

Fair Registration Practices Report

Opticians (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.

1. When an applicant applies to the College for a certificate of registration (for any class), the College requires the applicant to disclose whether their previous conduct has resulted in any convictions, findings and/or ongoing proceedings. In 2015, the College developed a registration policy dealing with convictions, findings and ongoing proceedings, which served to formalize the College's process. The policy is designed to assist the applicant in understanding how an affirmative response to the application questions about his/her previous conduct could affect the application process. The policy also provides guidance to applicants on the information that s/he could be asked to provide, the review process that may be required, and the potential outcomes. The College has made the policy available to applicants on the website (<http://www.coptont.org/RESOURCE/PDF/Policy-Registration-Convictions-Findings-Proceedings-Dec2015.pdf>). The College has also included a link to the policy in the area of the application where the conduct questions are asked. If an applicant answers "yes" to any of the conduct questions, the College will provide a copy of the policy to the applicant. The College may also request additional information or documentation, as per the policy. The College works with applicants on a case-by-case basis if they are unable to provide documentation in support of the affirmative response.
2. In late 2015, the College examined its existing requirements for verification of legal name and Canadian citizenship. The College conducted an environmental scan and determined that alternatives could be added to the existing list of acceptable documentation. With regard to verification of legal name, the College will now begin to accept a notarized copy of a birth certificate if the applicant's name has not changed (*or this could be submitted along with a marriage/court certificate in the case of a name change). With regard to verification of citizenship/immigration status, the College will now begin to accept a notarized Canadian birth certificate, a Record of Landing (pre-2001) or a Confirmation of Permanent Residence (post-2001). The College will be implementing these changes in 2016.
3. In order to simplify the application process and to support the College as it begins to move to a paper-less registration system, the College made the following improvements to the registration process in 2015:
 - o The College will accept application and application documentation submitted by fax or email. This would include photos. Notarized documentation must be followed by a hard copy for the record. In the past, the College has only accepted hard copies for all application documents.
 - o The College has determined that information confirming graduation from an accredited opticianry program or information confirming enrollment in an accredited opticianry program may be submitted by the applicant. The College's previous process required that this information came directly from the educational institution. Instead, the College has worked with the accredited institutions to develop an electronic letterhead template that includes the required information for the applicant to register with the College.

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

1. The conduct policy described above improves the transparency of the College's process for applicants, and ensures that each applicant receives consistent information about the potential implications of an affirmative response. Access to information about the process ahead of time allows applicants to adequately prepare their application, gather the necessary documentation and anticipate potential delays in processing due to review/registration committee timelines.
2. The College is in the process of updating the application forms and guides to include the alternative options for proof of legal name and citizenship. Accordingly, there was no impact on applicants in 2015.
3. Applicants prefer to send application documentation by email and application requirements can be submitted and completed in a more timely way. The possibility of hard documentation being mislaid or lost in transit is removed.

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

1. The conduct policy assists College staff in describing the process to applicants. The policy also provides guidance to the Registration Committee in understanding its decision making options; and serves as a training tool for new Committee members. In 2016, the Registration Committee will also develop a flow-chart tool to assist in consistent decision making around the policy.
2. The College regularly reviews the requirements for registration. In 2016, the College also intends on reviewing other aspects of the registration requirements to determine whether any further improvements can be made.
3. Submission of registration requirements via email or fax allows the College to offer better service to applicants. It is anticipated that the College will improve application processing time as we move forward with paper-less registration (nb. the College's annual renewal process is now a completely on-line process).

b) Assessment of qualifications**i. Describe any improvements / changes implemented in the last year.**

All applicants from non-accredited programs (Canadian or internationally educated applicants) must undergo the prior learning assessment and recognition (PLAR) process as a route to registration. The PLAR process includes completion of a Competency Gap Analysis (CGA), which is a computer-based tool designed to assess the applicant's achieved learning outcomes against the National entry to practice competencies, and a standardized, in-person, Behaviour-Based Interview (BBI) which assesses an applicant's practical knowledge, and asks that the applicant draw on their previous optical experience to demonstrate that they meet the competencies necessary to provide safe and effective care to the public.

Building on the work completed in 2013 and 2014, in 2015, the CGA tool was revised by a team of optician content experts with national representation, who were provided with training and on-going item writing support by a psychometric consultant. Given their expertise in examination review, the CGA was validated by the NACOR National Examinations Committee in January 2015. The new CGA tool has undergone pilot testing and analysis by the psychometric expert, and became operational in 2015.

In 2013, standardized BBI questions were developed by optician content experts, with the assistance of an assessment consultant. To promote consistency in the interviews, and to assist the interviewers in understanding how to use the new tool, an interview training session involving interviewers from Ontario and the other national opticianry Colleges took place in February 2015. A manual was also produced to train future interviewers. Following this training, the College pilot tested the BBI tool. A number of Ontario accredited students and international graduates who had completed the previous PLAR process participated in the analysis of the tool. Following the analysis, the College made any necessary adjustments and operationalized the new interview process. The College continues to monitor interviewer performance and reinforces training principles to maintain inter-rater reliability (consistency between interviewer ratings).

The College has also completed work with a psychometric consultant to create a scorecard to assist Committees in understanding the relative weight of the interview and the CGA scores and how these assessment components should be taken together and interpreted for the purposes of the Registration Committee assigning educational bridging programs. In 2016, the Committee will continue to assess and validate the new tools to ensure consistency and effectiveness.

The College provides applicants with detailed information about each stage of the assessment. Specifically, the College provides applicants with a copy of the CGA and BBI blueprints. These documents outline for applicants the entry to practice competencies that they will be assessed on (which can be cross referenced in the Competencies for Canadian Opticians document). For the CGA, the College also shares information about the the weight of each competency area, and the percentage of knowledge, critical thinking and application questions that will appear on the assessment.

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

The revisions to the PLAR tools has bolstered the objectivity and consistency of PLAR assessments, not just from candidate to candidate, but from jurisdiction to jurisdiction. Greater inter-provincial collaboration has meant that assessment and decision making is conducted in a similar way across Canada, regardless of where an applicant chooses to complete the PLAR.

Since applicants to the PLAR now have more detailed information about what to expect during each phase of the assessment, they are better able to prepare for the assessment, which can only result in fairer outcomes for applicants.

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

The process of revising the PLAR tools has reinforced in the organization the importance and validity of the measurement of competencies over credentials. Our experience has prompted us to look for other ways in which we can incorporate these principles, not only in the registration area, but in other College programs and processes.

c) Provision of timely decisions, responses, and reasons**i. Describe any improvements / changes implemented in the last year.**

While our official response timelines have not changed (2-5 business days), the College has been making a concerted effort to exceed the timelines for responding to applicant inquiries by phone and email (e.g. 1-2 business days).

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

Applicants have expressed their satisfaction with the College's efforts at speedier response times.

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

No changes this year

d) Fees**i. Describe any improvements / changes implemented in the last year.**

1. As set out in the bylaw, applicant fees for new registrants increased in 2015. (For Registered Opticians, the application fee increased from \$123 to \$125. For students and interns, the application fee increased from \$61 to \$63. There was no change to the application fee for PLAR applicants). The membership fees also increased as per the bylaw.
2. Since the College has moved to an online system of renewal, and will be moving to a system of online application in the future, personal cheques are no longer accepted by the College.

3. In September 2015, the College amended its by-laws, which included the following fees amendments:

- 5.3 Registration Fees and 5.8 Refunds: This section of the bylaw previously stipulated that "A person who has submitted an application for a certificate of registration **and whose application has been approved** shall pay a registration fee." In the amended bylaw, the language specifying that an application should be approved before fee payment was removed. The change reflects the College's practice of charging the registration fee prior to formal approval of the application. If the application is not approved, or the applicant chooses to withdraw the application, the registration fee is refunded.

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

1. The availability of fee schedule increases for a number of years allows members to anticipate and prepare for fee increases.
2. In the College's experience, most applicants use a credit card as the form of payment when proceeding with their application or membership renewals. The removal of a cheque option of payment is a requirement of the College's strategic plan towards a paperless application and membership system. Requiring credit card payments improves the timeliness of application processing for applicants.

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

1. In 2016, the College will be amending the bylaws to reflect the fees schedule for the next few years. The College will be undertaking an assessment of membership trends and an analysis of membership projections to assist the College's Council in setting the new application and membership fees. All bylaw changes undergo a stakeholder (membership) feedback circulation prior to Council approval.
2. The College will be looking into implementing other types of electronic payment options for applicant and member fees. Currently, the College is working within the constraints of our database.

e) Timelines

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

It is a requirement of examination eligibility that an individual be registered with the College as an intern optician. To ensure that all applicants graduating from their opticianry program in June are issued a certificate of registration prior to the October sitting of the national examination, in 2015, the College implemented a deadline for applicants to the intern class of registration to submit their applications to the College.

The reason for the deadline arose because in 2014, the College noted that, given the optionality of student registration, most individuals were only applying to the College when they wished to receive the intern certificate of registration, and therefore, did not have any previous understanding of the College's application process or processing timelines. Consequently, some intern applicants were applying to the College for registration very close to the date of the national examination. In some cases, these applicants were not able to receive their registration in time to write the national examination.

The College communicated this deadline to graduating students via email and posted the deadlines on the website. The deadline greatly improved the process of registering a large volume of intern applications in a short timeframe. To continue to improve this process in the future, and to ensure that students are well aware of the timelines for the intern application, the College worked with the opticianry programs to create a "graduation checklist" that includes information about the College's registration process before and after passing the national examinations. The checklist is provided to students by the educational institution.

The College also delivered a number of presentations to students, which included information about applying to the College and timelines for processing.

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

The deadline, graduation checklist, and the College's communication strategy has bolstered student understanding of the requirements. Submitting an application by the deadline reduces applicant anxiety and disappointment since the application can be issued a number of weeks before the national examination (depending if application is submitted completely and correctly). When registration is issued prior to the examination, the applicant is also able to practice under supervision, which may be a valuable way to prepare for the examination.

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

The deadlines have allowed the College to process a large volume of applications in a timely way. Working with the educational institutions and meeting with them on this issue has opened the door to other ways that we might streamline our processes in the future to avoid duplication of efforts.

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

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

On September 28, 2015, the College's Council approved amendments to the by-law.

The following registration related by-law changes were made:

- **3.1 Life Member:** A life member designation may be conferred on a retired member based on certain criteria. The bylaw was adjusted to clarify that life members who wish to return to practice must satisfy the Registration Committee that they have sufficient knowledge, skill and judgement to practice safely in the public interest, while retaining the life member designation. In the amended bylaw, any life member who wishes to return to active practice must pay the annual membership fee. The bylaw amendment also included criteria for revoking the life membership designation.
- **15.3 Business Address (in Article 15: The Register):** A new section was added to ensure that members who are employed in opticianry include their primary business address (which shall be published on the register) rather than a random address. New language was also added to allow a

member who does not have a business address to designate an address.

- **15.4 Business Telephone Number** (*in Article 15: The Register*): The by-law was clarified to require that the telephone number provided by members (and reflected in the public register) be associated with their primary business address, or another telephone number approved by the registrar in the case where a phone number is unavailable or impractical.
- **15.6 Other Information in the Register** (*in Article 15: The Register*):
 - In sub-article (i), an addition was made to publish the gender of COO members on the public register, which may be useful information to patients. This practice is in keeping with the practices of other regulators.
 - In sub-article (iv), an amendment was made to include information on the register about the member designations "Contact Lens Mentor" or "Certified Contact Lens Fitter," which are not considered specialities. This information does provide important information to the public, but also to students, who must ensure that their contact lens practice is supervised by a member with one of these designations.
 - In sub-article (v), a new section was added to allow the College to include on the public register a notation about a member's areas of practice, the categories of patients seen, and the languages in which the member provides services, as indicated on the member's annual renewal form. This section was added to improve the type of information available to the public, which may be useful in selecting an optician.
 - In sub-article (vii), a new section was added to allow the College to include on the public register a notation that a member is deceased, and the month and year of the death, if known to the College.
 - In sub-article (viii), a new section was added to allow the College to include on the public register a notation if member is not employed/practicing in the profession.
 - In sub-article (ix), a new section was added to allow the College to include on the public register a notation if a member is not practicing the profession and has signed an undertaking to that effect.
 - In sub-article (xiv), an amendment was made to clarify that when a member's certificate of registration is subject to an administrative suspension (e.g. for failure to submit a fee), the fact that the suspension is an administrative one will be published on the register. The specific reason for the administrative suspension will not be published.
 - In sub-article (xviii), an amendment was made to clarify that a business address provided by a member (and published on the register) must be associated with the business address.
 - In sub-article (xx), a new section was added to allow the College to include on the public register a notation of all business names and addresses, where an optician practices the profession. This would be considered a regulatory best practice.
 - In sub-article (xxi), a new section was added to allow the College to include on the public register a notation of any nicknames/short names that the member uses in practice. This section ensures that the public is aware of the names that the optician uses when providing care and can locate the optician in the register.
 - In sub-article (xxii), a new section was added to allow the College to include on the public register a notation about a pending complaint or investigation against a member if there is a compelling public interest to do so.
 - In sub-article (xxiii), a new section was added to allow the College to include on the public register a notation about any existing restrictions imposed on a member by a court in Canada/USA, which is relevant to a member's suitability to practice.
 - In sub-article (xxiv), a new section was added to allow the College to include on the public register a notation about findings made by a court in any jurisdiction if the findings relate to the member's suitability to practice.
- **15.7 Providing Information to the College** (*in Article 15: The Register*):
 - In sub-article (iii), an amendment was made to the requirement for a member to provide an email address to the College. The new language clarifies that the email address be the one that the member prefers to use for communications with the College.
 - In sub-article (xviii), a new section was added to require a member to provide information to the College about any current restrictions, terms, orders, agreements, relating to the custody or release of the member in any provincial/federal offences.
- **15.8 Notification of Changes of Information** (*in Article 15: The Register*):
 - In sub-article (iv), a new section was added to require members to notify the College within 30 days of any changes to business or personal email addresses.
 - In sub-article (v), a new section was added to require members to notify the College within 30 days about information relating current restrictions, terms, orders, directions, or agreements in respect to provincial or federal charges. This provision ensures that the College will receive information of this nature outside of the membership renewal cycle.
- The College also made changes in the by-laws to fees, as addressed in section "D" of this report regarding fees.
- The College's by-law amendments also included a number of enhancements to the electoral process for Council members. Changes were also made to the section regarding Committee appointments and procedures.
- Many of the the by-law changes, particularly those relating to the information published on the public register, are borne out of transparency recommendations made by the Hon. Dr. Eric Hoskins, Minister of Health and Long-Term Care to all regulatory Colleges. The College circulated the by-laws for stakeholder feedback prior to Council approval. These changes have been published on the landing page of the College's Register: www.coptont.org/PUBLICREGISTER/index.php. The webpage explains the purpose of the changes, along with the nature of the changes approved by the Council.
- In 2016, the College will begin to operationalize these bylaw changes within the context of our current database and website, and will proceed with updating the application forms as required. As explained on the public register, due to an ongoing system upgrade of the public register, certain information will only be available by request (e.g. Bail conditions relevant to a Member's suitability to practise, criminal findings of guilt relevant to a Member's suitability to practise, names of former members (including fact and date of death, if known). The College will endeavour to complete these system improvements by the end of 2016, or early 2017.
- Information about the College's efforts regarding the transparency initiative are also available on the public information section of the College's website: <http://www.coptont.org/PPI/Transparency-Initiative.php>

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

Since the College will begin to operationalize the by-law changes in 2016, in 2015, there was no impact to applicants.

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

The College will be reviewing its complete database and website, not only to support the publishing of additional information on the Register, but to improve transparency, accessibility and ease of use overall.

More by-law changes will be contemplated by the College's Council in 2016. These changes will include more provisions to increase the transparency of information reported in the Register.

g) Resources for applicants

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

1. Ontario applicants/members now have access to a number of competencies documents which were translated into French by NACOR/provincial counterparts. These include: the National Competencies for Canadian Opticians document and the PLAR CGA and BBI assessment tools. The French version of the National Competencies is available on the College's website: www.coptont.org/BECOMING/entry.php
2. On a national level, a project is underway to develop a free, online, interactive confidential Pre-Assessment Readiness Test (PART). The goal of the project is to develop a suite of self-assessment tools that will help inform international applicants on their level of readiness to pursue licensing as an optician in Canada. It is anticipated that the website will also contain information about the scope of practice of opticians in Canada and information about how to apply for registration in each province, along with details about the PLAR process. The national group has conducted a brainstorming session and has completed an environmental scan of regulators and professional associations across Canada. A blueprint table of specifications has also been developed to determine the competencies that will be addressed in the self-assessment. The PART project began in late 2015, and is still in process. This work will continue into 2016.

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

1. Since the translations were recently completed, the College is unable to comment on the impact of the French translations at this time. Since the PLAR tools have been translated, there have not been any applicants who have requested to complete the process in French in Ontario.

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

1. In 2016, the College will be working towards the increasing the documentation and information that is available in french (e.g. core documents such as applications and policies). The College will also be supporting the National Association of Canadian Optician Regulators (NACOR) in their efforts to translate the national contact lens and eyeglass examinations. The process of making College materials more accessible by translating critical documentation into French has laid the ground work for further translation efforts. For example, in 2016, NACOR will be preparing to translate the national examinations into French. The College will be also be looking at translating more of its written materials/applications into French.

h) Review or appeal processes

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

No changes this year

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

No changes this year

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

No changes this year

i) Access to applicant records

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

No changes this year

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

No changes this year

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

No changes this year

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

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

The College has continued with the annual training it provides to Council and Committees on the Regulations, bylaws, registration policies and processes and fair access principles. Several new forms of training were also introduced:

1. As described in section B (Assessment of Qualifications), assessors for the PLAR behavioural based interviews (BBI) recieved a comprehensive two-day training.
2. College registration staff underwent training modules on managing cultural differences (Parts 1 & 2)
3. All College staff participated in comprehensive training on accessibility principles, the AODA legislation, and the College's duty to accomodate.

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

Standardized training for staff, council/committee members and assessors leads to more consistent decision making. Specifically,

1. The College is able to ensure that registration assessment processes are objective and consistent from candidate to candidate, which results in fairer outcomes.
2. Training on cultural differences and accessibility increases staff awareness and results in more relational communications with applicants and registrants. Staff is better able to understand and respond to the individual needs of our applicants and registrants.

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

In 2016, the College will be continuing to introduce additional forms of training at all levels of the organization. For example, in 2016, the College's Council will participate in a new governance training module. Staff will receive communications training.

k) Mutual recognition agreements

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

The College is working with the Canadian provincial regulatory bodies and NACOR to create a standardized "certificate of professional conduct/letter of standing" that contains standardized information about an applicant's registration in their home province in order to facilitate their inter-provincial mobility. This project, begun in 2015, is currently in process.

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

When this project is complete, it is anticipated that receipt of this standardized licensure information will expedite the application process for AIT applicants, and reduce any unnecessary steps for applicants in arranging for the appropriate information from one regulator to another.

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

The project is currently in progress. The College continues to collaborate with its provincial counterparts to develop a standardized template that is suitable and acknowledges the regulations and bylaws of each regulator.

l) Other (include as many items as applicable)

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

All the Accredited Educational Institutions began the reaccreditation assessment process by the National Association of Canadian Optician Regulators (NACOR). Accredited educations are reassessed every five years. NACOR decisions regarding reaccreditation decisions will be provided to the College in 2016. Complete information about the accreditation/reaccreditation process is available on NACOR website. This includes information about the survey team which conducts the assessments, their role and how they are selected. Information about the National Board of Accreditation members, which makes final decision regarding accreditations, their role and how the members are selected, is also available on the website.

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

In 2015, the Registration Committee continued work on a comprehensive revision of the Registration Regulation. Having received initial feedback from the Office of the Fairness Commissioner and the Ministry of Health and Long-Term Care, the College circulated the draft Regulation for stakeholder feedback for 60 days from September to November. In late 2015, the College began assessing the feedback it received and determining whether any revisions to the draft are required. If substantial revisions to the draft are made by the Registration Committee in 2016, these will be recirculated. Of note, the draft regulation proposes the following changes:

- Removal of the student optician registration class, which is considered an "optional" class of registration in our existing regulation.
- Creation of an inactive class of registration for registrants who wish to remain registered but choose not to engage in active opticianry practice.
- Creation of a section which deals with applicants who misrepresent information in a registration application form.
- Replacement of the requirement for "1000 practice hours" to a "College approved practicum", which includes eyeglass and contact lens fitting requirements. This would allow the College to define the acceptable practicum content within policy, in order to be more responsive to the effects of changes to optical standards and technologies.
- Implementation of a currency requirement for all applicants and members to the registered optician class of registration when there are absences from active practice. This new section recognizes the importance of current knowledge, skill and judgment required in order to provide optimal services to the public. A refresher program approved by the Registration Committee will be required for those applicants who cannot provide evidence of current knowledge, skill and judgment.
- Clarification about upgrading required for intern opticians who are not successful at the national qualifying examinations. A proposed provision would require interns to repeat their opticianry program (if available) after 4 unsuccessful attempts at the examinations.
- Addition of ability for the College to automatically revoke members who hold a suspended certificate for three years. Members who wish to re-enter practice after revocation may be required to complete a refresher program.

- Updates to the requirements and conditions of registration (any class). In order to hold registration, an applicant must:
 - Not have a suspended certificate of registration
 - Not be incapacitated or have a physical or mental condition that could pose a risk to the public
 - Be of "good character"
 - Comply with the College's by-laws

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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:

The College provides application information in French to applicants upon request. In 2016, the College will be working toward translating our core application documents into French.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	96
Female	191
None of the above	0

Additional comments:

The numbers above excludes individuals who have held a certificate of registration as a student optician with the College. If a member holds a student certificate of registration, the College does not require a new application to register the individual as an intern optician once they complete an opticianry program. Rather, student opticians are granted an intern optician certificate by the College upon payment of the renewal fee and confirmation of graduation from an accredited education program in Ontario.

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	1258
Female	1430
None of the above	0

Additional comments:

The figures above represents all Registered Optician as of December 31, 2015.

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
251	26	0	Greece 1	0	287
			India 3		
			Germany 1		
			Egypt 1		
			U.K. 1		
			Italy 1		
			Pakistan 1		
			Iran 1		
			Total 10		

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:

The above numbers excludes individuals who already held a certificate of registration as a student optician with the College and were automatically updated to an intern optician certificate by the College.

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
121	10	0	India 1 Egypt 1 Italy 1 Total 3	0	134

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
2340	294	5	Austria 1 Bahrain 1 U.K. 5 Germany 3 Hong Kong 5 India 8 Iran 2 Israel 1 Italy 2 Kuwait 1 Philippines 6 Portugal 1 Sweden 1 China 1 Total 38	11	2688

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

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	221	22	0	8	0	251
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	23	14	0	6	0	43
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	121	10	0	3	0	134
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	165	2	0	1	0	168

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

The intern optician and student optician class of registration are alternative classes of licence.

Student registration is an optional class of registration. Some individuals may be authorized to register for the student class, but most elect to wait until after they have successfully completed an accredited opticianry program in Ontario to apply for an intern class instead.

Individuals who are already registered with the College as a student optician are not required at the time of their graduation to apply for the intern class. These individuals are automatically updated to the intern class provided they submit proof of successful completion of the required program requirements.

The College saw an increase in the amount of applications received and approved for an alternative class of registration in the year 2015.

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)	Registered Student Optician	<p>Description (a)</p> <p>Students enrolled in an opticianry program approved by MTCU or applicants who have applied to become registered as a registered optician or a registered intern optician and who are in the process of completing additional training as ordered by the Registration Committee may apply for a certificate of registration as a student optician. As noted, the class of student optician is considered to be an optional class of registration.</p>
b)	Registered Intern Optician	<p>Description (b)</p> <p>In order to apply for a certificate of registration as an intern optician, applicants must have successfully completed and graduated from a MTCU approved opticianry program or one deemed equivalent or if the applicant was ordered by the Registration Committee to complete additional training must have done so. Intern opticians are eligible to sit the national opticianry examinations.</p>
c)	Registered Optician	<p>Description (c)</p> <p>Full, independent licensures. A Registered Optician is authorized to perform the controlled act of dispensing eyeglasses, contact lenses and/or subnormal vision devices. The holder of the license can use the protected title of "Registered Optician" (RO).</p>
d)	n/a	<p>Description (d)</p>
e)	n/a	<p>Description (e)</p>
f)	n/a	<p>Description (f)</p>
g)	n/a	<p>Description (g)</p>

h)	n/a	Description (h)
i)	n/a	Description (i)
j)	n/a	Description (j)

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	21	16	0	6	0	43
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
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	10
Staff involved in appeals process	2
Staff involved in registration process	4

Additional comments:

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3. Submission

I hereby certify that:

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

Fazal Khan

Title:

Registrar

Date:

2016/03/01

