College of PHYSIOTHERAPISTS of Ontario

2023 Fair Registration Practices Report

Prepared for the Office of the Fairness Commissioner (OFC)



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1. Background

Under section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA), which is substantially similar to section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA),

"A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations".

Section 23 of FARPACTA and Section 22.9 of Schedule 2 of the RHPA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its 2023 Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2023.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

Please note that the 2023 version of the FRP has changed from the previous version in terms of both form and content as the OFC's enabling statutes have evolved and as the office migrates to a more permanent portal-enabled database solution.

2. Organization information

Organization name	College of PHYSIOTHERAPISTS of Ontario
Organization name	College of FITTSIOTTILINAFISTS of Officerio

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3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by College of PHYSIOTHERAPISTS of Ontario

Licensing requirements (brief description for each requirement listed):

Profession/ Trade Name	Physiotherapist
Academic requirement	A minimum of a baccalaureate degree
	in physiotherapy is required.
	Individuals who have received their
	physiotherapy education outside of
	Canada must have their education
	assessed by the Canadian Alliance of
	Physiotherapy Regulators (CAPR).
	Graduates of a Canadian University

	Program will have a Master's degree upon graduation.
Experience requirement	The College does not have a Canadian experience requirement. All applicants are required to successfully complete an entry to practice examination. After that to maintain an Independent Practice Certificate holder must have a minimum of 1,200 practice hours (from any jurisdiction) in the five years
Language requirement	An applicant must be able to deliver patient care in either English or French. If they completed their entry-to-practice physiotherapy education (both classroom and clinical portions) in one of the following countries (where English or French is the official national and only language used primarily in all levels of education): Australia, United States of America, New Zealand, Republic of Ireland, United Kingdom, or France they do not need to complete a language proficiency test. If they completed their entire primary and secondary school education in Canada, they do not need to complete a language proficiency test. Applicants educated in other international jurisdictions must achieve the minimum score in each language skill area (writing, speaking, listening, and reading) on one of the approved language tests: • Canadian English Language Proficiency Index Program General (CELPIP G) • International English Language Testing System General Training (IELTS GT) •

International English Language Testing
System Academic (IELTS AC) • Pearson
Test of English Core (PTE Core) • Test of
English as a Foreign Language (TOEFL)
• Test d'évaluation du français (TEF) •
TEF Canada, TEF Quebec and TEF 5
épreuves • Test de connaissance du
français (TCF) • TCF Canada, TCF
Quebec and TCF Tout Public The
results must be submitted to CAPR as
part of the credentialling process.

Additional information on licensing requirements (may include links to appropriate page on regulator website):

The College's General Regulation O Reg 532/98 outlines the requirements that an applicant must meet in order to apply for a Provisional Practice certificate of registration and an Independent Practice certificate of registration. To apply for a Provisional Practice certificate of registration an applicant must meet a number of requirements including having successfully completed the Physiotherapy Competency Exam (PCE) - written administered by the Canadian Alliance of Physiotherapy Regulators (CAPR). CAPR is a national organization that provides credentialing and exam services for provincial physiotherapy regulators. A candidate has three attempts to successfully complete the written exam. Once they successfully complete the written exam they can apply for a Provisional Practice certificate of registration where they will practice as a Resident, under supervision while they wait to attempt the next administration of the clinical exam. In order to be issued an

Independent Practice certificate of registration, an applicant must meet a number of requirements including but not limited to the successful completion of a written exam and a clinical exam. At this time the exams approved by the Board include the: - Canadian Alliance of Physiotherapy Regulators (CAPR) written exam + the CAPR clinical exam - CAPR written exam + University of Sherbrooke Final Comprehensive Exam (French) - CAPR written exam + Ontario Clinical Exam (OCE) - available in English and French Applicants also have three attempts at the clinical exam. Within the first year of registration, Independent Practice Certificate Holders must also successfully complete the Jurisprudence module.

4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

Organization name	Function
Canadian Alliance of Physiotherapy Regulators (CAPR)	Academic credential evaluation
Canadian Alliance of Physiotherapy Regulators (CAPR)	Knowledge based exam

Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

College of PHYSIOTHERAPISTS of Ontario takes the following measure(s) to ensure fair and timely assessments:

The College monitors third-party performance by: 1) Having a representative as a CAPR board member 2) Attending monthly Registrars meetings 3) Regular communication with CAPR staff 4) Monitoring trends in inquiries from prospective applicants 5) Obtaining data reports in an ongoing way regarding all aspects of credentialing and examinations from CAPR 6) Monthly meetings with the Registrar and CAPR's Executive Director 7) Participating in system partner meetings 8) Having CAPR present to the Board and Registration Committee (presentations were made at the June 26 and 27 2023, September 28 and 29 2023 board meetings) 9) Staff on the College's Registration teams and Examinations teams have a close working relationship with counterpart colleagues at CAPR.

5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

A. Accomplishments

- The College introduced the Ontario Clinical Exam (OCE) in October 2022 in a hybrid format with candidates presenting in Toronto. In June 2023, the OCE, transitioned from a hybrid format to a fully virtual format. The change in format allows candidates to take the examination from anywhere in the world. The College is able to consistently meet the demand for the exam and there is no backlog. The exam is held four times a year and there is capacity for 280 candidates at each administration. The examination is provided in both Emnglish and French. You can learn more about the OCE here: College of Physiotherapists of Ontario Ontario Clinical Exam https://www.collegept.org/ontario-clinical-exam
- Applications which did not meet the eligibility requirements were referred to the Registrar within 5 days of receipt. This means that Registration Committee notices were often sent to the applicant within 10 business days despite the

increased volume of applications being received and cases being considered by the Registration Committee

The College continues its efforts to streamline the processes between the registration for the OCE and licensure. The two teams regularly meet identify efficiencies in the processes and user experience. This includes changes to the website and PT Portal, the allocation of exam dates, streamlining document collection and reviewing feedback from examiners and candidates. The College is in the midst of an exam research initiative.

B. Risks and Mitigations

Mitigation Measure Risk As with any organization, there is Throughout the development process always a risk when developing and the project plan was broken into launching a new exam. The College was phases where there was a risk working with a new vendor and assessment conducted in each phase of technology platform and we needed to the work. Early in the development of ensure that the exam was reliable and the exam we did make some changes based on risk. We retained an external valid. Given the challenges with the administration of the National clinical team of exam developers, and exam throughout since 2020, there was psychometricians and we ensured that an increased pressure for the OCE to newer members of the profession and succeed from our registrants, those that supervise these members in stakeholders and the public. practice were involved in the exam development. We engaged early with our key partners and kept our national informed along the way. When we launched the exam we started with a hybrid format so that we could ensure that candidates had no challenges accessing the exam. Each administration of the exam has allowed us to reflect on and refine our processes.

Initially there were a limited number of spaces in exam session but it grew with each administration, the change in format to a virtual exam has significantly decreased wait times. Depending on when the candidate registers, first time test takers will wait between 3-8 months for their first exam. Candidates that are unsuccessful in an OCE session will wait between 6-9months for the next available exam
9months for the next available exam session. The College is reviewing the metrics in an ongoing way.

6. Changes to registration practices

During the January 1 to December 31, 2023 reporting period, College of PHYSIOTHERAPISTS of Ontario has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

A. Registration requirements and practices

Registration process	Changes Made (Yes / No)	Description
Registration requirements either through regulation, by-law or policy	Yes	Aside from introducing the Emergency class, there were no change to the existing registration requirements.
New or consolidated class of certificates or licenses	Yes	In early 2023, the College developed draft regulations to create a new Emergency Class of Registration. The proposed regulations were submitted to the Ministry in late April, and

		came into effect on August 31, 2023. The other classes of registration remain unchanged.
Assessment of qualifications, including competency-based assessments and examinations	No	
Documentation requirements for registration	No	
Timelines for registration, decisions and/or responses	No	
Registration and/or assessment fees	No	
Changes to internal review or appeal process	Yes	For files that are referred to committee applicants who are granted a certificate receive their decision the within 1 day, candidates who will be granted a certificate of registration will be provided with the TCLs within 48 hours and if they agree to the TCLs they will be issued a certificate within 5 days. Applicants who are not granted a certificate of registration will be provided with a decision and reasons within 30 days of the meeting.
Access by applicants to their records	No	

B. Training, policy and applicant supports

Registration process	Changes Made (Yes / No)	Description
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Training and resources for staff who deal with registration issues	Yes	We have completed a review of all external communication to applicants/registrants. During this review 30 templates were updated and uploaded into the database for ease of use. This ensures that information available for applicants is up to date and that there is consistency in messaging. Registration staff have also participated in Mental Health First Aid Training, which assists in supporting the application process.
Resources or training to support applicants to move through the licensing process	No	
Anti-racism and inclusion-based policies and practices	Yes	In 2021 the College retained a researcher to learn more about the transition to practice experience for internationally educated physiotherapists. The goal was to understand how to best address the needs and wants of IEPTs within the context of the College's mandate. The results of the research was released in the fall of 2021. The College has continued to focus its attention on how to provide more support to this group. Over the last year we have been developing a 6 part education series for new members of the profession in addition to a communications module (released 2024). The College will be sharing the education series with CAPR for its use and the Communications module has been shared with our national partners. In addition, we are looking at ways to make supervised practice a more meaningful experience. Further we are analyzing the investigations data for newer members of the profession to see where the practice challenges are and we

will assess how we can proactively address these issues. Finally we are looking at ways to be a more compassionate regulator using a trauma informed lens. We are just beginning our in this area. The College also continues to collect demographical data on a voluntary basis from registrants. In the fall of 2023, The College participated in an EDI self-assessment exercise. The goal of the exercise was for College staff to go through an honest reflection of where were in terms of integrating EDI into our work, to help us identify future potential to
make further progress. Ongoing work will continue to be done in this area.

C. System partners

Registration process	Changes Made (Yes / No)	Description
Steps to increase accountability of third-party service provider(s)	Yes	In November 2023, the College requested that CAPR release a quarterly report to all regulators. The purpose of the report is to learn about CAPR trends and to assist the College in planning. The College was actively involved in the development of the report
Accreditation of educational programs	No	
Mutual recognition agreements	No	

D. Responsiveness to changes in the regulatory environment

Registration process	Changes Made (Yes / No)	Description
Emergency registration plans	Yes	New Regulation and associated policy is in place
Technological or digital improvements	Yes	The College continues to leverage its technology by making continuous improvements to our database. In September 2023, the College introduced individual dashboards for all registration staff to assist with work planning and accountability.
Steps to address labour shortages in the profession or trade	Yes	In 2023, the government has not confirmed a labour market supply issue in the profession. As such, the College has not completed any data collection or participated in any stakeholder engagement work on labour market supply issues. Physiotherapists work in a variety of different practice settings both publicly funded and private /third party pay. The College has responded to inquires related to the scope of practice for physiotherapists in an ongoing way and looks forward to being involved in the discussions when the time comes. We have completed the required CIHI and HPDB submissions in 2023 and we actively support these health system partners as they analyze questions related to labour market issues. We are also supportive of the Ontario Physiotherapy Association (OPA) and promote their surveys and research initiatives in this area.
Other	No	

7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. 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.

A. Race-based data collected

	Race-based data collected? (Yes or No)
Members	YES
Applicants	YES

Additional description:

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voluntary	Dasis	OH	ıу

B. Other identity-based or demographic data collected

	Other identity-based or demographic data collected? (Yes or No)
Members	No
Applicants	No

C. Languages of service provision

College of PHYSIOTHERAPISTS of Ontario makes application materials and information available to applicants in the following languages.

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

D. Membership Profile

Profession Name	Total Number of Members
Physiotherapist	11583

Class of License	Total Number of Members	Total Number of Internationally Educated Members
Provisional Practice	567	259
Full / General/ Independent Practice	11016	3588

Gender	Number of Members
Male Female X (includes trans, non-binary, and two-spirit people)	3452 8125 6

Jurisdiction of Initial Training	Number of Members
Ontario	7006
Other provinces and territories	730
United States	311
Other International	3536

Country of Initial Training	Number of Members
India	1900
United Kingdom	466
United States of America	311
Philippines	213
Australia	176
Iran	117
Hong Kong	74
Poland	68
Pakistan	66
Ireland	57
Egypt	53
Brazil	38
South Africa	34
Netherlands	30
Colombia	25
Jamaica	15
New Zealand	14
Israel	13
Sri Lanka	12
Nigeria	12
Hungary	11
Serbia	11
Lebanon	11
Romania	10
Bulgaria	10
United Arab Emirates	9
Belgium	8
China	7
Jordan	6
Argentina	5
Czechia	5
Bangladesh	5
Saudi Arabia	4
Turkiye	4
Slovenia	3
Finland	3

Portugal	3
Ukraine	2
Zambia	2
Italy	2
Venezuela	2
Spain	2
Switzerland	2
France	2
Mauritius	2
Germany	2
South Korea	2
Peru	2
Kenya	1
Nepal	1
Ghana	1
Sudan	1
Croatia	1
Uruguay	1
Panama	1
Greece	1
Thailand	1
Kuwait	1
Malta	1
Bolivia	1
Canada	7740

Official language o	f preference	Number of Members
English		11583

Racial identity (optional)	Number of Members
Black	40
East / Southeast Asian	263
Indigenous	16

Not collected	11264

E. Data Notes

Please disregard the figures in A6. The system would not let me proceed because the total number did not equal the total number of members. Please find the accurate figures listed below. Members can select MORE than one race. Providing this information to CPO is optional. The number for "Not Collected" is better defined as "Not Provided". Black 40 East/Southeast Asian 263 Indigenous 16 Latin American 24 Middle Eastern 49 South Asian 181 White 1320 Other 30 Not Collected 10157

F. Applicant Profile

Profession Name	Total Number of Applicants
Physiotherapist	1769

Gender	Number of Applicants
Male	518
Female	1250
X (includes trans, non-binary, and two-spirit people)	1

Jurisdiction of Initial Training	Applications received in 2023	Applications with decisions pending
Ontario	813	25
Other provinces and territories	51	2
United States	22	0
Other International	883	63
Ontario		

Other provinces and territories	
United States	
Other International	

Country of Initial Training	Number of Applicants
India	577
United Kingdom	118
Australia	39
Philippines	31
Canada	864
United States of America	22
Ireland	19
Hong Kong	13
Pakistan	11
Brazil	9
Iran	8
Nigeria	7
Egypt	6
South Africa	5
Lebanon	5
Sri Lanka	3
Colombia	3
United Arab Emirates	3
Bangladesh	3
Poland	3
Nepal	2
Netherlands	2
Hungary	2
Jamaica	2
Sudan	1
Spain	1
South Korea	1
Chile	1
China	1
Czechia	1

Venezuela	1
New Zealand	1
Israel	1
Serbia	1
Jordan	1
Saudi Arabia	1

Official language of preference	Number of Members
English	1769

Racial identity (optional)	Number of Members
Not collected	1769

G. Data Notes

For B5: Please disregard the figures provided. The system would not accept my responses because applicants can select more than one race. Providing this information to CPO is optional Black 5 East Southeast Asian 25 Indigenous 2 Latin American 3 Middle Eastern 9 South Asian 41 White 80 Other 1 Not Collected 1606

H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2023. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
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Ontario Other provinces and territories United States Other International			
Ontario Other provinces and territories	878 54	2 0	0
United States Other International	23 997	0 4	0

I. New Registrants

For the 2023 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants by class	Number of internationally educated registrants
Full / General/ Independent Practice	1244	639
Provisional Practice	668	363
Courtesy	15	10

J. Data Notes

K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Ontario Other provinces and territories	7 2	6 2
United States	2	1
Other International	34	15
Multiple Jurisdictions	0	0
Other/not collected	0	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
Ontario Other provinces and territories United States Other International Multiple Jurisdictions Other/not collected	1 0 0 2 0	0 0 0 0 0

Issues raised in reviews and appeals can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals
 The applicant should be exempt from the examination requirement The applicant did not meet the currency (practice hour requirement) 	9 7

Internationally trained applicants face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. The applicant has not completed a Board approved exam	9

L. Data Notes

For B.10 – The Registrar has two options to manage an application 1) register or 2) refer the application to the Registration Committee, which is considered the internal review/appeal. The Registration Committee makes a decision to issue the certificate, issue the certificate with terms and conditions, or refuse the application. Therefore, there is no decision to be appealed - this is the original decision. Please note that 2 of the appeals are currently in process. At this point, we have not received a decision from HPARB on the outcome of these files. 1 appeal from an internationally educated applicant has been withdrawn in May 2024.

8. Changes Related to New Legislative and Regulatory Requirements

By Ontario law, regulated occupations must provide registration practices that are transparent, objective, impartial and far. Non-health occupations are governed by the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA)*, while health professions are governed by *the Regulated Health Professions Act, 2011 (RHPA)*.

In 2021, both statutes were amended to incorporate substantive provisions to:

- **A.** Eliminate the use of Canadian experience requirements except under prescribed circumstances.
- **B.** Streamline language proficiency testing requirements.
- **C.** Provide for the continuity of registration processes during emergency situations.
- **D.** Set registration time limits. (FARPACTA only)

College of PHYSIOTHERAPISTS of Ontario has made the following changes to comply with these new legal obligations:

A. Canadian Experience

Change required: No changes required

College of PHYSIOTHERAPISTS of Ontario has taken the following measures to comply with legislative requirements on eliminating Canadian experience requirements unless an exemption is granted or an alternative is identified that meets criteria prescribed in regulations (non-health regulators) or the exceptions in legislation are met (regulated health colleges).

B. Language Proficiency Testing

Change required: Yes

College of PHYSIOTHERAPISTS of Ontario has taken the following measures to comply with recent legislative changes requiring that regulators accept language proficiency testing results derived from any of the tests accepted for immigration purposes to satisfy their language proficiency requirements:

On February 12 2024, the OFC notified the College that regulators with language proficiency testing requirements are obliged to accept the tests that are approved under the Immigration and Refugee Protection Act (Canada) with the most recent addition being the Pearson Test of English. On February 15th 2024, the College advised the OFC that this matter was currently on the radar for our third-party stakeholder (CAPR) who provides credentialing assessments. We also provided the link to CAPR's language policy: https://alliancept.org/internationally-trained/credentialing-overview/policies/2-2-language-proficiency/ All language proficiency requirements are met.

College of PHYSIOTHERAPISTS of Ontario offers applicants the following options to demonstrate language proficiency.

- IELTS (General)
- CELPIP (General)
- TEF Canada
- TCF Canada
- Education in English or French

C. Emergency Registration

Change required: Yes

College of PHYSIOTHERAPISTS of Ontario has taken the following measures to comply with requirements to establish an emergency class (health colleges) or develop an emergency registration plan (non-health regulators).

In early 2023, the College developed draft regulations to create a new Emergency Class of Registration. The proposed regulations were submitted to the Ministry in late April, and came into effect on August 31, 2023.

(https://www.ontario.ca/laws/regulation/980532) Following the creation of the regulations, the College has also done work to create policies that provide

guidance on how to operationalize the Emergency Class should it be opened. In December 2023, the Board approved the Emergency Class Policy: Opening, Monitoring, and Resolution. The policy provides clear guidelines regarding the opening, monitoring, and closing of the Emergency class of registration, enabling the College to react quickly in emergency situations. (https://www.collegept.org/docs/default-source/council/2023-12-14_cpo_council_meetingmaterials.pdf?sfvrsn=cca0d2a1_0#page=113) The College will continue to develop additional policies that may be deemed necessary to facilitate the Emergency Class registration process.

Glossary of terms

Applicant: An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

Domestic labour mobility: Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

Internationally educated / trained: An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

Jurisdiction of initial training: For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

Member: An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

Racial identity: Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism.

Registration requirements: the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement**: The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement**: The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

Third party service provider: An external organization that assesses applicant qualifications on behalf of the regulator.