

Fair Registration Practices Report

Social Service Workers (2015)

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 (FARPACKTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACKTA
- 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.

It is a requirement for registration that an applicant meet language fluency requirements

- On May 7, 2015 the Council approved an updated language policy which assists applicants who have not been educated in, or have practiced in English or French.
- The websites of language testing agencies acceptable to the College are reviewed on an annual basis to ensure that their process and information provided to applicants is transparent, objective, impartial and fair.

It is a requirement of registration that applicants pay fees. Effective January 1, 2015 the registration fee increased by \$5.00 to \$275.00 The application fee also increased by \$25.00 to \$100.00. These fees are applicable to all applicants.

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

The impact of the improvements are as follows:

- Re language policy, and third party language testing agencies: The review was done to ensure that assessments conducted by language-testing agencies are transparent, objective impartial and fair.
- College policies are up-to-date.

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

The impact of the improvements are as follows:

- Re language policy, and third party language testing agencies: The review was made to ensure that assessments conducted by language-testing agencies are transparent, objective impartial and fair.
- College policies are up-to-date

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.

The College continues to monitor timelines for processing applications.

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

Applicants get a timely response.

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

The College has a high standard for customer service.

d) Fees

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

Effective January 1, 2015 the registration fee increased by \$5.00 to \$275.00 The application fee also increased by \$25.00 to \$100.00. These fees are applicable to all applicants.

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

An increase in fees was necessary for budgeting purposes. The impact on applicants is minimal.

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

An increase was necessary for budgeting purposes. The College is able to continue to provide service to applicants and members.

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.

As described in the first section, the language policy was updated and approved at the May 7 2015 Council meeting.

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

As described above, the change in the language policy was made to ensure that College policies are up-to-date.

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

The College's policies are kept up-to-date.

g) Resources for applicants

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

The website was updated to advise applicants that material submitted in support of an application becomes property of the College.

In cooperation with Global Experience Ontario the Career Maps were revised and updated to reflect current practices.

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

Applicants have clear communication about the process and requirements for registration.

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

Website updates are made on a regular basis.

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.

In fall 2015 the website was updated to advise applicants that documents submitted to the College become property of the College.

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

Documents collected as part of the application process have always become property of the College, but communication to applicants was not clear. The change was made to ensure applicants are aware.

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

No impact.

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

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

Training on FARPACTA has continually been included in orientation session with the Registration Appeals Committee (RAC), and starting in 2014, it was included as a separate agenda item at RAC orientation meetings. RAC is oriented to the SWSSW Act, Regulation, policy and the decision and reasons template to ensure all evidence, decisions and rationale for the decisions are recorded.

In spring 2015 two College staff attended an online course on credential assessments "Assessment 101".

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

Applicants are assured that any assessment conducted includes a sound knowledge base of all applicable legislation including the requirements of FARPACTA. Applicants are assured of a thorough review because of the orientation received regarding review of all requirements and the use of a template decision and reasons document.

The Assessment 101 course provided information and tools to teach attendees how to conduct assessments of academic credentials for international graduates. Staff who attended were able to better understand documents received from international applicants.

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

Training staff and statutory committee members ensures that any assessment conducted by staff or a statutory committee includes a sound knowledge base of all applicable legislation including the requirements of FARPACTA. RAC members receive appropriate training to conduct a thorough review because of the the orientation they received regarding review of all requirements and the use of a template decision and reasons document.

Assessment 101 was a valuable professional development tool for staff.

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.

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

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

No changes this year

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2. Quantitative Information

a) Languages

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

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	65
Female	349
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	307
Female	1885
None of the above	1

Additional comments:

d) Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
412	0	1	India 1 Total 1	0	414

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

Additional comments:

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

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

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

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

Additional comments:

f) Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
2169	0	9	Hong Kong 3 U.K. 2 India 2 Poland 2 Taiwan, Province Of China 1 Total 10	5	2193

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:

Historically, the College has maintained statistical data on the COUNTRY of training. Consequently, the province is unavailable for members who were trained in Canada; therefore, all members trained in Canada are entered under 'Ontario' above. In addition, the numbers above reflect the member's highest education, which may or may not have been the basis of registration with the College.

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	412	0	1	1	0	414
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	77	0	1	1	0	79
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	402	0	0	0	0	402
Applicants who were authorized to receive an alternative class of licence ³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence ³	0	0	0	0	0	0

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

Additional comments:

APPLICANTS ACTIVELY PURSUING LICENSING: This includes applicants who applied for registration in 2015 but did not become registered in 2015

and remained applicants as of December 31st. This also includes applicants who applied for registration in 2015 but withdrew their application or were refused a certificate of registration in the same year.

h) Classes of certificate/license

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

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

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

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	1	0	0	0	0	1
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	30
Staff involved in appeals process	2
Staff involved in registration process	9

Additional comments:

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3. Submission

I hereby certify that:

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

Lise Betteridge, MSW, RSW

Title:

Registrar

Date:

2016/02/27

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