

Fair Registration Practices Report

Opticians (2016)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

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

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

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

1. Beginning in 2016, Ontario accredited educational institutions began to include on the student confirmation of graduation form information about students having completed the requisite number of practice hours, contact lens fits, and eyeglass fits as set out in the regulation. This is an alternative to the requirement for a separate form which has been necessary for registering with the College of Opticians as a registered optician (the verification of dispensing experience form) which is signed by practice supervisors and submitted by applicants.
2. In order to simplify the application process, to ensure timely applicant response times, and to support our strategic initiative towards a paper-less registration system, the Registration Department began sending most applicant and registrant documentation by email, except where hardcopy is required by the Regulation or where accommodation is required due to special need.

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

1. Receiving confirmation about student practice experience should eliminate duplication and any difficulty that applicants may experience locating supervisors to sign the verification of dispensing experience form, sometimes well after the co-op is complete. Students keep track of their practice hours and fits during the co-op period in a logbook which is signed by supervisors and verified by the accredited educational institutions.
2. Applicants now receive notification of registration status sooner since they are sent electronically. Many applicants prefer to receive electronic communications from the College.

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

1. It is anticipated that eliminating or reducing the need for the the verification of dispensing experience form should reduce administrative effort.
2. Sending electronic documentation allows the College to track communications in our database, and assists in our

strategic initiative for a completely paperless registration system.

b) Assessment of qualifications

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

1. In 2016, the College of Opticians of Ontario continued work on revising the tools for the Prior Learning Assessment and Recognition (PLAR) process. All applicants from non-accredited programs (Canadian or internationally educated applicants) must undergo the PLAR process as a route to registration. The PLAR process includes completion of a Competency Gap Analysis (CGA), which is an online tool designed to assess the applicant's achieved learning outcomes against the National entry to-practice competencies, and an in-person, case-based interview which assesses an applicant's practical knowledge. With the assistance of NACOR and a psychometric consultant, the College has completed work on a scorecard designed to assist the Registration Committee in understanding the relative weight of interview scores and CGA scores and how these assessment components should be taken together and interpreted for the purpose of the Committee assigning educational bridging programs. The College also developed standardized scenarios for the interview portion of the PLAR. In September 2016, the College began the last phase of the project which involves developing, pilot testing and validating a second test CGA form to increase our bank of questions. The project will be complete by March 31, 2017. The College has also been involved in a national initiative to realign and redevelop the bridging courses with the new competencies that are being assessed by the PLAR.

2. The Registration Committee, in accordance with the Registration Regulation, approved the reaccreditations of the following opticianry programs as equivalent programs: Georgian College, Seneca College, and the Northern Alberta Institute of Technology, Douglas College (*until December 31, 2021*). The following opticianry programs were deemed equivalent for the first time: Oulton College, College Communautaire de Nouveau Brunswick (*until May 31, 2019*), Steinberg College and the Northern Alberta Institute of Technology Eyeglass Program – French (*until November 30, 2019*). Graduates of these programs are considered eligible for registration with the COO as Registered Opticians and Intern Opticians, provided that they meet all other requirements for the class of registration.

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

1. 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.

2. There are now two french programs, and more accredited programs available in Canada, with full-time, part-time and online options. This improves access to accredited training for applicants seeking registration.

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

1. 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.

1. In 2016, the College of Opticians launched a College-wide, customer service standard initiative for response times. Response times of 2 business days are included on staff email auto-replies and on voicemails. Contact information for alternative staff members are also listed.

2. The Registration Committee, in response to some of the changes that have occurred in the Registration department over the last several years such as changes to the PLAR tools and database changes, amended the Registration Timelines Policy to ensure that the timelines for registration are more accurate and transparent for applicants. This policy was approved by Council at its September 28, 2016, meeting, and is posted on the College's website: www.coptont.org/docs/Registration%20Timelines%20Policy.pdf

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

1. Publishing our response times on voicemails and emails allows applicants to better understand the expectations for response times. Applicants and members have commented on the improved communication timelines.
2. By publishing an updated, comprehensive timelines policy, which includes timelines for each step of the registration process for each class of registration, applicants are better able to anticipate the length of time required to become registered and to plan accordingly.

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

Delivering on our response times builds relationships with our members and promotes greater engagement.

d) Fees

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

The College's Council revised two fees relating to Registration Committee review and competency assessments:

1. Registration Committee Review Fee: All applicants are required to pay an application processing/review fee when the application has been referred to the Registration Committee. In the past, PLAR applicants, interns and students who required Committee review paid a fee of \$150 plus HST, while registered opticians paid a fee of \$500 plus HST. The Committee made a recommendation to Council to amend the College's bylaws to set the fee for Registration Committee review for any type of applicant at \$150 plus HST. The proposed by-law was circulated for a period of 60 days and was approved by the College's Council on September 28, 2016.

2. It was also recommended that a section be added to the by-laws allowing the College to charge a fee to any applicant directed to complete a competency assessment: \$600 for the Eye Glasses Assessment and \$600 for the Contact Lens Assessment, plus HST. This is currently the fee paid by PLAR applicants to access the assessment. In certain cases, as set out in the Reinstatement Policy, the Registration Committee may direct that a suspended registered optician who has been out of practice for more than 3 years complete a competency assessment prior to reinstatement of the license so that the Committee can determine whether it is in the public interest for the applicant to reinstate or whether he/she requires additional quality assurance requirements or education/exams. In the past, applicants reinstating over three years who required a competency assessment did not pay the costs of the assessment (assessment for these applicants were conducted less frequently). With the College's greater focus on entry to practice competencies, the Registration Committee is directing competency assessments more often. The proposed bylaw was circulated for a period of 60 days and was approved by the College's Council on September 28, 2016.

3. Annual Registration Fees are subject to a small annual increase for 2016 to 2021 as set out in the bylaws and approved by Council in 2015. In 2015, the annual registration fee for registered opticians was \$855 (plus HST); in 2016, this was increased to \$877 (plus HST). In 2015, the annual registration fee for student and intern opticians was \$126 (plus HST); in 2016, this was increased to \$129 (plus HST).

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

Reinstatement applicants who are required to undergo competency assessment are now responsible for the costs of the assessment, as are other applicants required to undergo assessment (ie. PLAR applicants). Reinstatement applicants, however, will now be charged a reduced fee for Registration Committee review.

The availability of the fee schedule, which shows fee increases from 2016 to 2021 allows members to anticipate and prepare for fee increases.

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

Charging reinstatement applicants the fee for competency assessment reflects a cost recovery of administering the CGA, conducting an interview, Registration Committee review of the assessment results and preparation of the decision letter.

e) Timelines

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

The Registration Committee, in response to some of the changes that have occurred in the Registration department over the last several years such as changes to the PLAR tools and database changes, amended the Registration Timelines Policy to ensure that it the timelines for registration are more accurate and transparent for applicants. This policy was approved by Council at its September 28, 2016, meeting, and is posted on the College's website: www.coptont.org/docs/Registration%20Timelines%20Policy.pdf

As permitted by the Registration Regulation, the College set a timeline of 60 days for interns who are successful at the national examination to apply for a certificate of registration as a registered optician. Interns who do not apply

will have the intern license revoked, since passing the national exam would mean that the individual is no longer eligible for an intern class of license. This new process, which took effect on September 28, 2016, was communicated to students on the College's website, in the revised Registration Timelines Policy, and in several College presentations delivered to students. In 2017, this information will also be included in exam candidate pass letters.

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

The revised timelines policy ensures that applicant are aware of the time it will take for an application to be processed; which allows applicants to plan accordingly, especially when the license is required to begin practice or needed to write the national examination.

The 60 day timeline for interns to apply for the registered optician class of registration upon passing the examination allows applicants to continue to practice under supervision while subsequent registration is submitted and processed.

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.

1. Accessibility Plan and Policies

The College continues to ensure compliance with the AODA. In December 2016, Council updated its Accessibility Plan and Policies, which is available on our website: <http://coptont.org/docs/2016-Accessibility-Plan-and-Policies-COO.pdf>

2. Policy Dealing with Convictions, Findings and Ongoing Proceedings

The Policy Dealing with Convictions, Findings and Ongoing Proceedings provides guidance to applicants on how a “yes” response to the declaration of conduct questions in the registration application forms will affect the applicant’s request for registration. Following a by-law change approved by Council as part of the College’s transparency initiative, the Registration Committee amended this policy to ensure that the process is fully transparent to applicants. The by-law change specified that certain information relating to convictions, bail conditions and findings of professional misconduct, incompetence and incapacity disclosed by registration applicants may be published on the Register. The amended policy was approved by council at its meeting on September 28, 2016. The Policy is also available on the College’s website: [www.coptont.org/docs /Policy%20Dealing%20with%20Convictions.pdf](http://www.coptont.org/docs/Policy%20Dealing%20with%20Convictions.pdf)

3. Non-Practising Status and Resignation Policies

At its meeting on May 2, 2016, the Registration Committee approved two policies relating to member registration statuses with the College, which are meant to improve clarity and transparency for the public. The Non-Practising Status Policy will allow members who are not in practice and who sign an undertaking to that effect to maintain a certificate of registration as a registered optician with an exemption to the professional liability insurance requirement. The Resignation Policy provides guidance to members who are no longer practicing as an optician in Ontario and who would like to retire or resign their certificate of registration. The policies were approved by Council at its meeting on May 30, 2016

4. Contact Lens Fitting Policy

It is a regulatory requirement that applicants complete a number of contact lens fits prior to registration as a registered optician. Following a consultation with accredited educator stakeholders, the Registration Committee approved a policy at its December 13, 2016 meeting to clarify how contact lens fittings are completed by students as they work towards the requirements of becoming registered as Registered Opticians (RO) with the College of Opticians. The new policy sets out the definition of rigid contact lens fits and describes the steps that a complete contact lens fit must include. The new policy also allows students to conduct contact lens practice fits on peers/standardized patients in a school or dispensary setting in addition to actual patients in the dispensary. This policy was approved by the Council on January 30, 2017, with an effective date of September 1, 2017. The policy is available on the College's website: www.coptont.org/docs/Contact%20Lens%20Fitting%20Policy.pdf

5. Contact Lens Mentor Policy

The Contact Lens Mentor Policy sets out the requirements for registered opticians who wish to supervise student contact lens fits and sign the student/intern logbook. At its December 13, 2016 meeting, the Registration Committee made amendments to the Mentor Policy. The policy was approved by Council at its January 30, 2017 meeting, with an effective date of September 1, 2017. In the amended policy, all opticians, including Certified Contact Lens Fitters (CCLFs) who wish to supervise contact lens fits for students or interns must register with the College as a Contact Lens Mentor. In the past, CCLF opticians have been automatically permitted to supervise soft and rigid contact lens fits for student and intern opticians and to sign logbooks verifying these fits. The policy is available on the College's website: www.coptont.org/docs/Policies/CL%20Mentor%20Policy.pdf

6. By-law changes

In 2016, the following by-law changes were approved by Council:

- **1.1 Definitions:** The bylaw was amended to set out the definitions for appointed member, committee, committee member, Council member, elected Council member, finance committee, governance committee, public council member, standing committee, statutory committee, and committee term.
- **1.5 Consistency with RHPA and *Opticianry Act*:** An amendment was made to clarify that where inconsistency is found to exist between these two pieces of legislation, the inconsistency will be severed from the by-law and the remaining provisions shall continue in force.
- **5.2 Registration Fees:** The registration fee chart was updated for 2016 - 2021
- **5.3 Registration Committee Review Fees:** Registration review fee was adjusted to \$150 for all classes of registration. A section was also added that allows the College to charge a fee to any applicant directed to complete a competency assessment (\$600 for eyeglass assessment and \$600 for contact lens assessment).
- **6.3 Eligibility for Election:** The Council made an amendment to the by-law so that once a member has been an elected council member for 3 terms (9 years), they are no longer eligible for election. The Council also made an amendment to the by-laws to extend the cooling off period for members who have been an elected member for 3 terms from 1 year to 3 years.
- **7.10 Staff and Contract Positions:** The By-law was amended to clarify that Council members and appointed committee members may not hold other positions in the College, including that of examiner to the national exam, which would prevent the appearance of any conflict of interests. A three-month waiting period is required before a former committee or council member may apply for a position with the College. The chief examiner may, under exceptional circumstances, adjust the three month waiting period for examiners.
- **10 Statutory Committee Composition:** Was revised to amend the composition of all statutory committees, including the executive, ICRC, Discipline, Fitness to Practice, Quality Assurance, Patient Relations, and Registration Committee.
- **10.2 Registration Committee:** The by-law relating to Registration Committee composition was amended to clarify that the Committee shall be composed of at least 7 members, 2 of which must be elected council members, and 2 of which must be public members. Council removed the requirement that up to three of the committee members may be appointed members.
- **11 Non-Statutory Committees:** Was revised to amend the composition of non-statutory committees, including standing committees, finance and governance committees.
- **12.2 Eligibility for Appointed Committee Members:** Was amended to clarify appointments for appointed committee members with respect to eligibility.

- **12.9 Quorum:** An addition was made to the by-laws clarifying that for committee meetings, a majority of committee members constitutes a quorum.
- **Section 13 Remuneration:** Clarifies Council remuneration.
- **15.6 Other Information in the Register:** To improve transparency of registration and ICRC information for the public, the following sections were added to the by-laws under section 15.6
 - **(xxv)** Allows outstanding criminal charges relevant to a member's suitability to practice to be posted on the register (commenced on or after January 1, 2017). Any postings will be removed if the member is acquitted or charge is withdrawn or superseded.
 - **(xxvi)** Allows posting on the register if a member is licensed in a profession inside or outside Ontario.
 - **(xxvii)** Requires that any oral caution by the ICRC made on or before January 1, 2017, be posted on the register.
 - **(xxviii)** Requires that any specified continuing education or remediation program (SCERP) ordered by the ICRC on or before January 1, 2017, be posted on the Register. A notation that the SCERP has been completed will also be posted.
 - **(xxix)** Sets out the process for deleting a notation about an oral caution or a SCERP if the oral caution or SCERP is overturned on appeal. If varied on appeal, the notation will be replaced with a summary of the process up to the appeal.
 - **(xxx)** Sets out the process for deleting a notation about an oral caution or a SCERP upon written request by the member. These notations will not be removed unless the member makes a written request. Such a request cannot be made until 2 years after the ICRC decision.
 - **(xxxi)** Allows undertakings made by the ICRC relating to a complaint against a member on or after January 1, 2017, to be posted on the register.
- **23.1 Procedure for sending notices:** The by-law was amended such that when sending members correspondence, that member consent to send notices by email or fax was removed. In addition, the by-law was amended to remove reference to interruption of postal services and to clarify when notice is deemed to be received, which depends upon the manner in which it was sent.

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

1. The amendment made to the Policy Dealing with Convictions, Findings and Ongoing Proceedings provides greater transparency to applicants on the potential outcomes of disclosing information to the College about their previous conduct and the possibility that information may be disclosed on the College's register.
2. The Non-practising Status and Resignation Policies better clarifies the processes for making voluntary adjustments to a College registration status and ensures that members are provided with consistent information.
3. The Contact Lens Fitting and Contact Lens Mentor Policies will become operational on September 1, 2017. The lead time between policy approval and policy effective date is meant to ensure that students, interns, supervisors and educational institutions are fully aware of the new policies and have adequate time to make the necessary practice adjustments to ensure policy compliance. It is anticipated that the contact lens fitting policy will allow students and interns with expanded opportunities to obtain the required practice skills and experience while maintaining public protection. Leading up to the effective date of the policies, the College will be making efforts to share information about the new policies on the website, in newsletters, in presentations to members at professional conferences, directly with educators, and during student presentations.
4. By-law changes providing greater transparency are effective January 1, 2017. There was no impact on applicants or members in 2016.

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

Policy clarifications may reduce member and applicant inquiries, and assist staff in addressing inquiries in a consistent manner. By-law changes relating to the types of information which is published on the register improve transparency to the public.

g) Resources for applicants

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

h) Review or appeal processes

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

No changes this year

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

No changes this year

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

No changes this year

i) Access to applicant records

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

No changes this year

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

No changes this year

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

No changes this year

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

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

In 2016, a number of training initiatives for registration staff, registration committee and Council were conducted:

1. The College's Council underwent a comprehensive two-day governance training session.
2. College staff completed a one-day relational regulation writing training. Relational writing aims to build a positive experience with the reader, whether or not the message is straight forward or difficult. It considers the reader's perspective, uses plain language, is helpful and makes it easy for the message to be effectively conveyed, consumed and acted upon.
3. New public members of Council attended the Continuing Education and Trade show event to observe

and understand the profession and to interact with the membership.

4. The Registration Committee collectively completed the OFC Training module 2, part 2, during a Committee meeting and discussed the subject matter as a group.

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

The training in which staff participated in this year has resulted in better communication with members and applicants. Members and applicants have expressed greater satisfaction with College services.

Council and Committee engagement in ongoing training may lead to more informed and thoughtful decision making.

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

Following the relational writing training, all registration letters, forms, emails, and website pages were reviewed and improvements were made with respect to readability and plain language.

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

The Registration Regulation sets out all the requirements for obtaining and maintaining a certificate of registration for all classes of licensure with the College of Opticians of Ontario. In 2016, the Registration Committee continued its work on a comprehensive review and revision of the Registration Regulation.

A first draft of the regulation was circulated for 60-day stakeholder feedback in the fall 2015. Following a review of the feedback, the Registration Committee decided to make a number of changes to the proposed draft. A second

draft of the regulation was approved by Council its meeting on May 30, 2016 and was circulated a second time for a 90-day stakeholder consultation which ended on November 9, 2016. The Registration Committee has considered the results of the feedback and at its meeting on December 13, 2016, and has agreed to a final draft of the regulation. The Council approved the final draft regulation at its meeting on January 30, 2017. A submission to the Ministry of Health and Long-Term Care will be submitted in 2017. Some of the highlights of the regulation include:

- Introduction of a new inactive class of certificate of registration intended for existing registered opticians who do not intend to practise the profession (either temporarily or long-term);
- Elimination of the registered student class of certificate. Pursuant to Section 29(1) (b) of the RHPA, students are able to practise under supervision. Removing student registration would bring the COO in line with most other health profession regulators in Ontario;
- Changes to registration requirements (some of which include provisions relating to applicants also registered with another regulatory body and a provision to deal with applicants who make false or misleading statements on their applications); and,
- A new currency requirement for registered optician members and applicants to ensure that they have up-to-date knowledge, skills and/or judgment in the profession.

A complete summary of the changes is available on the College's website: <http://coptont.org/docs/Legislation/Proposed-Reg-Reg-App-Jan2017.pdf>

A summary which includes a side by side comparison between the proposed changes, the current regulation and the rationale for any changes can also be found on the website: <http://coptont.org/docs/Legislation/Registration-Reg-Chart-Changes-Tracked-Jan2017.pdf>

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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:

Application material is available in French upon request. The College is working on having all registration applications translated in French for the 2017 year.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	95
Female	244
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	1266
Female	1502
None of the above	0

Additional comments:

Registered Optician Members as of December 31, 2016

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
266	60	0	Germany 1 Greece 1 India 2 Iran 3 Jordan 1 Pakistan 1 Philippines 3 U.K. 1 Total 13	0	339

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
130	17	0	Germany 1	0	150

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Iran 1		
			U.K. 1		
			Total 3		

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
			Austria 2		
			Bahrain 1		
			China 1		
			Germany 4		
			Hong Kong 6		
			India 10		
2408	300	6	Iran 3	12	2768
			Israel 1		
			Italy 1		
			Philippines 5		
			Portugal 1		
			Sweden 1		
			U.K. 6		
			Total 42		

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:

Members as of December 31, 2016

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	249	47	0	7	0	303
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	60	16	0	1	0	77
Inactive applicants (applicants who had no contact with your organization in the reporting year)	3	5	0	7	0	15
Applicants who met all requirements and were authorized to become members but did not become members	1	0	0	0	0	1
Applicants who became FULLY registered members	130	17	0	3	0	150
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	2	6	0	2	0	10
Applicants who were issued an alternative class of licence³	70	16	0	1	0	87

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

Additional comments:

h) Classes of certificate/license

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

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

#	Certification	Description
a)	Registered Student Optician	<div style="border: 1px solid black; padding: 5px;"> Description (a) Students enrolled in an opticianry program approved </div>

		<p>by the 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 style="text-align: center;">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 style="text-align: center;">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>

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	15	11	0	6	0	32
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

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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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	12
Staff involved in appeals process	2
Staff involved in registration process	5

Additional comments:

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3. Submission

I hereby certify that:

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

Title:
 Manager, Professional Programs

Date:
 2017/03/01

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