the status of their supporting documents.</p> <p>All applicants who submit the application for registration through the portal receive an automatic acknowledgement of receipt of application, confirming the reference number, receipt of application and fees.</p> <p>The implementation of the online portal reduced the number of steps in the registration process and allowed for efficiencies for staff who, prior to the launch of the portal, were responsible for the data entry and processing of payments. Staff can now review applications for registration as soon as they are completed.</p> <p>The online portal also allows applicants to potentially complete their application sooner by uploading the supporting documents the College accepts from them without having to provide any documents in hard copy format. Furthermore, applicants can monitor the status of their supporting documents and take the appropriate action if the documents are non-compliant or outstanding.</p> <p>In concert with the launch of the online portal, the College switched from mail communications to email communications with applicants. All applicants are notified by email if there are any outstanding documents or if further information is required. This method of communication is faster than mail correspondence and could also potentially reduce the application processing times.</p>

Q6

Registration and assessment fees

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q7

Resources for applicants

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>In an effort to be more accessible and to provide clear and easy-to-find information to the stakeholders we serve, we made significant changes to our website, specifically to the “Applicants” tab. For easy navigation to this tab, we added a “Register with the College” banner on the homepage with a link to the “Applicants” tab. To help applicants select the appropriate registration streams, we created “decision trees” for the <i>Register as a Social Worker</i> webpage.</p> <p>We also created two application guides (<i>Guide for First-Time Applicants</i> and <i>Guide for Previous Applicants and Registrants</i>) to support and assist applicants in navigating the application process and the online portal. All the registration-related forms are available in the online portal in fillable PDF format. Applicants may download the forms, complete, and sign them electronically and then upload them to the portal. The forms are also in compliance with the <i>Accessibility for Ontarians with Disability Act</i> (AODA).</p> <p>The website has a new “Resource Room” tab, where applicants, registrants and other stakeholders can access most of the College’s resources in one central location. The resources are catalogued by category and type and some examples of resources include PDF documents, links, and videos.</p>

		The Resource Room has a Frequently Asked Questions (FAQ) section. The FAQ categories, which are listed in alphabetical order to help applicants and visitors find the appropriate sections, cover a wide range of topics, from how to apply for registration with the College and cross-jurisdictional practice to Diversity, Equity, and Inclusion (DEI).
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Q8

Changes to internal review or appeal process

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q9

Access by applicants to their records

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	All applicants who apply online have access to the online applicant portal to check the status of their supporting documents and update their contact information. Applicants continue to have the option to request a copy of their application materials on an ad hoc basis at no additional cost.

Q10

Mutual recognition agreements

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q11

Training and resources for staff regarding registration

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>All staff involved in the processing and review of applications for registration participated in training sessions on the online portal in order to understand the application process from the applicant's online experience.</p> <p>A variety of resources are available to staff to assist with the transition from paper processes to online processes and procedures. Some examples of resources include "how to guides" created by staff, copies of training materials, and copies of registration procedures. All resources are available in electronic format.</p> <p>Extensive cross-training has also been provided to ensure continuous, consistent and timely customer service.</p>

Q12

Relationship with third party service provider(s)

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q13

Accreditation of educational programs

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q14

Technological or digital improvements

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>In 2022, the College continued to become increasingly paperless and shifted from paper-based processes to electronic-based processes and procedures. As reported in the <i>2021 Fair Registration Practices Report</i>, the first major step in the transition from paper to electronic applications was the launch of the online portal, a project that was completed in two phases. In Phase 1, the online portal, which was launched in February 2021, was only available to first-time diploma/degree applicants. In Phase 2, completed in October 2022, the online portal was made available to equivalency applicants, previous applicants, previous registrants, and current registrants applying for the other category of certificate of registration. All applicants can now securely apply and pay the fees online, track the status of their supporting documents, and update their contact information.</p> <p>As previously reported, the College also adopted alternative forms of submission of registration documents. The College is accepting electronic documents from applicants (which can be submitted through the online portal or by email or fax), and electronic verification of academic qualifications directly from academic institutions or via a third-party portal (e.g.: MyCreds™, Parchment, etc.), and electronic verification of good standing from out-of-province social work regulators. The switch to electronic documents translates into decreased processing times for applicants, who had to factor in the mail delays and/or longer processing times associated with paper submissions prior to the COVID-19 pandemic, when the registration process was entirely paper-based.</p> <p>For accessibility reasons, the College continues to accept paper applications upon request. Once these applications are completed (registered), the files are digitized and stored electronically.</p>

Q15

Anti-racism and inclusion-based policies and practices

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q16

Organizational structure

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	The College hired two new Registration staff (one permanent and one contract) in April 2022 to assist with the processing of applications for registration.

Q17

Contingency or continuity of operations plans

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	As reported in the <i>2021 Fair Registration Practices Report</i> , the implementation of online services for all types of applications and the digitization of paper applications allows College staff to continue to work in a hybrid work model.

Q18

Documentation requirements for registration

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input checked="" type="checkbox"/>	<input type="checkbox"/>	As reported in the <i>2021 Fair Registration Practices Report</i> , the College has revised all its application-related forms, which are available to applicants in the online portal in PDF fillable format. Applicants may download the forms, complete, and sign them electronically and upload the completed forms via the online portal or

		submit them through email. All the forms are also in compliance with the AODA. Paper application forms or fillable PDF forms are available upon request.
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Q19

English / French language proficiency testing

Yes	No	Description of Change/Improvement that would impact Fair Registration Outcomes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q20

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1	Implementation of online services for all types of applications.
2	Reviewed and adapted processes/workflows to accommodate the online applications.
3	Redesigned and enhanced College website to provide easy navigation and clear information in plain language.

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

	Risk	Mitigation Measure
1	Registration Staffing Levels	An additional three registration staff members have been approved by the College's Council for the 2023 budget year to

		manage the increased volume of applications for registration.
2	Current Customer Relations Management ("CRM") system	The College is currently in the process of upgrading its CRM system, which will be implemented through a phased approach. High priority is given to applications for registration and renewals, which will be implemented in Phase 1 of the project (Fall 2023).
3	Manual process to identify Internationally Trained Individuals (ITI) and Domestic Labour Mobility Applicants (DLMA)	The College is currently in the process of upgrading its CRM system. The new CRM database will allow Registration staff to easily identify applications by type and assign them a priority level. Furthermore, the College will redesign the workflows and approval processes for ITI and DLMA applications in the new CRM database.

Q22

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

If so, please describe the applicant competencies that you seek to develop through this requirement?

CER: work experience or experiential training obtained in Canada.
(can be a text box that we can provide)

Q23

QUANTITATIVE SECTION - The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's

membership, application volumes, licensure/certification results, and appeals year over year.

Languages

Indicate the languages in which you make available application materials and information about the application process.

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

Q24

Membership Data Demographics Data - As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Gender	Number of members
Total Male	3,146
Total Female	20,938
Total Non-binary	87
Gender not provided	0
OVERALL TOTAL	24,171*

*This number includes social work and dual registrants (individuals registered in both categories, social work and social service work).

Q25

In relation to your members: Do you collect race-based data?

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q26

Do you collect other identity-based or demographics data?

Yes	No	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The College collects the following information:</p> <ul style="list-style-type: none"> • Gender • Region of practice/Electoral District for election purposes • Preferred language of communication with the College (English/French) • Date of Birth • Citizenship Status

Q27

Do you plan to collect race-based data in the future?

Yes	No	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>On September 9, 2022, the College's Council passed a motion to approve in principle the <i>Equity and Inclusion Data Policy</i> to collect race-based and other demographic data from registrants on a voluntary basis. It is anticipated that this initiative will be launched in the 2024 renewal season (which will begin in late November 2023), following an extensive consultation process and final approval by the College's Council.</p>

Q28

Class of License/Certificate Data as of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable

Class of License/Certificate	Number of members
Full/Independent Practice	24,171*
Provisional/Limited License/Certificate	N/A
Emergency License/Certificate	N/A
Other	N/A
OVERALL TOTAL	24,171*

*This number includes social work and dual registrants (individuals registered in both categories, social work and social service work).

Q29

Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below:

Description (Drop Down)	Count
Ontario	18,798
Other Canadian Provinces and Territories	1,839
USA	1,252
Other Countries	984
Multiple and/or Unspecified Jurisdiction	3,208*
	Total 26,081

Comments:

**Registrants with multiple credentials may be captured in more than one section.*

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

#	Country/Count
1	India – 520
2	Hong Kong – 156
3	United Kingdom – 87
4	Australia – 25
5	Israel – 23
6	South Africa – 21
7	Jamaica – 21
8	Philippines – 18
9	Albania – 12
10	Romania – 10
11	Bangladesh – 9
12	Germany – 8

Q31

Applications Data Demographics Data

Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Gender	Number of applicants
Total Male	368
Total Female	2,426
Total Non-binary	28
Gender not Provided	1
OVERALL TOTAL	2,823

Q32

In relation to the applications, you received: Do you collect race-based data?

Yes	No	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Q33

Do you collect other identity-based or demographics data?

Yes	No	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The College collects the following information:</p> <ul style="list-style-type: none"> • Gender • Region of practice/Electoral District for election purposes • Preferred language of communication with the College (English/French) • Date of Birth • Citizenship Status

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022: **66**.

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021, for the following categories as applicable.

Number of applicants	1,982
Number of applicants fully licensed/certified	1,723
Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below
Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	262
Number of applicants fully licensed/certified	198

Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below
Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	250
Number of applicants fully licensed/certified	201
Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below
Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below

Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	214
Number of applicants fully licensed/certified	174
Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below
Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	209
Number of applicants fully licensed/certified	154
Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below
Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	2,088
Number of applicants fully licensed/certified	1,987
Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below
Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below

Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022, for each of the categories as applicable.

Number of applicants	33
Number of applicants fully licensed/certified	26
Average Time to Process Application in Weeks from First Point of Applicant Contact	See comments below

Average Time to Process Application in Weeks from Receipt of all Required Documents	See comments below
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Q42

Please provide any additional comments you may have for questions 33-41.

Due to database limitations, we are unable to provide this level of detail.

The College strives to complete the registration process for degree/diploma applications within three to six weeks of the receipt of **all** required documentation.

Q43

Jurisdiction where applicants obtained their initial education. Please indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

#	Country/Count
1	Hong Kong – 90
2	India – 84
3	United Kingdom – 19
4	Jamaica – 8
5	Brazil – 4
6	Israel – 3
7	Iran – 3
8	Australia – 3
9	Albania – 2
10	Lebanon – 2
11	Pakistan – 2
12	Philippines – 2

Q44

Processing Time as of December 31, 2022, how many full licenses/certificates did your organization issue? **2,485.**

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	See comments below
3 months – less than 6 months	See comments below
6 months – less than 12 months	See comments below
12 months – less than 18 months	See comments below
18 months – less than 24 months	See comments below
24 months and greater	See comments below

Q46

Age of Active Applications as of December 31, 2022, what were the total number of active applications in your case inventory? **836.**

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	See comments below
3 months – less than 6 months	See comments below
6 months – less than 12 months	See comments below
12 months – less than 18 months	See comments below
18 months – less than 24 months	See comments below
24 months and greater	See comments below

Comments for questions 45 and 47:

Due to database limitations, we are unable to provide this level of detail.

The College strives to complete the registration process for degree/diploma applications within three to six weeks of the receipt of **all** required documentation.

Q48

Other Licenses/Certificates of Registration Processed

Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	N/A
Other Canadian Provinces and Territories	N/A
Certificate to Certificate (Labour Mobility)	N/A
USA	N/A
Other International	N/A
Multiple and/or Unspecified Countries	N/A
Total	N/A

Q49

Other Licenses/Certificates of Registration

Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e., before they were granted use of the protected title or professional designation in Ontario.

Ontario	N/A
Other Canadian Provinces and Territories	N/A
Certificate to Certificate (Labour Mobility)	N/A
USA	N/A
Other International	N/A
Multiple and/or Unspecified Countries	N/A
Total	N/A

Q50

Other Licenses/Certificates of Registration Processed

Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1 - December 31, 2022). Enter the data

by the jurisdiction where applicants were initially trained in the profession, i.e., before they were granted use of the protected title or professional designation in Ontario.

Ontario	N/A
Other Canadian Provinces and Territories	N/A
Certificate to Certificate (Labour Mobility)	N/A
USA	N/A
Other International	N/A
Multiple and/or Unspecified Countries	N/A
Total	N/A

Q51

Number of Reviews and Appeals Processed

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31,2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	N/A
Other Canadian Provinces and Territories	N/A
Certificate to Certificate (Labour Mobility)	N/A
USA	N/A
Other International	N/A
Multiple and/or Unspecified Countries	N/A
Total	N/A

Q52

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	4
Other Canadian Provinces and Territories	2
Certificate to Certificate (Labour Mobility)	0
USA	2
Other International	0
Multiple and/or Unspecified Countries	0
Total	8

Q53

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e., before they were granted use of the protected title or professional designation in Ontario.

Ontario	8
Other Canadian Provinces and Territories	2
Certificate to Certificate (Labour Mobility)	0
USA	2
Other International	0
Multiple and/or Unspecified Countries	0
Total	12

Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31,2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Countries	0
Total	0

Q55

List the top three reason for appeals (by percentage) of a registration decision

#	Reason / Percentage
1 Applicants provided new information/supporting documents.	50%
2 Applicants believed that they met the criteria through their existing academic programs or experience.	25%
3 No reason provided	25%

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

#	Reason / Percentage
1 See comments below	
2 See comments below	
3 See comments below	

Comments:

The primary reason for not issuing a certificate of registration to an applicant, regardless of applicant's jurisdiction of training, is not meeting the requirements of registration outlined in the College's registration regulation.

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

#	Reason / Percentage
1 See comments below	
2 See comments below	
3 See comments below	
4 See comments below	
5 See comments below	

Comments:

The primary reason for not issuing a certificate of registration to an applicant, regardless of applicant's jurisdiction of training, is not meeting the requirements of registration outlined in the College's registration regulation.

Q58

Please provide any additional comments you may have:

One of the eight SW applicants who requested a review by the Registration Appeals Committee in 2022 subsequently withdrew their request for review.