

# Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

## 2024 Fair Registration Practices Report

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**Prepared for the Office of the Fairness Commissioner (OFC)**



**FAIRNESS COMMISSIONER**  
COMMISSAIRE À L'ÉQUITÉ

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# 1. Background

Under section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA), which is substantially similar to section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA),

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 23 of FARPACTA and Section 22.9 of Schedule 2 of the RHPA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its annual Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2024.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

## 2. Organization information

<b>Organization name</b>	Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS
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For questions about this report, please contact:

<b>Name</b>	Denitha Breau
<b>Job Title</b>	Registrar and CEO
<b>E-mail</b>	dbreau@ocswssw.org
<b>Name</b>	Uppala Chandrasekera
<b>Job Title</b>	Deputy Registrar and Chief Practice Officer
<b>E-mail</b>	UChandrasekera@ocswssw.org

## 3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

Licensing requirements (brief description for each requirement listed):

<b>Profession/ Trade Name</b>	<b>Social Worker</b>
<b>Academic requirement</b>	All applicants applying for registration as a social worker must meet the academic requirements outlined in O. Reg. 383/00: Registration, and must demonstrate they have: i. Obtained a degree in social work (SW) from a social work program accredited by the Canadian Association for Social Work

	<p>Education (CASWE), or a degree from a SW program, or an equivalent program offered in Canada and approved by Council as equivalent to a SW program accredited by the CASWE; ii. Obtained a degree from a SW program or an equivalent program offered outside Canada and approved by Council as equivalent to a SW program accredited by the CASWE or iii. A combination of academic qualifications and experience performing the role of a social worker that the Registrar determines is substantially equivalent to the qualifications required for a degree in SW from a social work program accredited by CASWE.</p>
<b>Experience requirement</b>	<p>Applicants who obtained their academic qualifications more than five years before the date of application are required to satisfy the currency requirement. This requirement states that the applicant must have engaged in the practice of social work within the five years before applying to the College or otherwise satisfy to the College that they are competent to perform the role of a social worker worker. The College would consider that an applicant has engaged in the practice of social work within the last five years if their practice falls within the scope of practice for social work. The currency requirement does not apply to applicants who have obtained the qualifications required for registration with the College within the</p>

	five years before the date of application.
<b>Language requirement</b>	<p>The College's Registration Regulation, O. Reg. 383/00, sets out that one of the requirements for registration with the College in any class is that the applicant is able to demonstrate reasonable fluency to speak and write either English or French. If an applicant does not have reasonable fluency in English or French, they must take a language proficiency test(s) that is approved by the College and achieve the result scores below: English Language Proficiency: i. TOEFL Internet-based Test (iBT) Overall: 92, Writing: 22, Speaking: 26, Listening: 22, Reading: 22. ii. IELTS Academic Minimum score of no less than 7 in each component: reading, listening, writing, speaking. iii. IELTS General Minimum score of no less than 7 in each component: reading, listening, writing, speaking. iv. CELPIP General Minimum score of no less than 7 in each component: reading, listening, writing, speaking. v. PTE Core Minimum score of no less than CLB 7 or as described below: • Listening comprehension: 60-70 • Reading comprehension: 60-68 • Verbal skills: 68-75 • Written skills: 69-78 French Language Proficiency: i. TEF (Test d'évaluation du français) Note minimale de C1, ou selon la description ci-dessous : • Compréhension écrite (lecture) C1 = 233 ou plus • Compréhension orale (écoute) C1 = 280 ou plus • Lexique et structure</p>

	<p>(vocabulaire et grammaire) C1 = 187 ou plus • Expression écrite (écriture) C1 = 349 ou plus • Expression orale (langue parlée) C1 = 349 ou plus • TCF (Test de connaissance du français) Note minimale de CLB 7, ou selon la description ci-dessous : • Compréhension orale (écoute): 458 ou plus • Compréhension écrite (lecture): 453 ou plus • Expression orale (langue parlée): 10 ou plus • Expression écrite (écriture): 10 ou plus</p>
<p><b>Additional information on licensing requirements (may include links to appropriate page on regulator website):</b></p>	<p>The following registration requirements are outlined in the College's Regulation 383/00 – Registration:</p> <p>Citizenship/Immigration Status</p> <p>Applicants must be a Canadian citizen, a permanent resident or authorized to practise social service work under the Immigration and Refugee Protection Act (Canada). Professional Conduct and Health Applicants are required to:</p> <ul style="list-style-type: none"> <li>• Disclose any current proceeding in relation to professional misconduct, incompetence or incapacity and other similar proceeding (for example, a complaint or discipline proceeding) in any jurisdiction.</li> <li>• Disclose any findings of professional misconduct, incompetence or incapacity in any jurisdiction.</li> <li>• Disclose any findings of guilt in relation to criminal or other offences.</li> <li>• Make a declaration regarding health and conduct so that, based on the applicant's past and present conduct, the College has reasonable grounds to believe that the applicant: o does not have any physical</li> </ul>

	<p>or mental condition or disorder that could affect their ability to practise social work or social service work in a safe manner. o will practise social work or social service work with decency, integrity and honesty and in accordance with the law. o has sufficient knowledge, skill and judgment to practise social work or social service work. Fees Applicants must pay the required fees (application and registration fees). All requirements for registration are posted on the College's website, on the \"Information for All Applicants\" webpage, available at this link: <a href="https://www.ocswssw.org/applicants/">https://www.ocswssw.org/applicants/</a>.</p>
<b>Profession/ Trade Name</b>	Social Service Worker
<b>Academic requirement</b>	<p>All applicants applying for registration as a social service worker must meet the academic requirements outlined in O. Reg. 383/00: Registration and must demonstrate that they have: i. obtained a diploma in social service work (SSW) from a SSW program offered in Ontario at a College of Applied Arts and Technology (OCAAT), ii. obtained a diploma from a program offered in Ontario at an OCAAT that is equivalent to a SSW program and approved by Council as equivalent to SSW program offered in OCAATs; iii. obtained a diploma from a SSW program or an equivalent program offered outside Ontario and approved by Council as equivalent to a SSW program offered in</p>

	OCAAT, or iv. have a combination of academic qualifications and experience performing the role of a social service worker that the Registrar determines is substantially equivalent to the qualifications required for a diploma in SSW from a social service work program offered in Ontario at an OCAAT.
<b>Experience requirement</b>	Applicants who obtained their academic qualifications more than five years before the date of application are required to satisfy the currency requirement. This requirement states that the applicant must have engaged in the practice of social service work within the five years before applying to the College or otherwise satisfy to the College that they are competent to perform the role of a social service worker. The College would consider that an applicant has engaged in the practice of social service work within the last five years if their practice falls within the scope of practice for social service work. The currency requirement does not apply to applicants who have obtained the qualifications required for registration with the College within the five years before the date of application.
<b>Language requirement</b>	The College's Registration Regulation, O. Reg. 383/00, sets out that one of the requirements for registration with the College in any class is that the applicant is able to demonstrate reasonable fluency to speak and write either



	<p>English or French. If an applicant does not have reasonable fluency in English or French, they must take a language proficiency test(s) that is approved by the College and achieve the result scores below: English Language Proficiency: i. TOEFL Internet-based Test (iBT) Overall: 92, Writing: 22, Speaking: 26, Listening: 22, Reading: 22. ii. IELTS Academic Minimum score of no less than 7 in each component: reading, listening, writing, speaking. iii. IELTS General Minimum score of no less than 7 in each component: reading, listening, writing, speaking. iv. CELPIP General Minimum score of no less than 7 in each component: reading, listening, writing, speaking. v. PTE Core Minimum score of no less than CLB 7 or as described below: • Listening comprehension: 60-70 • Reading comprehension: 60-68 • Verbal skills: 68-75 • Written skills: 69-78 French Language Proficiency: i. TEF (Test d'évaluation du français) Note minimale de C1, ou selon la description ci-dessous : • Compréhension écrite (lecture) C1 = 233 ou plus • Compréhension orale (écoute) C1 = 280 ou plus • Lexique et structure (vocabulaire et grammaire) C1 = 187 ou plus • Expression écrite (écriture) C1 = 349 ou plus • Expression orale (langue parlée) C1 = 349 ou plus • TCF (Test de connaissance du français) Note minimale de CLB 7, ou selon la description ci-dessous : • Compréhension orale (écoute): 458 ou</p>
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	judgment to practise social work or social service work. Fees Applicants must pay the applicable fees to be registered. All requirements for registration are posted on the College's website, on the \"Information for All Applicants\" webpage, available at this link: <a href="https://www.ocswssw.org/applicants/">https://www.ocswssw.org/applicants/</a> .

## 4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

Organization name	Function
World Education Services (WES)	Academic credential evaluation
Canadian Association of Social Workers	Academic credential evaluation
International Credential Assessment Service of Canada (ICAS)	Academic credential evaluation

Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS takes the following measure(s) to ensure fair and timely assessments:

The College has a Memorandum of Understanding and a Service Agreement with CASW outlining the terms for the assessment of international social work credentials. The College had a collaborative meeting with CASW representatives in November 2024 to exchange insights, share updates and align efforts toward continuous improvement. Internationally trained applicants who registered in

2024 and used the services of CASW did not report any issues to the College. The College also has a Memorandum of Understanding with both WES Canada and ICAS Canada that outline the requirements to provide fair and timely assessments to College applicants. In November 2024, the College conducted a service satisfaction survey targeting internationally trained applicants who registered in 2024 and who utilized the services of a third-party credential assessment provider (WES Canada). Notably, no registrants from the 2024 cohort utilized the services of ICAS Canada. While the survey aimed to assess registrant satisfaction with the services and timeliness provided by WES Canada to drive continuous improvement, the participation rate was low. Despite the limited response, the registrants who completed the survey did not report any concerns.

## 5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

### A. Accomplishments

1	Completion of data analysis from the first year of the Equity and Inclusion Data Initiative The College implemented the Equity and Inclusion Data Initiative in November 2023 to coincide with the 2024 renewal season. This initiative invites registrants to share demographic data on a voluntary basis as part of renewals. The participation rate in the first year of this initiative was of over 65% of the total registrant base. To analyze the data, the College engaged with Diversio, formerly a subsidiary of the Canadian Centre for Diversity and Inclusion. As set out in the Equity and Inclusion Data Policy, reporting on this initiative is an important step towards equity and inclusion as the College aims to provide a benchmark and better understand the current landscape of its registrant-base, as it compares to the clients and communities in Ontario. The findings were presented at the Council meeting on December 10, 2024, and will be made available on the College's website in May 2025.
2	Joint Application Process with Indigenous Advanced Education & Skills Council (IAESC) for Social Service Worker (SSW) Diploma Programs Offered by

	Indigenous Institutes In 2024, the College established a joint application process with the Indigenous Advanced Education & Skills Council (IAESC) to review and approve SSW diploma programs offered by Indigenous Institutes of Ontario. The goal of this collaborative approach is to remove barriers, reduce duplication, and streamline the program approval process for Indigenous Institutes, while maintaining high-quality standards and a rigorous approval process. The proposed partnership with IAESC also represents a meaningful step forward towards implementing the Truth and Reconciliation Commission of Canada's calls to action within the regulatory context.
3	Inter-Jurisdictional Collaboration The College hosted the Canadian social work regulators at its downtown office on December 2 and 3, 2024. The purpose of this meeting was to discuss the evaluation of international academic credentials through the substantial equivalency application route, share updates, best practices, and opportunities for collaboration.
4	Database and Online Portal Enhancements The College implemented Phase 3 of of CRM Upgrade Project in October 2024. This phase consisted of enhancements designed to improve the experience of all users – both external and internal – with the College's online services and database.

## B. Risks and Mitigations

Risk	Mitigation Measure
Public Protection Registration Requirement - absence of a mandatory background check as part of the registration process	In September 2024, the College approved the implementation of a vulnerable sector check as a registration requirement for implementation in 2025. By requiring that all applicants submit a vulnerable sector check with their application for registration, the College aims to proactively mitigate risks to the safety and well-being of the public.

## 6. Changes to registration practices

During the January 1 to December 31, 2024 reporting period, Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

## A. Registration requirements and practices

Registration process	Changes Made (Yes / No)	Description
Registration requirements either through regulation, by-law or policy	Yes	On March 6, 2024, the College's Council approved revisions to the existing Registration Policy on Language Proficiency in response to the amendments made to the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA). The revised policy includes The Pearson Test of English (PTE), a language test accepted by the Immigration, Refugees and Citizenship Canada, ensuring College's full alignment with FARPACTA requirements. On September 24, 2024, the College's Council approved the Policy on Vulnerable Sector Checks for College Applicants, for implementation in 2025. The introduction of a vulnerable sector check as a registration requirement significantly enhances public safety by proactively reducing risks to the public. By mandating that all applicants undergo a vulnerable sector check, the College aims to enhance its screening process, and foster trust and transparency with clients and communities. This initiative aligns with the College's commitments to equity, diversity, inclusion, and truth and reconciliation by enhancing the ability of the College to advance its public protection mandate. At its meeting on December 10, 2024, Council approved the initiation of a comprehensive review and

		modernization of the College's by-laws. This review aims to modernize the by-laws by removing outdated provisions, improving clarity, incorporating current best practices, and ensuring they remain current, effective, and transparent.
New or consolidated class of certificates or licenses	No	
Assessment of qualifications, including competency-based assessments and examinations	No	
Documentation requirements for registration	Yes	As of September 2024, the College discontinued the pre-convocation service to students who wanted to register with the College prior to convocation. The College registered the students who completed all the academic and practicum requirements on the basis on a "Confirmation of Completion of Requirements Form", which was used in lieu of an official transcript. These new graduates were then registered with a term, condition and limitation (TCL) on their certificate which was removed once the College received an official transcript from their academic institution showing conferral of their diploma/degree. Official transcripts are considered the document standard for verifying applicants' educational qualifications. The process change aims to create a more streamlined application process that would improve overall organizational efficiencies, application processing times, and align the

		College's registration practices with best practices in the regulatory sector.
Timelines for registration, decisions and/or responses	Yes	The College prioritizes the applications for registration from Canadian Labour Mobility Applicants and Internationally Trained Applicants to ensure compliance with the timelines outlined in FARPACTA.
Registration and/or assessment fees	No	
Changes to internal review or appeal process	No	
Access by applicants to their records	No	
Other	No	

## B. Training, policy and applicant supports

Registration process	Changes Made (Yes / No)	Description
Training and resources for staff who deal with registration issues	Yes	To enhance departmental efficiency and service quality, Registration and Renewals staff participated in comprehensive cross-training sessions. These sessions were designed to equip them with the knowledge necessary to handle a diverse range of duties and responsibilities related to applicant and registrant support. To maintain open communication and continuous improvement, staff members convene bi-weekly. During these meetings, they share updates, discuss caseloads, and review priorities. Registration and Renewals staff have taken steps to standardize operations by documenting



		registration processes. To support onboarding and ongoing learning and reference, staff members have access to online resources and registration manuals.
Resources or training to support applicants to move through the licensing process	Yes	<p><b>Enhanced Website Content</b> The College is currently conducting a comprehensive review of its website. The review aims to improve language clarity and streamline the presentation of the content for both registrants and applicants. In preparation for the 2024 renewal season, we prioritized the registrant webpages, introducing new content and developing instructional videos for registrants. The applicant webpages are currently redesigned to enhance the clarity and quality of the information presented. The goal of the review is to deliver content in plain language, supported by instructional videos and infographics.</p> <p><b>Online Webinars</b> The College launched a new interactive webinar series called "Coffee with the College". Hosted by the Professional Practice team in collaboration with other departments, the webinar series targets specific topics of interest for registrants and applicants.</p> <p><b>Student Presentations</b> The College actively engages with prospective applicants through student presentations designed to guide students interested in applying for registration via the equivalency stream (Combination of academic qualifications and experience performing the role). These presentations, offered in partnership with the Professional Practice Department, provide information about the College, professional regulation, registration process, with a focus on the academic and experience requirements for registration through the equivalency stream. They also</p>

		offer students the opportunity to ask questions and clarify their understanding of these requirements.
Anti-racism and inclusion-based policies and practices	Yes	<p>In 2024, the College launched its new 2024-2029 Strategic Plan. A key outcome of the strategic planning process was the recognition to embed our commitments to First Nations, Inuit and Métis Peoples, as well as our dedication to equity, diversity and inclusion throughout the Strategic Plan. To this end, the College drafted two commitment statements that include actionable plans. Both the Council's Equity, Diversity and Inclusion (EDI) Committee and the College Staff Equity, Diversity and Inclusion (EDI) Working Group reviewed the commitment documents and provided feedback in their advisory roles. The commitment documents are publicly available on our website at the following links: • Our Commitment to First Nations, Inuit and Métis Peoples: <a href="https://www.ocswssw.org/about-us/strategic-plan-2024-2029/our-commitment-to-first-nations-inuit-and-metis-peoples/">https://www.ocswssw.org/about-us/strategic-plan-2024-2029/our-commitment-to-first-nations-inuit-and-metis-peoples/</a> • Our Commitment to Equity, Diversity and Inclusion: <a href="https://www.ocswssw.org/about-us/strategic-plan-2024-2029/our-commitment-to-equity-diversity-and-inclusion/">https://www.ocswssw.org/about-us/strategic-plan-2024-2029/our-commitment-to-equity-diversity-and-inclusion/</a> From a governance perspective, the EDI Committee continued its important work in 2024. Key accomplishments included serving in its advisory role to: • oversee the revisions to the College's land acknowledgement; • spearhead inclusive language revisions as the College moved away from using the term "stakeholders" and instead began using the terms "engagement groups;" and • implement internal guidelines for tobacco offerings for Indigenous Elders and guest speakers at College events. Information</p>

		<p>about the EDI Committee’s mandate and function are publicly available on our website at: <a href="https://www.ocswssw.org/about-us/council-and-committees/committees/dei-committee/">https://www.ocswssw.org/about-us/council-and-committees/committees/dei-committee/</a>. In 2024, the College partnered with the Canadian Centre for Diversity and Inclusion (CCDI). The College’s Staff EDI Working Group organized staff training sessions through the CCDI, such as a webinar to commemorate the National Day for Truth and Reconciliation. The Staff EDI Working Group also updated the College’s style guide to include guidelines for gender inclusive language, culturally appropriate language and avoiding ableist language. The College undertook an extensive process of revising its land acknowledgement in 2024, which included a robust engagement process with Indigenous individuals and organizations. As part of the revision process, the EDI Committee highlighted the need for a supporting guide. The College engaged with staff from the Centre for Addiction and Mental Health (CAMH) regarding the land acknowledgement guidelines they have developed, which were shared with College staff, Council members and committee members. CAMH staff who were instrumental in developing the guide also presented two learning sessions – one to Council and committee members and one to College staff. The College marked its second year of the Equity and Inclusion Data Initiative in 2024, which invites registrants to share demographic information on a voluntary basis during the annual renewal process. The College is currently analyzing the data received so far, which will be used to help inform our equity initiatives to better serve the Ontario public.</p>
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		Information on the initiative's purpose and development is publicly available on our website at: <a href="https://www.ocswssw.org/diversity-equity-and-inclusion/equity-and-inclusion-data/">https://www.ocswssw.org/diversity-equity-and-inclusion/equity-and-inclusion-data/</a> .
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### C. System partners

Registration process	Changes Made (Yes / No)	Description
Steps to increase accountability of third-party service provider(s)	Yes	As noted in the section "Third Party", the College has Memoranda of Understanding with CASW, WES Canada and ICAS Canada. To ensure quality assurance and continuous improvement, the College met with CASW in fall 2024 to share updates and review current agreement. The College also implemented a service satisfaction survey for internationally trained applicants registered in 2024 aimed to assess their satisfaction with the services provided by third-party credential assessment agencies. In the future, the College plans to continue to conduct ongoing satisfaction surveys with registrants who have utilized the services of WES Canada or ICAS Canada. The College is committed to maintaining open communication channels with its third-party partners and will continue to meet with them as needed. In 2024, the College received no concerns from applicants regarding the services provided third parties, suggesting a positive experience overall.
Accreditation of educational programs	No	

Mutual recognition agreements	No	
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## D. Responsiveness to changes in the regulatory environment

Registration process	Changes Made (Yes / No)	Description
Emergency registration plans	Yes	The College has an Emergency Registration Plan in place, approved on July 1, 2024. A copy of the plan was filed with the Office of the Fairness Commissioner.
Technological or digital improvements	Yes	The College implemented Phase 3 of CRM Upgrade Project in October 2024. This phase consisted of enhancements designed to improve the experience of all users – both external and internal – with the College’s online services and internal database.
Steps to address labour shortages in the profession or trade	Yes	The College continues to address any potential workforce shortages in the professions with its ongoing and steady growth of its registrant base. Since the end of 2020, there has been a 33% increase in the number of social workers and social service workers registered with the College. This increase ensures that there are qualified and competent professionals available to meet the needs of the Ontario public. The College also maintains an ongoing dialogue with the Ministry of Children, Community and Social Services (MCCSS) to expand opportunities for the public to access health, mental health and addictions services through Social Workers and Social Service Workers. It also collaborates with provincial and national organizations to analyze workforce data. As previously mentioned, the College has modernized its software and

		streamlined its processes to ensure a smooth registration experience, while partnering with educational institutions to promote the development of well-trained, competent professionals.
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## 7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. 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.

### A. Race-based data collected

	<b>Race-based data collected? (Yes or No)</b>
Members	Yes
Applicants	No

Additional description:

The College uses this data to gain insights into the composition of its current registrant landscape, allowing us to draw comparisons with the clients and communities served by registrants across Ontario.

### B. Other identity-based or demographic data collected

	<b>Other identity-based or demographic data collected? (Yes or No)</b>
Members	Yes

Applicants	Yes
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Additional description:

The College collects the following information: • Gender • Region of practice/Electoral District for election purposes • Preferred language of communication with the College (English/French) • Date of Birth • Citizenship/Immigration Status

### C. Languages of service provision

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS makes application materials and information available to applicants in the following languages.

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

### D. Membership Profile

Profession Name	Total Number of Members
Social Worker	27354

Class of License	Total Number of Members	Number of Internationally Educated Members
Full / General/ Independent Practice	26297	505
Inactive	726	27
Retired	331	5

Gender	Number of Members
Female	23613
Male	3494
X (includes trans, non-binary, and two-spirit people)	227
Other / not collected	20

Jurisdiction of Initial Training	Number of Members
Ontario	20914
Other provinces and territories	1934
United States	1342
Other International	1429
Other/not collected	1735

Country of Initial Training	Number of Members
Canada	22848
United States of America	1342
India	707
Hong Kong	369
United Kingdom	64
Jamaica	26
Philippines	22
Australia	24
South Africa	20
Israel	25
Albania	11
Bangladesh	10
Nigeria	10
Romania	10
Pakistan	9
Germany	7
Iran	7
Lebanon	7



Colombia	6
Egypt	5
Ghana	5
Brazil	4
Guyana	4
Belgium	3
Peru	3
Poland	3
South Korea	4
Uganda	3
Zimbabwe	4
Argentina	2
Chile	2
China	5
Hungary	2
Netherlands	3
New Zealand	2
Portugal	2
Russia	2
Spain	2
Sweden	2
Taiwan	3
Turkiye	2
Bosnia and Herzegovina	1
Burundi	1
Cameroon	1
El Salvador	1
Ethiopia	4
Greece	1
Haiti	1
Kazakhstan	1
Kenya	1
Lithuania	1
Malta	1
Mauritius	1
Mexico	1
Nepal	2
Norway	1

Palestine State	1
Denmark	1
Dominican Republic	1
Slovakia	1
Ukraine	1
United Arab Emirates	1
Other Countries	1735
Barbados	1
Macedonia	2

Official language of preference	Number of Members
English	26688
French	666

Racial identity (optional)	Number of Members
Not collected	27354

## E. Data Notes

The numbers above represent social work registrants and dual registrants (registrants registered in both social work and social service work categories). A.4. The jurisdiction of initial training mentioned in A4 (Other/Not Collected) is unavailable due to limitations in legacy database systems.

Profession Name	Total Number of Members
Social Service Worker	4583

<b>Class of License</b>	<b>Total Number of Members</b>	<b>Number of Internationally Educated Members</b>
Full / General/ Independent Practice	4405	9
Inactive	142	0
Retired	36	0

<b>Gender</b>	<b>Number of Members</b>
Female	3925
Male	613
X (includes trans, non-binary, and two-spirit people)	42
Other / not collected	3

<b>Jurisdiction of Initial Training</b>	<b>Number of Members</b>
Ontario	3895
Other provinces and territories	7
United States	1
Other International	4
Other/not collected	676

<b>Country of Initial Training</b>	<b>Number of Members</b>
Canada	3902
Brazil	1
Other Countries	676
United States of America	1
United Kingdom	1
Hong Kong	1
Mexico	1

Official language of preference	Number of Members
English	4504
French	79

Racial identity (optional)	Number of Members
Not collected	4583

## E. Data Notes

A.4.: The number in the category "Other Countries" represents the data available at the time of extraction. The data is currently undergoing a thorough review and validation process. The College is actively refining its database to capture the jurisdiction of initial training and has a long-term strategy to audit, consolidate and update its data.

## F. Applicant Profile

Profession Name	Total Number of Applicants
Social Worker	3071

Gender	Number of Applicants
Female	2611
Male	411
X (includes trans, non-binary, and two-spirit people)	46
Other / not collected	3

<b>Jurisdiction of Initial Training</b>	<b>Applications received in 2024</b>	<b>Applications with decisions pending (in progress at end of reporting year)</b>
Ontario	1815	118
Other provinces and territories	186	18
United States	91	4
Other International	176	37
Other/not collected	803	174

<b>Country of Initial Training</b>	<b>Number of Applicants</b>
Canada	2078
Australia	3
Bangladesh	2
Colombia	1
Egypt	1
United Kingdom	6
Germany	1
Ghana	4
Haiti	1
Hong Kong	117
India	121
Israel	4
Jamaica	2
Lebanon	1
Nigeria	7
Pakistan	1
Philippines	5
Romania	1
South Africa	1
Spain	1

Uganda	1
United States of America	107
Zimbabwe	1
Other Countries	604

Official language of preference	Number of Applicants
English	2938
French	133

Racial identity (optional)	Number of Applicants
Not collected	3071

## G. Data Notes

B.5. The College does not collect applicant data on racial identity at this time.
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## H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2024. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
Ontario	2125	38	129
Other provinces and territories	209	9	11
United States	114	1	1
Other International	181	30	10
Other/not collected	261	1	172

## I. New Registrants

For the 2024 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants	Number of internationally educated registrants
Full / General/ Independent Practice	2890	181

## J. Data Notes

B.7: • The “Successful” and “Unsuccessful” categories include applications received in previous years. • The “Withdrawn” category includes applications that were either withdrawn by the applicant and/or deemed withdrawn by the College, received in 2024 and in previous years. • The category “Other/Not Collected” may include applicants trained in multiple jurisdictions.

## K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Ontario	7	1
Other International	2	0

Multiple Jurisdictions	3	0
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An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

<b>Jurisdiction of initial training</b>	<b>Number of applicants who sought external review or appeal</b>	<b>Number of decisions changed following external review or appeal</b>
Ontario	0	0
Other International	0	0
Multiple Jurisdictions	0	0

**Issues raised in reviews and appeals** can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

<b>Issue or reason raised</b>	<b>Number of appeals</b>
1. Applicant provided new information/supporting documents (not previously submitted)	6
2. Applicant believed that they met the criteria for registration	5
3. Combination of reasons 1 & 2	1



**Internationally trained applicants** face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. Did not meet the criteria for registration as outlined in the legislation/ registration policies	5

## L. Data Notes

N/A
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Profession Name	Total Number of Applicants
Social Service Worker	1544

Gender	Number of Applicants
Female	1294
Male	230
X (includes trans, non-binary, and two-spirit people)	16
Other / not collected	4

Jurisdiction of Initial Training	Applications received in 2024	Applications with decisions pending
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		(in progress at end of reporting year)
Other provinces and territories	4	2
Other International	2	1
Other/not collected	1369	465
Ontario	169	45

Country of Initial Training	Number of Applicants
Canada	218
Hong Kong	1
India	1
Other Countries	1322
United States of America	1
United Kingdom	1

Official language of preference	Number of Applicants
English	1516
French	28

Racial identity (optional)	Number of Applicants
Not collected	1544

## G. Data Notes

B.2. and B.3: The number in the category "Other Countries" category represents the data available at the time of extraction. The data is currently undergoing a thorough review and validation process. The College is actively refining its

database to capture the jurisdiction of initial training and has a long-term strategy to audit, consolidate and update its data. B.5: The College does not collect applicant data on racial identity at this time.

## H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2024. Some applications may have been received in the previous year.

<b>Jurisdiction of initial training</b>	<b>Successful</b>	<b>Unsuccessful</b>	<b>Withdrawn</b>
Other provinces and territories	2	0	11
Other International	2	3	1
Other/not collected	944	0	365
Ontario	280	6	90

## I. New Registrants

For the 2024 reporting year, the breakdown of new registrants by class of registration is provided below:

<b>Class of registration</b>	<b>Total new registrants</b>	<b>Number of internationally educated registrants</b>
Full / General/ Independent Practice	1228	2

## J. Data Notes

B.7: • The “Successful” and “Unsuccessful” categories include applications received in previous years. • The “Withdrawn” category includes applications that were either withdrawn by the applicant and/or deemed withdrawn by the College, received in 2024 and in previous years. Some applications in this

category have been closed due to lack of information or documentation, including academic qualifications. • The number in the category "Other/Not Collected" category represents the data available at the time of extraction. The data is currently undergoing a thorough review and validation process. The College is actively refining its database to capture the jurisdiction of initial training and has a long-term strategy to audit, consolidate and update its data.

## K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Multiple Jurisdictions	1	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
Multiple Jurisdictions	0	0

**Issues raised in reviews and appeals** can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals
1. Applicant provided new information/ supporting documents that were not previously submitted.	1

**Internationally trained applicants** face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. Did not meet the criteria for registration as outlined in the legislation/ registration policies	1

## L. Data Notes

N/A
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## 8. Registration Timelines

## Profession: Social Worker

### i. Domestic Labour Mobility Applicants

9.1 (4) of FARPACTA prescribes that regulators must make a registration decision within 30 business days from the time that they receive a complete application “and everything required by the regulated profession in respect of the application.”

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS requires the following documentation before beginning to count the 30-day registration time-period. This would be the starting point of the registration process for the purpose the data summarized below.

- Completed application form
- Letter of standing / good character
- Payment of fee

For domestic labour mobility applications received between January 1, 2024 and November 30, 2024 and decisions made to December 31 (one month later), registration timelines and outcomes are summarized below:

Registration decisions	30 days or less	More than 30 days
Full registration granted	176	12
Alternative registration granted	0	0
No registration granted	0	0

### ii. Internationally Trained Individuals

Sections 5 and 6 of Ontario Regulation 261/22 made under FARPACTA establish two-time standards for ITIs:

- **A six-month time limit** for a regulator to make a registration decision following receipt of everything that it requires in respect of an application for registration. (This time limit must be met in 90% of all cases.)

- **A 12-month standard** for the regulator to report on its ability to register ITIs, who are eligible for registration without condition, from the earlier of the date that:
  - (a) the regulated profession receives everything it requires in respect of the individual's application for registration, or
  - (b) any third-party that assesses the individual's qualification on behalf of the regulated profession, receives everything it requires for this purpose.

Section 6 of the regulation further stipulates that the regulator's annual Fair Registration Practices Report shall include data on a regulator's compliance with the six-month standard, and its ability to meet the 12-month standard and, where the regulator has been unable to meet this one-year standard, the steps that the regulator is taking to meet this target.

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS requires the following documentation before beginning to count the six-month registration time-period for internationally educated individuals.

- Completed application form
- Credential assessment report
- Payment of fee

For applications from internationally trained individuals received between July 1, 2023 and June 30, 2024 and decisions made to December 31 (six months later), registration timelines and outcomes are summarized below.

Registration decisions	6 months or less	More than 6 months
Full registration granted	105	2
Alternative registration granted	0	0
No registration granted	0	11

Average time in weeks to communicate a registration decision following receipt of everything required by the regulator in respect of an application for registration.

The average processing time to registration decision is 9.9 weeks from the time the College has received all the required documentation. Please note, the College has been granted an exemption by the Fairness Commissioner until November 1, 2023, from the time limits for internationally trained individuals (ITIs) outlined in s. 5. (1) of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA). The number above represents the applications received between November 1, 2023, and June 30, 2024.

**For regulators where a third-party service provider is the first point of contact for applicants:**

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS addresses the twelve-month standard as follows:

The College has an internal process to prioritize the applications ready for registration from Internationally Trained Individuals. Once all supporting documents are received, applications are reviewed by staff, assigned a priority level and queued for registration.

**Profession: Social Service Worker**

**i. Domestic Labour Mobility Applicants**

9.1 (4) of FARPACTA prescribes that regulators must make a registration decision within 30 business days from the time that they receive a complete application “and everything required by the regulated profession in respect of the application.”

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS requires the following documentation before beginning to count the 30-day registration time-period. This would be the starting point of the registration process for the purpose the data summarized below.

- Other (please specify) Not applicable for the social service work profession



For domestic labour mobility applications received between January 1, 2024 and November 30, 2024 and decisions made to December 31 (one month later), registration timelines and outcomes are summarized below:

Registration decisions	30 days or less	More than 30 days
Full registration granted	0	0
Alternative registration granted	0	0
No registration granted	0	0

## ii. Internationally Trained Individuals

Sections 5 and 6 of Ontario Regulation 261/22 made under FARPACTA establish two-time standards for ITIs:

- **A six-month time limit** for a regulator to make a registration decision following receipt of everything that it requires in respect of an application for registration. (This time limit must be met in 90% of all cases.)
- **A 12-month standard** for the regulator to report on its ability to register ITIs, who are eligible for registration without condition, from the earlier of the date that:
  - (a) the regulated profession receives everything it requires in respect of the individual's application for registration, or
  - (b) any third-party that assesses the individual's qualification on behalf of the regulated profession, receives everything it requires for this purpose.

Section 6 of the regulation further stipulates that the regulator's annual Fair Registration Practices Report shall include data on a regulator's compliance with the six-month standard, and its ability to meet the 12-month standard and, where the regulator has been unable to meet this one-year standard, the steps that the regulator is taking to meet this target.

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS requires the following documentation before beginning to count the six-month registration time-period for internationally educated individuals.

- Completed application form
- Credential assessment report
- Payment of fee

For applications from internationally trained individuals received between July 1, 2023 and June 30, 2024 and decisions made to December 31 (six months later), registration timelines and outcomes are summarized below.

<b>Registration decisions</b>	<b>6 months or less</b>	<b>More than 6 months</b>
<b>Full registration granted</b>	2	0
<b>Alternative registration granted</b>	0	0
<b>No registration granted</b>	1	0

Average time in weeks to communicate a registration decision following receipt of everything required by the regulator in respect of an application for registration.

The average processing time to registration decision for the above-noted applications was 13 weeks from the time the College has received all the required documentation. Please note, the College has been granted an exemption by the Fairness Commissioner until November 1, 2023, from the time limits for internationally trained individuals (ITIs) outlined in s. 5. (1) of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA). The number above represents the applications received between November 1, 2023, and June 30, 2024.

**For regulators where a third-party service provider is the first point of contact for applicants:**

Ontario College of SOCIAL WORKERS AND SOCIAL SERVICE WORKERS addresses the twelve-month standard as follows:

The College has an internal process to prioritize the applications ready for registration from Internationally Trained Individuals. Once all supporting documents are received, applications are reviewed by staff, assigned a priority level and queued for registration.

## Glossary of terms

**Applicant:** An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

**Domestic labour mobility:** Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

**Internationally educated / trained:** An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

**Jurisdiction of initial training:** For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

**Member:** An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

**Racial identity:** Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

**Registration requirements:** the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

**Third party service provider:** An external organization that assesses applicant qualifications on behalf of the regulator.