

Fair Registration Practices Report

Audiologists and Speech-Language Pathologists (2009)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- 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.

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

Information regarding the steps to initiate the registration process is available from the following sources:

1. CASLPO's Website - CASLPO's application guidelines provides information to individuals applying or intending to apply for registration regarding the steps to initiate the registration process. Application Packages are available online in the Registration Section of CASLPO's website.
2. Individual Emails - College staff will respond to emailed queries regarding the steps to initiate the registration process.
3. Phone Calls - College staff will respond to phone calls regarding the steps to initiate the registration process.
4. In-person Appointments and Walk-in Customer Service - College staff will provide information to individuals applying or intending to apply for registration regarding the steps to initiate the registration process and will also provide an application package.

b) requirements for registration

Information regarding the College's requirements for registration is available from the following sources:

1. CASLPO's Website - CASLPO's application guidelines provides information to individuals applying or intending to apply for registration regarding requirements for registration. Application Packages are available online in the Registration Section of CASLPO's website.
2. Individual Emails - College staff will respond to emailed queries regarding the requirements for registration.
3. Phone Calls - College staff will respond to phone calls regarding the requirements for registration.
4. In-person Appointments and Walk-in Customer Service - The Manager of Registration Services will provide information to individuals applying or intending to apply for registration regarding the requirements for registration through in-person appointments or walk-in customer service.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

Information providing an explanation of how the College's requirements for registration are to be met in available from the following sources:

1. CASLPO's Website - CASLPO's application guidelines provides applicants with an explanation regarding how requirements for registration are to be met.
2. Individual Emails - College staff will respond to emailed queries to explain how requirements for registration are to be met.
3. Phone Calls - College staff will respond to phone calls to explain how requirements for registration are to be met.
4. In-person Appointments and Walk-in Customer Service - The Manager of Registration Services will explain how requirements for registration are to be met through in-person appointments or walk-in customer service.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

Information regarding CASLPO Mentoring Program for Initial Practice Registrants is provided from the following sources:

1. CASLPO's Website - Information regarding the College's Mentoring Program is available online under the Mentoring Program section of the College's website .
2. Individual Emails - College staff will respond to emailed queries regarding CASLPO's mentoring program.
3. Phone Calls - College staff will respond to phone calls regarding CASLPO's mentoring program.
4. In-Person Appointment and Walk-In Customer Service – The Manager of Registration Services will provide information regarding CASLPO mentoring program through in-person appointment and walk-in customer service.

e) requirements that may be satisfied through acceptable alternatives

Information about requirements that may be satisfied through acceptable alternatives is provided from the following sources:

1. Website – Application package provides information regarding acceptable alternatives for a completed Form C: Registration/Certification/License Verification and Form D: Reference Request and to contact the Manager of Registration Services regarding the submission of a statutory declaration if the applicant is unable to provide the College with the necessary academic documents.
2. Individual Emails – The Manager of Registration Services will provide information regarding requirements that may be satisfied through acceptable alternatives .
3. Phone Calls – The Manager of Registration Services will provide information regarding requirements that may be satisfied through acceptable alternatives.
4. In-Person Appointment and Walk-In Customer Service – The Manager of Registration Services will provide information regarding requirements that may be satisfied through acceptable alternatives.

f) the steps in the assessment process

Information about the steps in the assessment process is provided from the following sources:

1. Website – CASLPO's Application Package provides the applicant with information regarding the steps in the assessment process.
2. Individual Emails – College staff respond to individual emails regarding the steps in the assessment process.
3. Phone Calls – College staff will respond to telephone calls regarding the steps in the assessment process.
4. In-Person Appointment and Walk-In Customer Service – The Manager of Registration Services will provide information to individuals through in-person appointment and walk-in customer services regarding the steps in the assessment process.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

Information regarding the documentation of qualification that must accompany each application from the following sources:

1. Website – Information regarding the documentation that must accompany each application is provided in CASLPO's Application Package. An Application Package for internationally trained applicants is available and indicates additional documents required only from internationally trained applicants..
2. Individual Emails – College staff will respond to queries regarding the documentation that must accompany each application.
3. Phone Calls – College staff will respond to telephone calls regarding the documentation that must accompany each application.
4. In-Person Appointment and Walk-In Customer Service – College staff will provide information to individuals through in-person appointment and walk-in customer services regarding the documentation that must accompany each application.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

Information regarding acceptable alternatives to the documentation if the applicant cannot obtain the required documentation for reasons beyond their control is available from the following sources:

1. Website – Application package directs the individual applying for registration to contact Manager of Registration Services regarding the submission of a statutory declaration if the individual is unable to obtain the required academic documents due to exceptional circumstances (i.e. war, political hardship, loss of records, closure of schools).
2. Individual Emails – Upon request, the Manager of Registration Services will provide information regarding the submission of a statutory declaration.
3. Phone Calls – Upon request, the Manager of Registration Services regarding the submission of a statutory declaration.
4. In-Person Appointment and Walk-In Customer Service – The Manager of Registration Services will provide information regarding the submission of a statutory declaration.

i) how applicants can contact your organization

Information regarding how applicants may contact the College is available from the following sources:

1. CASLPO's Website - CASLPO's application guidelines provides applicants with staff contact information and website also has a contact us section.
2. Individual Emails - College staff respond to emails providing information regarding how applicants can contact the College.
3. Phone Calls - College staff will respond to phone calls to explain how requirements for registration are to be met.
4. In-person Appointments and Walk-in Customer Service - Individuals who are meeting with the College for the first time will receive a business card from the Manager of Registration Services which provides the College's contact information.

j) how, why and how often your organization initiates communication with applicants about their applications

Information regarding how, why and how often CASLPO initiates communication with the applicant about their application is available from the following sources:

1. Individual Emails - The College will email an applicant to indicate that their application of registration has been received. The email will also indicate whether the application is complete. Applicants with incomplete applications will be notified as outstanding documents arrive. Once the application is complete the College will contact the applicant to indicate that the review process has begun. If the applicant has not submitted their registration form and fees, the College will contact the applicant to remind the applicant that these documents must be submitted at least one week before their intended employment start date. The College will contact the applicant via email when their certificate of registration is issued.
2. Phone Calls - If the applicant does not have an email address, contact regarding their application is made via telephone.
3. Regular Mail - Where an application is referred to the College's Registration Committee for review, the applicant is contacted in writing via registered mail.

k) the process for dealing with documents provided in languages other than English or French

Information regarding the process for dealing with documents provided in languages other than English or French is available from the following sources:

1. Website - The Application Package provides information to the applicant regarding providing translations to the College.
2. Individual Emails - College staff will provide information to the application regarding providing translations to the College.
3. Phone Calls - College staff will respond to questions regarding providing translations via telephone.
4. In-person Appointments and Walk-in Customer Service - College staff will provide information regarding providing translations during an in-person appointment or walk-in services regarding the College's registration process.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

Information regarding the role of third-party organizations that the applicant may come in contact with during the registration process is available from the following sources:

1. Website - The Application Package for Internationally educated applicants provides information regarding the role of the third-party organizations that the applicant may come into contact with during the registration process.
2. Individual Emails - College staff will respond to questions regarding role of third-party organizations that the applicant may come into contact with during the registration process.
3. Phone Calls - College staff will respond to questions regarding the role of third-party organizations that the applicant may come into contact with during the registration process.
4. In-person Appointments and Walk-In Customer Service - College staff will provide information regarding the role of third-party organizations that the applicant may come into contact with during the registration process.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

Information regarding timelines, deadlines or time limits that applicant will be subject to during the registration process is available from the following sources:

1. Website - The Application Package provides information regarding timelines, deadlines or time limits that applicant will be subject to during the registration process.
2. Individual Emails - College staff provide information regarding timelines, deadlines or time limits that applicants will be subject to during the registration process.
3. Phone Calls - College staff will provide information regarding timelines, deadlines or time limits that applicants will be subject to during the registration process.
4. In writing - The College's Registrar and the College's Registration Committee will provide information regarding timelines, deadlines or time limits that the applicant will be subject to during the registration process when notifying the applicant of the referral of their application to the Registration Committee for review and when an order is made by the Registration Committee regarding an application.

n) the amount of time that the registration process usually takes

Information regarding the amount of time that the registration process usually takes is available from the following sources:

1. Website - The Application Package provides information regarding the amount of time that the registration process usually takes.

2. Individual Emails - College staff will provide information regarding the amount of time that the registration process usually takes via email.

3. Phone Calls - College staff will provide information regarding the amount of time that the registration process usually takes via telephone.

4. In-person Appointment and Walk-In Customer Service - College staff will provide information regarding the amount of time that the registration process when an applicant has an in-person appointment or when an applicant who is intending to apply asks for walk-in customer services.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Information about the fees associated with registration is available from the following sources:

1. Website - The Application Package provides information regarding the fees associated with registration.

2. Individual Emails - College staff will respond to emails regarding the fees associated with registration.

3. Phone Calls - College staff will respond to telephone calls regarding the fees associated with registration.

4. In-person Appointment and Walk-In Customer Service - College staff will provide information regarding the fees associated with registration.

p) accommodation of applicants with special needs, such as visual impairment

The College is committed to communicating with people with disabilities in ways that take into account their disability. The College provides a fully accessible telephone service to applicants. If telephone communication is not suitable, we will offer communication by alternative means such as email.

Decisions and correspondence may be provided to applicants in an alternative format upon request.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The College's Application Package has been updated during the reporting year in order to provide more detailed information regarding the College's registration practices.

Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

All applicants who have been graduated from an audiology or speech-language pathology program outside of Ontario are currently required to pay an application fee of \$100.00 while applicants who have been graduated from an audiology or speech-language pathology program in Ontario pay an application fee of \$75.00.

This is a practice that has been in place since the College's inception. The College is currently working to revise our fees by-law so that all applicants will pay the same fee.

Internationally educated applicants must also pay fees for:

1. Credential Assessment Fees;
2. Language Testing Fees (if applicable); and
3. Translation Fees (if applicable).

All other fees are the same for Canadian and International Applicants.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The College staff have submitted a revised fee by-law to Council for approval so that all applicants will pay the same application fee.

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Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions?

When an application is approved by College staff, the timeline for making the registration decision is approximately three weeks.

When an application is referred to the College's Registration Committee for review, the timeline for making the registration decision is approximately four to six months.

b) What are your timelines for responding to applicants in writing?

Every effort is made to respond to written requests for information within three business days. Where an

application meets all the registration requirements, applicants are provided with written confirmation of their registration via email within 3 weeks of the College's receipt of a complete registration package. Registration Committee decisions are sent to the applicant in writing via registered mail within 3 weeks of the Registration Committee meeting date.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

Where an application meets all the registration requirements, applicants are provided with written confirmation of their registration via email within 3 weeks of the College's receipt of a complete registration package. Registration Committee decisions are sent to the applicant in writing via registered mail within 3 weeks of the Registration Committee meeting date.

d) Explain how your organization ensures that it adheres to these timelines.

Timelines are tracked using an application checklist which records the received date for the required documentation for an application. Once all the required documentation and fees have been received, the application timeline is tracked by the Manager of Registration Services. Missing documentation or fees will delay the review process and the issuance of a certificate of registration.

The Manager of Registration Services also tracks the timeline for providing written decisions by the College's Registration Committee.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made in CASLPO's registration practices relevant to this section.

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Access to Records (4 / 13)

a) Describe how you give applicants access to their own records related to their applications for registration.

Upon request, the College will provide the applicant with a copy of all the information in the applicant's file. In addition, when applications are referred to the College's Registration Committee for review, a copy of all of the documents in the applicant's file is sent to the applicant along with the letter referring the application to the Committee for review.

b) Explain why access to applicants' own records would be limited or refused.

Access to records would rarely be limited or refused. Legal advice related to a specific application is privileged and would not likely be released to the applicant. However, all other information is accessible.

c) State how and when you give applicants estimates of the fees for making records available.

Currently the College does not charge a fee for making records available.

d) List the fees for making records available.

Currently the College does not charge a fee for making records available.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

Currently the College does not charge a fee for making records available.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Fees for making records available have been proposed in amended fees by-law. The proposed fees have not received final approval from Council yet.

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Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The College's application package is available online, by email or by regular mail. The application package includes application forms and application guidelines.

In addition, support is available to applicants from College staff. College staff is available to assist the applicant in person, by telephone or by email.

b) Describe how your organization provides information to applicants about these resources.

The College's application package is available online in the Registration section of the College's website. As well, the College will mail out the Application Package upon request.

Contact information for staff is provided in our application guidelines and also on our website in the "About the College" section of the website under staff.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made in CASLPO's registration practices relevant to this section.

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Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

An internal review by the College's Registration Committee is completed between 4 to 6 months after the College's receipt of a complete application package from the applicant.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

In 2009, one decision exceeded the College timeline for a Registration Committee case. In this case, when the applicant was first reviewed by the Registration Committee, the panel wrote to the applicant asking for additional information regarding an aspect of their application that was unclear. Once the applicant had provided the additional information, the Registration Committee reviewed the application a second time and made a final decision. The additional step made a difference in the final outcome of the application.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

The one application that exceeded our timeline was from an internationally educated applicant.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

When an application does not appear to meet the College's registration requirements, the application is referred to the Registration Committee for review. The Regulated Health Professions Act specifies that applicants are provided with 30 days to make submissions to be reviewed by the Registration Committee.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

When an application is referred to the College's Registration Committee for review, the applicant is provided with a notice of their right to make a written submission to be reviewed by the Committee in writing via registered mail.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

Applications are initially reviewed by College staff. If all requirements for registration are met, College staff can then process the application and issue a certificate of registration. When College staff has doubts about whether the registration requirements have been met, the application is referred to the College's Registration Committee to make a decision about whether or not to issue a certificate of registration. The Registration Committee is currently composed of the following members:

- One Academic member of Council for audiology;
- One Academic member of Council for speech-language pathology;
- One professional member of Council for speech-language pathology;
- One non-council member for audiology; and
- Two public members of Council appointed by the Lieutenant Governor of Ontario.

College staff are not members of the Registration Committee. This ensures that two different groups have reviewed the application.

e) Describe your internal review or appeal process.

An application is referred to the Registration Committee when the application has a deficiency and does not meet the College's registration requirements. The applicant is sent a letter via registered mail notifying the applicant that their application is being referred to the College's Registration Committee for review. The applicant has 30 days to make a written submission to the Registration Committee. The application and all documents submitted to the College in support of the application are provided to the Registration Committee for review at the next Committee meeting. The Registration Committee reviews the application along with any written submission that the applicant has made and makes a decision about the application. The Registration Committee's decision is provided to the applicant in writing within 3 weeks of the Committee's meeting date.

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee

members are internationally trained members of the profession in Ontario.

The Registration Committee is composed of 6 members:

- One Academic member of Council for audiology;
- One Academic member of Council for speech-language pathology;
- One professional member of Council for speech-language pathology;
- One non-council member for audiology; and
- Two public members of Council appointed by the Lieutenant Governor of Ontario.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made in CASLPO's registration practices relevant to this section.

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Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

Under the provisions of section 21 of the Health Professions Procedural Code, the applicant has the right to require that the Health Professions Appeal and Review Board hold a review or hearing of an application and documentation evidence in support of the application.

Applicants are informed in writing of their right to appeal when the Registration Committee makes an order that:

- (a) directs the Registrar to refuse to issue a certificate of registration;
- (b) directs the Registrar to issue a certificate of registration if the applicant successfully completes examinations or additional training;
- (c) directs the Registrar to impose terms, conditions and limitations on a certificate of registration of the applicant; or
- (d) refuses an application for an order removing or modifying any term, condition or limitation imposed on a certificate of registration.

Along with the Registration Committee's written order, the applicant will receive a fact sheet which has been provided to the College by the Board regarding the appeal process.

The College also provides information regarding the right to appeal in the College's Application Package.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The College's application package has been updated during the reporting year to include information regarding the College's Internal review and appeal process.

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Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

DEGREE REQUIREMENTS:

To become registered as an audiologist or a speech-language pathologist in Ontario, the applicant must have successfully completed a professional master's degree in speech-language pathology or audiology or both from a university in Ontario, or a degree or diploma granted by a university outside Ontario, that is determined to be equivalent to the Ontario degree by the Registration Committee.

The applicant must provide official transcripts of the applicant's undergraduate and graduate degrees and course work and an official summary of the supervised clinical practice hours completed within the applicant's educational program that has been verified by the Director (or designate) of the university program.

If the applicant is qualified as an audiologist or speech language pathologist in another country and wishes to be registered in Ontario, the applicant must submit an assessment of their academic credentials from an agency that has been recognized by the College.

The applicant must also provide a detailed syllabus of their academic program of study, with their application.

Please note that US graduates may be exempted from the requirement for an academic credential assessment and a detailed syllabus.

VERIFICATION OF COMPLETION OF DEGREE:

If your university degree has not yet been conferred, you must submit a letter from the Director (or designate) of the university program verifying that you have completed all the requirements for your degree and confirming the date that your degree will be conferred.

VERIFICATION OF CONTENT OF AUDIOLOGY OR SPEECH-LANGUAGE PATHOLOGY EDUCATION PROGRAM:

The applicant's audiology or speech-language pathology education program must have at least:

1. 270 hours of course work in basic communication processes which include,
 - i. The anatomic and physiologic basis for normal development and use of speech, language and hearing.
 - ii. Physical bases and processes of the production and perception of speech, and
 - iii. Perceptual processes and psycholinguistic variables related to normal development and use of speech, language and hearing.

2. 200 hours of course work in related areas which include,

- i. study of human behaviour, both normal and abnormal,
- ii. statistics, and
- iii. Administrative organization of speech language pathology and/or audiology programs.

3. 360 hours of course work in the major professional area which provides in-depth study of disorders of speech and language or of hearing functioning and clinical evaluation and treatment of communication disorders.

In the interest of public protection, the College's Registration Committee has defined "in-depth study of disorders of speech and language or of hearing functioning and clinical evaluation and treatment of communication disorders" as study consisting of the following minimum content:

For Speech-Language Pathology Majors:

- Developmental Articulation/Phonological Disorders
- Neurologically Based Speech Disorders
- Developmental Language Disorders
- Acquired Language Disorders
- Voice Disorders
- Resonance and Structurally Related Disorders
- Fluency Disorders
- Augmentative and Alternative Communication
- Dysphagia

For Audiology Majors:

- Hearing Disorders (peripheral & central)
- Hearing Measurement
- Diagnostic Audiology
- Electrophysiologic Measurements
- Advanced Amplification (systems, selection, fitting, verification and validation)
- Implantable Hearing Devices
- Instrumentation Systems (calibration, maintenance)
- Paediatric Audiology
- Aural Rehabilitation (children & adults)
- Occupational Hearing Loss

4. 90 hours of course work in the minor professional area which provides study in audiology for speech-language pathology majors and study in speech-language pathology for audiology majors.

5. 300 hours of supervised university accredited clinical practicum with both children and adults representing a wide variety of communication disorders in the area in which registration is sought and consisting of,

- i. at least 225 hours of experience must be within the major professional area, and
- ii. a minimum of 20 hours in the minor area.

PROFICIENCY IN ENGLISH OR FRENCH:

The applicant must be able to communicate effectively in either English or French. If the applicant's primary language is not English or French, and if the applicant graduated from a university program in audiology or speech-language pathology where the language of instruction of the full program is not English or French, the applicant must submit scores from one of the College's approved language proficiency tests that meet or exceed the standards set by the College for language proficiency.

CANADIAN CITIZENSHIP, PERMANENT RESIDENT STATUS OR A VALID WORK PERMIT:

The applicant must provide the College with proof of Canadian citizenship, permanent resident status or authorization under the Immigration and Refugee Protection Act (Canada) to practise audiology or speech-language pathology.

However, please be advised that the College will evaluate the applicant's qualifications for registration in advance of the applicant's completion of the applicant's immigration to Canada.

REGISTRATION IN ANOTHER JURISDICTION:

The applicant must provide verification of the applicant's previous certification/registration/license in another jurisdiction. The College may waive this requirement if there is no certification/registration/licensing body in the applicant's previous jurisdiction.

EMPLOYMENT REFERENCE:

The applicant must provide details of professional experience including completion of a CASLPO reference form by the applicant's most recent employer or if the applicant is self employed, a letter of reference from a previous employer or professional peer.

RECENT PRACTICE:

An applicant who has not practised audiology or speech-language pathology for more than 3 years prior to the submission of an application for registration to CASLPO, must have his or her applications reviewed by a panel of the College's Registration Committee prior to returning to a general certificate and may be required to:

- a) successfully complete a period of mentored practice specified by the Committee; and
- b) successfully complete an examination specified by the Committee.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

The College uses the following methodology to determine whether a program completed outside Canada satisfies the requirements for registration:

1. If the applicant is internationally educated, their academic credential evaluation report is reviewed to determine if the applicant has completed a university degree in speech-language pathology or audiology. An application would be identified as deficient if the credential is assessed as less than a university degree.
2. Once it has been established that the applicant has a university degree in audiology or speech-language pathology. The application is reviewed by staff to determine if the applicant has completed sufficient university level course work and practicum hours to meet the College's registration requirements. To determine if course work and practicum hours have been met, College staff will:
 - Review Form A: Course Work Requirements and Form B: Supervised Clinical Practicum for accuracy based on information provided in the applicant's transcript and syllabus;
 - Review Form A: Course Work Requirements and Form B: Supervised Clinical Practicum to Identify deficiencies in course work hours and/ or practicum hours;
 - Review the transcript and syllabus to ensure that there are no gaps in course content;
3. If no deficiencies or concerns are identified by College staff, the course work and practicum hours are accepted towards satisfying the academic requirements for registration.
4. If deficiencies are identified by College staff, the application is referred to the College's Registration Committee for review.

c) Explain how work experience in the profession is assessed.

To apply for a general certificate, the applicant must show proof of at least two years of professional

experience. Form D: Reference Request is used to verify that the applicant has "...satisfactorily completed two years of professional practice in another jurisdiction."

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

Staff complete continuous professional development courses to understand educational systems. In addition, the College relies on third-party credential assessors such as WES, CES, IQAS and ICES to provide credential evaluation reports for applicant from outside of Canada.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

The Registration Committee will receive a summary of previous assessment decisions where all relevant aspects of the application are similar (i.e. university attended and timeframe of attendance). Less weight is given to decisions with dissimilar facts or older cases which are no longer relevant.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

If the institution is not recognized by the appropriate authority in its home country, the institution will not be recognized by the academic credentialing agency and as a result will not be recognized by CASLPO.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

The College is committed to communicating with people with disabilities in ways that take into account their disability. The College provides a fully accessible telephone service to applicants. If telephone communication is not suitable, we will offer communication by alternative means such as email.

Decisions and correspondence may be provided to applicants in an alternative format upon request.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

The average length of time required to complete the entire registration process if the applicant has no deficiencies and all required documents and fees have been received is three weeks.

If a deficiency is identified in an application, the review process may take between 4 to 6 months to complete.

i. State whether the average time differs for internationally trained individuals.

The average length of time to complete the entire registration process for internationally educated applicants if the application has no deficiencies and all required documents and fees have been received is three weeks.

If a deficiency is identified in an application, the review process may take between 4 to 6 months to complete.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

The time difference is due to the following reasons:

1. Larger amount of material to review - an applicant's program syllabus may be more than 100 pages in length. All the information provided by the applicant must be reviewed carefully.
2. When a deficiency is identified a written notice must be sent to the applicant referring the application to the College's Registration Committee for review.
3. The applicant is provided with at least 30 days to respond in writing to the Registrar's notice referring the application to the College's Registration Committee for review.
4. The application is reviewed at the next available Registration Committee meeting or at the next scheduled panel meeting. Generally the College's Registration Committee will meet at least once per quarter.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

In order to determine the level of the credential for assessment, CASLPO requires internationally educated applicants to provide a credential assessment from a College approved credentialing agency (i.e. World Education Services, Credential Evaluation Service - University of Toronto, International Qualifications Assessment Service and International Credential Evaluation Service)

ii. Describe the criteria that are applied to determine equivalency.

The College uses the following methodology to determine whether a program completed outside Canada satisfies the requirements for registration:

1. If the applicant is internationally educated, their academic credential evaluation report is reviewed to determine if the applicant has completed a university degree in speech-language pathology or audiology. An application would be identified as deficient if the credential is assessed as less than a university degree.
2. Once it has been established that the applicant has a university degree in audiology or speech-language pathology, the application is reviewed by staff to determine if the applicant has completed sufficient university level course work and practicum hours to meet the College's registration requirements. To determine if course work and practicum hours have been met, College staff will:

- Review Form A: Course Work Requirements and Form B: Supervised Clinical Practicum for accuracy based on information provided in the applicant's transcript and syllabus:
- Review Form A: Course Work Requirements and Form B: Supervised Clinical Practicum to Identify

deficiencies in course work hours and/ or practicum hours;

- Review the transcript and syllabus to ensure that there are no gaps in course content;

3. If no deficiencies or concerns are identified by College staff, the course work and practicum hours are accepted towards satisfying the academic requirements for registration.

4. If deficiencies are identified by College staff, the application is referred to the College's Registrar Committee for review.

iii. Explain how work experience is taken into account.

An applicant who has at least two years of professional experience in another jurisdiction or an applicant who has practiced audiology or speech-language pathology in a regulated Canadian province is eligible for a general certificate of registration.

An applicant with less than two years of experience from an unregulated province in Canada or from outside Canada, is eligible for an initial certificate and must successfully complete a period of mentored practice before a general certificate may be issued to the applicant.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

Currently, CASLPO does not conduct a competency assessment for registration.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

Currently, CASLPO does not conduct a competency assessment for registration.

iii. Explain how work experience is used in the assessment of competency.

Currently, CASLPO does not conduct a competency assessment for registration.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Prior learning assessment is a process that identifies, verifies and recognizes learning (knowledge, skills and judgement) that cannot be fully recognized through the traditional methods of credential assessment, an academic evaluation of course content, course work hours and practicum hours.

CASLPO does not conduct prior learning assessments for registration.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

CASLPO does not conduct prior learning assessments for registration.

iii. Explain how work experience is used in the assessment of prior learning.

CASLPO does not conduct prior learning assessments for registration.

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

CASLPO does not administer examinations.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

CASLPO does not administer examinations.

iii. State how often exam questions are updated and the process for doing so.

CASLPO does not administer examinations.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made in CASLPO's registration practices relevant to this section.

Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

The College uses the following third-party organizations:

- Language testers include Test of English as a Foreign Language (TOEFL), International English Language Testing System (IELTS) and TestCan.
- Credential Assessors include: World Education Services (WES), Credential Evaluation Service (CES), International Qualifications Assessment Service (IQAS), and International Credential Evaluation Services (ICES).

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

The College takes the following measures to ensure that any third-party organization that it relies upon provides information about assessment practices to applicants:

- The College has reviewed the information provided on the websites of each of the third-party organizations that it relies upon to confirm that each organization provides information about assessment practices to applicants.

ii. utilizes current and accurate information about qualifications from outside Canada

The College takes the following measures to ensure that any third-party organization that it relies upon utilizes current and accurate information about qualifications from outside Canada:

- All of the credential assessors provide information on their website indicating that they conduct on-going research on educational systems/credentials in other countries and that information on international credentials is collected on a routine basis and is stored in an on-site library or electronically in a database.
- The College has met with IQAS (via telephone) and CES (face-to-face) to begin a dialogue regarding their assessment practices. The College has established contact with all of the third-party organizations and intends to establish an ongoing dialogue with the remaining third-party organizations.

iii. provides timely decisions, responses and reasons to applicants

The College takes the following measures to ensure that any third-party organization that it relies upon provides timely decisions, responses and reasons to applicants.

- The College has reviewed the information provided on the websites of each of the third-party

organizations that it relies upon to confirm that applicants receive information regarding when they may expect to receive test scores or a completed assessment.

- The College uses AccessWES which allows College staff to view:
 - Completed WES evaluation reports (.pdf format)
 - Images of the authenticated academic credentials that were used to prepare the evaluation
 - Applicant Status - track all of the WES evaluation activity

iv. provides training to individuals assessing qualifications

The College takes the following measures to ensure that any third-party organization that it relies upon provides training to individuals assessing qualifications:

- Both IQAS and CES have indicated that all assessors received extensive in-house training. Assessors also participated in continuous professional development through conferences and workshops related to international credential assessment.

v. provides access to records related to the assessment to applicants

The College takes the following measures to ensure that any third-party organization that it relies upon provides access to records related to the assessment of applicants:

- Both IQAS and CES will accept photocopies of original documents. For these organizations, access to records is not an issue
- IQAS generally requires original and/or certified documents to conduct assessments. If photocopies are accepted by IQAS it will be clearly indicated on the assessment certificate that the evaluation was based on photocopied documents.
- CES may require the applicant to bring in their original documents for examination.
- WES has the following policy regarding documents "Official and verified academic records are usually transmitted from institution to institution only. In keeping with that practice, WES releases verified transcripts only to recognized academic institutions or licensing bodies, but not to individual applicants. If you want to obtain transcripts for your own files, you must contact the institution that you attended and request a copy from them."

vi. accommodates applicants with special needs, such as visual impairment

The College takes the following measures to ensure that any third-party organization that it relies upon accommodates applicants with special needs:

- CES indicates that they followed the University of Toronto requirements for accessibility. CES is located in the Department of Continuing Studies at the University of Toronto. The 2009-2010 Calendar for the

Department of Continuing Studies indicates "The School endeavours to provide accommodation for students with disabilities such as accessible locations, test/exam accommodations, note-takers, and adaptive equipment."

- IQAS indicated that their website may be adjusted to allow for a larger font size to assist. However no other accommodations were available at this time. The College will maintain an on-going dialogue with IQAS regarding this issue.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

All the credential assessors that CASLPO relies on are recognized by the Canadian Information Centre for International Credentials (CICIC) and abide by their "General Guiding Principles for Good Practice in the Assessment of Foreign Credentials", that states "A variety of criteria should be applied to determine the level and type of educational programs, including:

- entrance requirements (e.g. What are the normal admission requirements for entrance to the program? What is the level of studies in the home country?)
- full-time duration of study program (e.g. What is the normal full-time duration of the program?)
- structure of program (e.g. How is the program structured? What type of program is it, such as vocational, academic, etc.?)
- contents of the program (e.g. In what discipline of studies? What courses? How many hours of study?)
- purpose of degree (e.g. For what purpose was the program completed? Was it for a professional qualification or prerequisites to further studies?)
- bridges to traditional degree (e.g. What access does the program give to other programs in the home country?)

ii. Describe the criteria that are applied to determine equivalency.

The College only uses the third-party credential assessors to determine the level of international credential. Equivalency is determined by the College's Registration Committee based upon the criteria set out in our College's registration regulations.

iii. Explain how work experience is taken into account.

Credential assessors require that documents be issued by a recognized educational institution. There is no information to suggest that work experience is taken into account in a credential evaluation.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

Not applicable

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

Not applicable

iii. Explain how work experience is used in the assessment of competency.

Not applicable

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

Not applicable

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

Not applicable

iii. Explain how work experience is used in the assessment of prior learning.

Not applicable

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

Not applicable

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

Not applicable

iii. State how often exam questions are updated and the process for doing so.

Not applicable

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The College has started a dialogue with the third-party assessors that we use to establish an on-going dialogue and ensure that each agency is consistent with the principles for fairness outlined in the legislation.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

College staff who assess qualifications have received in-house training and continuous professional development is provided through conferences, workshops in credential assessment and online webinar sessions.

CASLPO's Registration Committee members are provided with an in-house orientation binder and orientation session. The in-house orientation session includes a review of the registration process, legislation, regulations, policies, same cases and decisions.

ii. individuals who make registration decisions

Same as above

iii. individuals who make internal review or appeal decisions

CASLPO's Registration Committee members are provided with an in-house orientation binder and an in-house orientation session. The in-house orientation session includes a review of the registration process, legislation, regulations, policies, same cases and decisions.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made in CASLPO's registration practices relevant to this section.

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Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

CASLPO has been a signatory to an agreement respecting inter-provincial mobility of speech-language pathologists and audiologists since 2001. The agreement was revised in 2005.

The Ontario Labour Mobility Act, 2009 received Royal Assent on December 15, 2009. This legislation governs how the College shall treat applications from individuals who are already registered by another provincial regulatory body. This piece of legislation amends the Regulated Health Professions Act, 1991 (RHPA) and replaces the previous agreement.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

The previous agreement helped to fast track an application. However, applicants were still required to meet any practice requirements of the new jurisdiction (i.e. work experience requirements for the issuance of a general certificate).

With the new legislation, if an individual holds a certificate of registration in good standing with another provincial regulator of audiology and speech-language pathology in Canada, the individual is deemed to have met the registration requirements for an equivalent certificate of registration in Ontario provided the applicant has practiced audiology or speech-language pathology in that jurisdiction.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes have been made in CASLPO's registration practices relevant to this section.

Data Collection (12 / 13)

Languages in which application information materials are available

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

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

Paid staff employed by your organization

b) 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, 1 full-time employee and 1 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	7
Staff involved in appeals process	N/A
Staff involved in registration process	3

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants* were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest

number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
U.S.	37
Australia	6
U.K.	3
Iran	2
Brazil	1
France	1
Jordan	1
S. Africa	1
Scotland	1
Sweden	1

*Persons who have applied to start the process for entry to the profession.
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members* were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	1610	504	941	210	26	3291

* Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Applications your organization processed in the past year

e) State the number of applications your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1 st to December 31 st of 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)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	102	31	39	18	0	190
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	9	6	9	18	0	42
Inactive applicants (applicants who had no contact with your organization in the reporting year)	5	5	6	41	0	57
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 members	88	26	32	14	0	160
Applicants who were						

authorized to receive an alternative class of licence* but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence*	87	19	26	9	0	141

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

	Class of licence	Description
a)	General	The holder is a fully registered member, who must maintain at least 250 hours of patient-care or related work annually or 500 hours over two years and must complete the requirements of the Q.A Programs which includes self assessment, peer assessment and the collection of continuous learning activity credits.
b)	Academic	The holder has been appointed to teach audiology or speech-language pathology at a university in Ontario. The member is registered to practice to the extent required by the teaching or research requirements of the professional appointment.
c)	Initial	The holder has less than two years of professional experience and must successfully complete a period of mentored practice
d)	Non-Practicing	The holder is not entitled to practice in Ontario during the registration year
e)	Teaching	The holder has been invited to teach audiology or speech-language pathology in Ontario for up to one year under the supervision of a member who holds a general certificate of registration.
f)	Life	Retired
g)		
h)		
i)		

j)

Reviews and appeals your organization processed in the past year

f) State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1 st to December 31 st of 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)					
	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	3	1	4	26	0	34
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	2	0	2
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Certification (13 / 13)

I hereby certify that:

- I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- All information required to be provided in the Report is included.
- The information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization: Brian O'Riordan

Title: Registrar

Date: March 1, 2010

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