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Q1

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

College of Registered Psychotherapists of Ontario
Sarah Fraser, Director, Registration
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Q2

Section 1 - During the reporting period (January 1st– December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

1) The Examination Committee approved a revised Examination Appeals Policy. The policy was revised to include further clarify about process irregularities and remote proctoring. <https://www.crpo.ca/wp-content/uploads/2021/03/Examination-Appeal-Policy.pdf>
This revised policy increased transparency regarding the requirements and expectations for reporting issues with the examination and substantiating reasons for an examination appeal. 2) The Registration Committee approved a revised Language Proficiency Policy. The policy was revised to ensure that scores across tests were equivalent to one another, and to include two additional French proficiency tests. <https://www.crpo.ca/wp-content/uploads/2021/04/Language-Proficiency-Policy.pdf>
This revised policy increased availability in test options for applicants who are required to submit a language proficiency test. 3) Clinical supervision is one of the most pressing topics for CRPO, and an important part of the registration process. In May 2021, we began conducting a clinical supervision policy review, including sending out a survey to registrants and stakeholders on the topic of supervision. We are currently analyzing the feedback provided in the survey and conducting research on the topic of supervision. The impacts of the clinical supervision policy review are to be determined.

Q3

New or consolidated class of certificates or licenses

No,

Description of change/improvement that would impact fair registration outcomes:

No changes.

Q4

Assessment of qualifications

Yes,

Description of change/improvement that would impact fair registration outcomes:

1) Staff have streamlined the review process for applications where the College has substantial experience with the non-recognized program from which they graduated. This has improved fairness by making the registration process more expedient. 2) Staff have been continuously working on revamping documents and resources that are used internally for reviewing applications. For example, staff revised the evaluation tool used for reviewing mapping tools from non-recognized program applications. Revisions included: changes to the format of the tool, to enable easier reading for staff, Registration Committee panel members, and applicants who are referred to a panel of the Registration Committee; changes to wording used when assessing specific competencies, to more clearly explain whether or not the competencies were met; and addition of template terminology for staff to use, which promotes consistency in each review.

Q5

Timelines for registration, decisions and/or responses

Yes,

Description of change/improvement that would impact fair registration outcomes:

1) There was an increase in the number of applications received in 2021 compared to 2020 by approximately 30%. In 2020, CRPO had 8.5 staff involved in the registration process. In 2021, this was increased to 11.5 staff to account for the increase in applications received. CRPO was able to process more applications without prolonging review timelines with the addition of new Registration staff. CRPO's website includes information about current processing timelines. <https://www.crpo.ca/assessment-of-applications/> 2) In 2021, due to the COVID-19 pandemic, some registrants were unable to write the Registration Exam within the timelines set out in the Registration Regulation. In consideration of the impacts of the pandemic, the Examination Committee granted a mass extension to any registrants impacted by the COVID-19 pandemic who were unable to make their first or final exam attempt within the specified timelines. These registrants had until the spring 2022 administration to complete their first or final attempt at the exam. This extension allows RP (Qualifying) registrants additional time to prepare to write the Registration Exam while allowing them to continue to practise. For example, registrants who were unable to pay for the exam due to financial impacts resulting from the pandemic will have additional time to accrue the funds required. Granting this mass extension also allowed for fair processing of exam extension requests. Increased communication with registrants and stakeholders regarding the exam extension was required. CRPO posted regular updates on our website and in communiqués as information became available. <https://www.crpo.ca/2021-pandemic-related-exam-extensions/> By granting a mass extension to any registrants impacted by the COVID-19 pandemic, Registration staff and the Examination Committee were not required to review individual extension requests for reasons related to the pandemic. 3) Typically, the Registration Exam is written in person at a test centre. The number of in-person seats available at test centres were reduced due to physical distancing requirements and test centre closures resulting from the pandemic. In response to these closures and restrictions, both administrations of the Registration Exam in 2021 were offered using an online platform with remote proctoring, with limited in-person seating available to candidates with accessibility issues or accommodation needs that prevent remote proctoring. In addition, the Registration Exam is now offered over three days twice a year; previously, only two dates were offered. Hosting the Registration Exam online with remote proctoring ensures

that registrants have the opportunity to write the exam despite the impacts of the pandemic. This also increases the availability for writers, such as those in remote communities, as they no longer need to commute to test centres which may not have been available in their area. Increased communication with registrants and stakeholders regarding the exam was required, as this was the first administration of the Registration Exam with remote proctoring. CRPO posted regular updates on our website and in communiqués as information became available. Registration staff also received a higher volume of inquiries related to the exam, specifically around technological requirements to write remotely. <https://www.crho.ca/rp-qualifying-registrants-and-the-registration-examination-during-covid-19/> <https://www.crho.ca/registration-exam-dates-now-posted/> <https://www.crho.ca/registration-exam-dates-now-posted-2/> 4) CRPO launched a new user management system in 2021. The new system allows registrants to easily view their submitted and accepted clinical experience hours, as well as hours that were not previously accepted by Registration staff. Due to this, CRPO experienced a high volume of requests to update clinical experience hours immediately following the launch of the new system and registrants experienced longer wait times to have their clinical experience hours reviewed. Additional staff time was required to review the increased number of requests to review clinical experience hours. CRPO's website includes information about current processing timelines. <https://www.crho.ca/updating-clinical-experience-hours/>

Q6

Registration and assessment fees

Yes,

Description of change/improvement that would impact fair registration outcomes:

CRPO's by-laws set out that fee increases occur every two years for inflation. CRPO's fees were scheduled to increase in June 2020 and then in June 2022. Due to the pandemic, CRPO did not increase fees during either of these two periods. The fees will increase in June 2024.

Q7

Resources for applicants

Yes,

Description of change/improvement that would impact fair registration outcomes:

1) A new Clinical Supervisor Self-Assessment was added to the CRPO website. <https://www.crpo.ca/clinical-supervisor-self-assessment/> This tool allows the user to self-assess whether someone meets CRPO's definition of a clinical supervisor who is eligible to provide clinical supervision for the purposes of registration with CRPO. This tool may be helpful for applicants who are searching for a supervisor. CRPO staff receive a high volume of inquiries related to supervision, including from individuals wishing to confirm whether a certain practitioner would meet the requirements. By adding this tool to the website, users can assess this information themselves. 2) In early 2021, CRPO launched the new user management system. This system is intuitive, modern, and streamlined. Several new additions are available in the new user management system. Some examples include: • All application types are now available online in English and French. • Applicants and registrant can now pay invoices using Visa or MasterCard. • The number of submitted and accepted clinical experience hours can now be viewed by registrants directly in their account. • Registrants can update their practice information directly in their user account. In the previous user management system, these functions were manually completed or updated by staff. By adding these functions to the system such that applicants and registrants can make the changes themselves, CRPO staff are able to dedicate more time to other responsibilities. 3) CRPO has been continuously working on revamping the website and resources, including to make the website more accessible. As part of the revamp, staff have translated all application- and registration-related webpages and resources. Both English and French versions of these webpages and documents are available for the public to view and use.

Q8

Changes to internal review or appeal process

Yes,

Description of change/improvement that would impact fair registration outcomes:

1) To transfer from the Qualifying category to the full RP category, registrants must 1) successfully complete the “clinical experience requirement”, i.e. 450 direct client contact (DCC) hours and 100 clinical supervision hours, and 2) pass the Registration Exam. Registrants can report hours before or after passing the exam and in multiple “batches” (i.e., they do not need to report all 450 DCC hours at one time). Prior to 2021, whenever staff were uncertain whether the clinical experience hours met the requirements, the registrant was offered the option of having the hours reviewed by a panel of the Registration Committee, regardless of whether the registrant was eligible to transfer to the full RP category. As of 2021, registrants are only given the option of going to panel if approval of the hours would make the registrant eligible to transfer categories. This change leads to a clearer, more streamlined process for Qualifying registrants. Due to the way the Registration Regulation is written, in order for any clinical experience hours to be reviewed by the panel, the registrant must be referred to panel based on doubts as to whether they meet the requirements to transfer to the full RP category. Registrants reviewed by panel who did not meet all of the requirements (having sufficient hours or passing the exam) would receive a decision indicating that their application to transfer categories had been refused, even if the hours in question were approved. This outcome could cause confusion and distress to registrants. There was also the possibility of registrants going through the panel process several times if they submitted multiple batches of hours that all required panel review. As the panel process can take several months, it is more efficient for the panel to review all hours at one time. This change permits more efficient handling of panel files for staff and panel members and aligns the process more closely with the Registration Regulation. The clearer, more user-friendly process also reduces the number of registrant inquiries. 2) When reviewing clinical experience hours (i.e., direct client contact and clinical supervision hours), staff have implemented a risk-based approach. The majority of clinical experience hour review requests undergo a simplified review, wherein staff review the supporting documentation provided to assess whether the hours meet requirements. Taking a risk-based approach to this process enables staff to process a higher number of clinical experience hour requests. 3) Grandparented registrants will no longer have to provide third-party confirmation of clinical experience hours. In order to be eligible for independent practice (i.e., completion of

1,000 DCC hours and 150 clinical supervision hours), grandparented registrants can now complete a formal declaration to confirm that they meet the independent practice requirement. <https://www.crpo.ca/wp-content/uploads/2021/03/GP-IP-Declaration.pdf> In many cases, grandparented registrants have already completed the required hours, but have not updated their status with the College. These registrants may no longer be in contact with their previous supervisors and may find it difficult or impossible to obtain third-party confirmation of their hours after so many years. This change means that grandparented registrants no longer need to seek out documentation to support their clinical experience hours, and CRPO staff no longer need to review third-party documentation for clinical experience hours completed by grandparented registrants. 4) In November 2021, CRPO launched the Clinical Experience (CE) Recognition Program. Psychotherapy education programs academically recognized by the College can now apply separately for recognition of the CE students receive in the program. Students from education programs with successful applications would no longer need to submit individual confirmation forms to report practicum, clinic or student practice hours. Students would simply request that the program report their total number of DCC and clinical supervision hours to CRPO. Students no longer need to obtain documentation for the clinical experience hours completed as part of their program. Students will know that the hours received in the program will be accepted towards meeting CRPO's registration requirements. This will also lead to shorter processing times for registrants who wish to have their hours reviewed. CRPO staff no longer need to review third-party documentation for clinical experience hours completed by registrants who have completed an education program with CE recognition. <https://www.crpo.ca/clinical-experience-recognition/>

Q9

Access by applicants to their records

Yes,

Description of change/improvement that would impact fair registration outcomes:

In the past, applicants and registrants were able to view their application after submission. This functionality is not available in the new user management system. Applicants are able to see the status of their application but cannot see individual parts of the application form. Applicants and registrants who submit an application in the new user management system may request a full copy of their application form from CRPO staff at any time. Due to CRPO's database transition in January 2021, some data from the previous database became impossible or impractical to retrieve. This issue impacted a minimal number of applicants, since in 2021, the vast majority of applicants created their application in the new database, and all of their data remains accessible. During the database transition, applicants were given ample notice to retrieve any data from the old system, or to wait to begin their application in the new system. CRPO ensured that all data necessary to carry out regulatory functions was retained.

Q10

Mutual recognition agreements

Yes,

Description of change/improvement that would impact fair registration outcomes:

In August 2021, the College of Counselling Therapy of Prince Edward Island (CCTPEI) was proclaimed to regulate the profession of counselling therapy practice in Prince Edward Island. Registrants of CCTPEI are eligible to apply for registration with CRPO through the Labour Mobility application type. The Labour Mobility application type enables practitioners holding "equivalent" certificates of registration in other Canadian provinces or territories to register with CRPO, if they have worked in that profession in that province within the previous three years.

Practitioners who are already registered in Prince Edward Island can complete a streamlined application process and obtain registration with CRPO more quickly. Due to the shorter application form, Labour Mobility applications can typically be processed more quickly. This enables staff to allocate more time and resources to processing other types of applications. <https://www.crpo.ca/labour-mobility/>

Q11

Training and resources for staff regarding registration

Yes,

Description of change/improvement that would impact fair registration outcomes:

1) Several registration staff, Council, and committee members participated in training from the Canadian Centre for Diversity and Inclusion (CCDI) on Diversity and Inclusion Fundamentals – Part 1 and 2. The training will promote fair and impartial registration decisions through increased awareness and understanding of implicit bias, and will assist Registration staff members, Council, and committee members in decision-making, working collaboratively, and interacting with applicants and registrants. 2) Several registration staff completed the Indigenous Canada course at the University of Alberta. The training will improve the registration experience and promote fair registration practices for applicants applying through CRPO's Indigenous Registration Pathway. The increased understanding of Indigenous culture and history provided by the training will assist Registration staff members in interacting with applicants and making informed and fair decisions regarding applications submitted through CRPO's Indigenous Registration Pathway. 3) Two registration staff completed several courses and webinars hosted by World Education Services (WES), including: Credential Assessment for Refugees and Other Displaced People; Resources for Working with International Educated Applicants; The Education System of Japan; The Education System of Columbia; and The Education System of Uganda. These training activities help to ensure fair registration practices for all applicants, including those who may only be able to provide limited supporting documentation for their education programs due to difficult circumstances. Additionally, having a better understanding of different education systems around the world can improve the experience of applicants as the information provided in their application will be better understood by staff. These training activities provided valuable information about the variety of educational documents we may receive, how to review these documents within a registration context, and provided insight on how credential assessments are completed. 4) One registration staff person attended the Council on Licensure, Enforcement and Regulation (CLEAR) 2021 Annual Education Conference. This conference brought together many different organizations from various backgrounds and pooled their knowledge and experience. It provided information on situations and circumstances that may not have occurred in our organization and is beneficial to know should similar issues arise in the future. The information learned at this virtual conference provided insight on the unique

experiences that applicants and registrants may have. Staff can also use the information learned to make more informed decisions. 5) Two registration staff attended the Canadian Network of Agencies of Regulation (CNAR) 2021 Annual Conference. The virtual conference included webinars on topics related to: competency-based assessment; virtual examination proctoring; diversity, equity and inclusion in regulation; measuring the impact of regulation; and recent developments in administrative law. This training promotes fair registration outcomes by providing an opportunity for staff to hear best practices and teachable moments from other regulators and experts in the field of professional regulation.

Q12

Relationship with third party service provider(s)

No,

Description of change/improvement that would impact fair registration outcomes:

No changes.

Q13

Accreditation of educational programs

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Two education programs were granted academic recognition by the Registration Committee in 2021: the University of Ottawa - Master of Education (M.Ed.)/Master of Arts in Education (M.A.) in Counselling Psychology, and the Université de Hearst - Diplôme d'études supérieures en psychothérapie. Applicants who complete these education programs do not need to provide detailed information about their education and training in their application for registration. These applicants complete a more streamlined application form, which generally takes less time for staff to process. <https://www.crho.ca/recognized-accepted-programs/>

Q14

Technological or digital improvements

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

1) As noted in question (5), CRPO's Registration Exam is now available via remote proctoring. Hosting the Registration Exam online with remote proctoring ensures that registrants have the opportunity to write the exam despite the impacts of the pandemic. 2) As noted in question (7), CRPO launched the new user management system. This system is intuitive, modern and streamlined, and has a wider range of features for applicants, registrants, and staff. 3) Also noted in question (7), CRPO has been continuously working on revamping the website and resources, including to make the website more accessible. As part of the overhaul, staff have translated all application- and registration-related webpages and resources. These webpages and resources are available in English and French.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

(1) In 2021, CRPO Council discussed the establishment of a Diversity and Inclusion Working Group (DIWG). The DIWG will be a forum for CRPO to effectively engage with and be informed by registrants with lived experience of barriers that exist for racialized or members of other marginalized communities seeking to enter the profession, working in mental health and for clients receiving care. Further development of the working group has occurred in 2022. <https://www.crpo.ca/diversity-equity-and-inclusion-working-group/> (2) CRPO also became an employer partner with the Canadian Centre for Diversity and Inclusion (CCDI). This partnership provides Council, committee members and staff with access to consultants and trainers with DEI expertise as well as to a resource library.

Q16

Organizational structure

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No changes.

Q17

Contingency or continuity of operations plans

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

As noted in question (5), additional registration staff were hired in order to process the higher volume of applications received.

Q18

Documentation requirements for registration

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

(1) As noted in question (8), Grandparented registrants will no longer have to provide third-party confirmation of clinical experience hours. In order to be eligible for independent practice (i.e., completion of 1,000 DCC hours and 150 clinical supervision hours), grandparented registrants can now complete a formal declaration to confirm that they meet the independent practice requirement. (2) Also noted in question (8), CRPO launched the Clinical Experience (CE) Recognition Program. Psychotherapy education programs academically recognized by the College can now apply separately for recognition of the CE students receive in the program. Students from education programs with successful applications would no longer need to submit individual confirmation forms to report practicum, clinic, or student practice hours. Students would simply request that the program report their total number of DCC and clinical supervision hours to CRPO. Both of these changes simplify the process for the affected applicants and registrants, and staff no longer need to review third-party documentation for clinical experience hours completed by these applicants and registrants.

Q19

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

CRPO does not conduct language proficiency testing, however as noted in question (2), the Registration Committee approved a revised Language Proficiency Policy. The policy was revised to ensure that scores across tests were equivalent to one another, and to include two additional French proficiency tests.

Q20

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

- 1 **Successful transition to remote proctoring of the Registration Exam.**
 - 2 **Successful launch of the Clinical Experience Recognition Program.**
 - 3 **CRPO was able to process more applications for registration and clinical experience hour review requests, without prolonging review timelines, with the addition of new Registration staff.**
-

Q21

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

1

While several functions were modernized and streamlined with the launch of the new user management system, staff, applicants and registrants encountered some technological hurdles. For example, in the previous system, users could be messaged directly within the system and CRPO staff could view if the message was read. In the new user management system, there is no messaging function; therefore, CRPO’s primary method of communication shifted to email. One risk to increased reliance on email is the possibility that email communications are not reaching the relevant stakeholders, for example, due to security permissions on their email account, or email filters automatically placing emails from CRPO in junk mail folders. There is also no method to guarantee that the recipient received, opened, or read the email once it has been sent. To mitigate this risk, staff regularly check for responses and follow-up by phone or mail if necessary. In the new user management system itself, there were also some technological issues encountered by applicants and registrants, such as documents not uploading correctly and login issues preventing access to their user account. These types of issues may have resulted in difficulty completing the application form in a timely manner. Additionally, not all pages in the system are available in French; while some pages are available in both English and French, the translation work is still ongoing. To mitigate these risks, information about the new user management system, including a frequently asked questions page, is posted on the CRPO website. College staff are also available to offer assistance by email or by phone.

2

Registration staff have seen some cases of plagiarism in the mapping tool of non-recognized program applications. This poses a risk to fair registration practices as applicants may be misrepresenting the topics learned and developed as part of their education program and may be falsely claiming that competencies were covered by their education program. To mitigate this risk, registration staff perform additional screening on mapping tools.

3

With the Registration Exam being offered via remote proctoring, exam writers must meet certain technological requirements in order to be eligible to write the exam. Certain writers may be unable to write the exam from home as they do not meet the technical requirements. For example, registrants whose internet connectivity is unreliable and does not meet the minimum required speeds, or registrants who do not have access to a smartphone for a proctor location check. This poses a risk to fair registration practices as registrants may be unable to adhere to their exam-related timelines. To mitigate this risk, we worked with our exam provider to ensure there were some limited in-person seats available in 2021 to writers who required an accommodation.

Q22

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

No

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,
French**Q24**

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	1649
Total Female	7545
Total Non-binary	28
Gender not provided	0
Overall Total	9222

Q25

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

No

Q26

Do you collect other identity-based or demographics data?

No

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Q27

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

Yes,

If yes, please indicate the type::

As noted in question (15), CRPO Council discussed the establishment of a Diversity and Inclusion Working Group (DIWG). The DIWG will provide advice and recommendations to CRPO leaders on matters relating to diversity, equity, inclusion, and belonging that affect client members of the public, Registered Psychotherapists, as well as related practices, protocols, and procedures. This may include the possibility of collecting race-based data.

Q28

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

Full/Independent Practice	7067
Provisional/Limited License/Certificate	1992
Emergency License/Certificate	0
All other classes	163
Overall Total	9222

Q29

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

Ontario	5718
Other Canadian Provinces and Territories	2046
USA	840
Other Countries	611
Multiple and/or Unspecified Jurisdiction	7
Total	9222

Q30

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

1	United States of America: 795
2	United Kingdom: 86
3	India: 79
4	Iran: 78
5	Switzerland: 27
6	Russia: 26
7	Pakistan: 22
8	Australia: 15
9	China: 14 / Mexico: 14
10	Brazil: 13 / South Africa: 13
11	Poland: 12
12	Spain: 11

Q31

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

Total Male	225
Total Female	1263
Total Non-binary	14
Gender not provided	0
Overall Total	1502

Q32

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

No

Q33

Do you collect other identity-based or demographics data?

No

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

21

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Q35

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

Number of Applicants	568
Number of Applicants Licensed/Certified	394
Average Time to Process Application in Weeks from First Point of Applicant Contact	17
Average Time to Process Application in Weeks from Receipt of all Required Documents	12

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	825
Number of applicants fully licensed/certified	10
Average Time to Process Application in Weeks from First Point of Applicant Contact	16
Average Time to Process Application in Weeks from Receipt of all Required Documents	12

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	15
Number of applicants fully licensed/certified	13
Average Time to Process Application in Weeks from First Point of Applicant Contact	10
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	47
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	20
Average Time to Process Application in Weeks from Receipt of all Required Documents	13

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	1246
Number of applicants fully licensed/certified	16
Average Time to Process Application in Weeks from First Point of Applicant Contact	16
Average Time to Process Application in Weeks from Receipt of all Required Documents	8

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Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

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

Questions 28; 36-41; 44, 45, CRPO is interpreting the types of classes as follows:

- Full/independent practice licence - Registered Psychotherapist
- Alternative class of licence: provisional/limited licence - Registered Psychotherapist (Qualifying) - These registrants must practise under supervision until they have met the clinical experience requirement and pass the Registration Examination.
- Other classes - Registered Psychotherapist (Inactive) - These registrants are on long-term leave and not permitted to practise while in the category.

Questions 35-41, "First point of applicant contact":

CRPO is interpreting this to mean the date the applicant submits the application for initial registration.

Questions 35-41, "Receipt of all required documents":

CRPO does not currently track this date. For questions 38-41, CRPO has provided an average timeline based on a sample of ten applications per question.

Question 40, "Applicants from accredited Canadian post-secondary institutions":

CRPO is interpreting this to refer to graduates of Canadian programs granted recognition by CRPO's Registration Committee.

Q43

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

1	United States of America: 47
2	United Kingdom: 16
3	India: 8
4	Australia: 4
5	Brazil: 3
6	Hong Kong: 3
7	Netherlands: 2
8	Argentina: 1
9	Bulgaria: 1
10	Colombia: 1
11	Denmark: 1
12	Dominican Republic: 1

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

857

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	855
3 months – less than 6 months	1
6 months – less than 12 months	1
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

85

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Q47	0 – less than 3 months	10
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.	3 months – less than 6 months	9
	6 months – less than 12 months	43
	12 months – less than 18 months	21
	18 months – less than 24 months	2
	24 months and greater	0
	TOTAL	85

Q48	Ontario	673
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.	Other Canadian Provinces and Territories	543
	Certificate to Certificate (Labour Mobility)	11
	USA	32
	Other International	54
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	1313

Q49	Ontario	0
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q50	Ontario	536
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	209
	Certificate to Certificate (Labour Mobility)	0
	USA	41
	Other International	52
	Multiple and/or Unspecified Jurisdictions	8
	TOTAL	846

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Q51		42
<p>Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	42
	Other Canadian Provinces	9
	USA	6
	OtherCountries	16
	Multiple and/or Unspecified Countries	1
	TOTAL	74

Q52		0
<p>State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q53		5
<p>State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	5
	Other Canadian Provinces	1
	USA	1
	OtherCountries	4
	Multiple and/or Unspecified Countries	0
	TOTAL	11

Q54		0
<p>State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q55	
<p>List the top three reason for appeals (by percentage) of a registration decision</p>	
1	Education
2	Currency
3	Conduct

Q56

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

1	Education
2	Currency
3	Conduct
4	Clinical experience
5	Language fluency

Q57

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

1	Education
2	Currency
3	Conduct
4	N/A
5	N/A

Q58

Please provide any additional comments you may have:

Question 43: The other countries with one applicant are Egypt, Greece, Iran, Pakistan, Russia, and Turkey.

Question 44: CRPO is interpreting this to refer to Qualifying registrants who transferred to the full RP category in 2021 and to applicants through labour mobility who were issued certificates of registration in the full RP category.

Question 45: CRPO is interpreting this to refer to Qualifying registrants who transferred to the full RP category in 2021 and to applicants through labour mobility who were issued certificates of registration in the full RP category.

Question 52: CRPO does not have an internal appeal process. Registration Committee decisions can be appealed to the Health Professions Appeal and Review Board (HPARB), addressed in the next question.

Question 53: CRPO is interpreting this to refer to appeals heard by HPARB.
