#40

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Page 1: Fair Registration Practices Report 2022

Q1

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

Organization: College of Kinesiologists of Ontario
Contact Name: Fiona Teape, Director of Registration
Contact Email: registration@coko.ca
Contact Phone Number: 416-961-7000 ext. 105

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

Yes,

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

Language Proficiency Policy: The Language Proficiency Policy sets out the English and French proficiency requirements for kinesiologists, in accordance with the RHPA. Prompted by a discontinuation notice from one of the recognized testing services included in the policy, the CKO initiated a comprehensive review with the intent of updating content and benchmarks, providing clearer instructions, and including guiding principles. This work started in 2021; in 2022 the revisions underwent public consultation and achieved Council approval. The impact of this change will help ensure the College's language proficiency policy remains aligned with the standards set by other health care regulators in Ontario. Registration Timeline Policy: In keeping with the goal of ensuring that the Registration process is fair, transparent and consistent, the College developed a formal, written Registration Timeline policy. The impact of this policy will ready the CKO for the regulatory reforms around decision and response timelines, as well as closer align us with the OFC's over-arching mandate of transparency. The policy was approved by Council in June 2022. Inactive Class Policy: In June 2022, Council approved amendments to the Inactive Certificate of Registration policy, addressing the nuanced nature of kinesiology practice and minimize ambiguity by providing a very clear and transparent outline of the eligibility requirements, the application process, and conditions imposed on the Inactive Class. The proposed changes to the Reissuance of the General Class policy (see below) are complementary to the Inactive policy update, setting out the process and requirements of returning to the General Class after a period of Inactive Class licensure. Reissuance of the General Class Certificate of Registration Policy: The purpose of the updated policy is to outline the application process for Inactive class registrants to be reissued a General Certificate of Registration (General class). This provides greater transparency and clarity to registrants hoping to return to the Active class, in terms of the requirement knowledge currency, skills and judgement.

Q3

Assessment of qualifications

Yes,

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

Core Competency Review: Towards the end of 2022, the College initiated the first comprehensive review of the Kinesiologist Core Competency Profile, which is a set of validated statements or competencies that describe the performance required to demonstrate competence in the role of kinesiologist at the entry-to-practice level. The updated profile will provide the foundation for the ongoing development of the College's entry-to-practice examination and Exam Blueprint, which describes the structure of the exam. The updated profile will also inform the review of the member's self-assessment, practice standards and standards for professional conduct. This project will remain ongoing throughout 2023, involving interviews with subject matters experts, educators, and a validation survey to the Membership. At the end of 2022, the Steering Committee was approved by Council to guide and oversee the project. Online Entry-to-Practice Examination: In response to the ongoing uncertainly around in-person examinations experienced during the COVID-19 pandemic, in 2022 the College administered its first remotely proctored entry-to-practice examination. The permanent administration of a remotely proctored, online exam will eliminate any future prolonged postponements of the exam.

Q4

Timelines for registration, decisions and/or responses

Yes,

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

See Registration Timeline policy above.

Q5

Registration and assessment fees

Yes,

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

At its meeting in December 2022, Council approved proposed amendments to the College's fee schedule for a 60-day external consultation. The proposed fee increases are intended to help ensure the College's core operations are sustainable, as the fee structure has not changed since the College was proclaimed in 2013. The College's fees were set from inception to cover the costs of business over the last ten years, and the College has successfully operated without passing any additional costs to the membership. However, increased costs over the last ten years, including the recent sudden and dramatic rise in inflation and the greater demands of investigatory oversight and public outreach strategies requires a fee increase to ensure core operations remain sustainable.

Q6

Resources for applicants

Yes,

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

In addition to the previously mentioned policy updates/development, the College regularly reviews and updates applicant resources and materials to ensure they are accurate, clear, and concise. In advance of the first online exam in April 2022, the College developed an informational recording explaining how to prepare/study for/sit for the examination from home and made this available online. The recording was also presented during a live online webinar hosted for students registered for the exam session. Prior to the exam session in September 2022, the content was further updated to better address the technical aspects of writing the exam remotely. The College also reviewed existing and developed new website content to correspond to the exam format change. The impact of these webinars and resource changes allow staff to engage directly with exam candidates, answer questions live, as well as reduce emails and inquiries.

Q7

Changes to internal review or appeal process

No

Q8

Access by applicants to their records

No

Q9

Mutual recognition agreements

No

Q10

Training and resources for staff regarding registration

Yes,

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

Council and staff received training on Conflict of Interests from Steinecke Maciura LeBlanc, and Equity, Diversity, Inclusion and Belonging for Decision Makers Training by Dr. Nafeesa Jalal. Registration staff also attend the annual orientation meeting for the Registration Committee members, where in depth training is provided on conflict of interest, bias, combatting systemic racism, and risk assessment. Registration management also attended the Canadian Network of Agencies for Regulation (CNAR) conference, where sessions included "Breaking Bad: Assessing Good Character as a Registration Requirement", "Data Forensics has Flagged a Registration Examination Candidate: What Next?" and "Practice Readiness Preparation for International Pharmacy Graduates". Staff also attended the CNAR virtual presentation "Hot Topics in Testing, Virtual Discussion" delivered by Prometric and Pivotal Research. Staff have attended webinars hosted by our exam administration partner Meazure Learning, our database provider ASI, the OFC ("Diversity, Equity and Inclusion Principles in Fair Registration Practices"), and WES credential Evaluation Services ("Rebuilding Ontario's Health Care Workforce: Envisioning System-Level Strategies for Integrating Internationally Educated Professionals"). The ongoing training ensures that registration staff are well versed in fairness principles, understand the College's obligations and are aware of and avoid making registration decisions that may be consciously or unconsciously biased, discriminatory or violate an applicant's rights.

Q11

Relationship with third party service provider(s)

No

Q12

Accreditation of educational programs

No

Q13

Technological or digital improvements

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
See Q4, Online Entry to Practice Examination. Implemented at the start of the COVID-19 pandemic, the College continued to accept electronic document submissions from applicants, discovering this to be a reliable and efficient method of delivery.

Q14

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
The College continued to play an active leadership role in the Health Profession Regulators of Ontario's (HPRO)'s Anti-Racism initiatives, as a member of the EDI-B focused working group. The College also engaged with an external consultant, Dr. Nafeesa Jalal, to lead Council on EDI-B related training.

Q15

Organizational structure

No

Q16

Contingency or continuity of operations plans

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
The College has a risk management plan that is reviewed annually by staff and Council to reassess risks and ensure appropriate mitigation strategies are in place. Operationally, the College transitioned from working fully remote to supporting a hybrid work model in mid-2022. The College continues to research and invest in technology to best streamline the working experience, while ensuring the highest level of efficiency for staff.

Q17

Documentation requirements for registration

No

Q18

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
See Q1 for update to the Language Proficiency Policy.

Q19

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

1 **Successful administration of the online entry-to-practice examination in April and September 2022.**

2 **Continued seamless and efficient operations of the Registration Program as the College transitioned to a hybrid work model.**

3 **Moving ahead with the revalidation of the Kinesiologist Core Competency Profile, which will align the College's exam blueprint/content and practice-focused advice with the current-day direction of profession.**

Q20

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

1

While the newly introduced online entry to practice examination offers the benefits of flexibility, accessibility and convenience, the shift to remote assessment brings with it a range of challenges and risks that the College must address to ensure a fair and secure examination process. To mitigate risks the College ensures our examination provider utilizes a secure online assessment platform and have live 1:1 proctoring for the duration of the exam. The College also ensures effective communication and guidelines through the live webinar for registered applicants, as well as revising our communication templates and reference tools to include instructions for using the online platform, technical requirements, and recommended practices for a successful exam experience. There is also a dedicated technical support team in place on the date of the exam, to assist with any trouble shooting. We also continue to gather feedback from students after the exam to identify areas for improvement and to make necessary adjustments for future online assessments.

2

The College has had to balance ongoing organizational priorities alongside implementing new legislative requirements in the RHPA to take effect in 2023, with the same set of resources. In order to accommodate mandated changes, we have had to embrace a culture of flexibility and agility with the organization. Some future project timelines were readjusted and/or resources re-allocated to ensure we are fulfilling our mandate.

Q21

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

No

Q22

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

English ,

French

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	**1018**
Total Female	**1891**
Total Non-binary	**0**
Gender not provided	**2**
Overall Total	**2909**

Q24

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

No

Q25

Do you collect other identity-based or demographics data?

Yes,
Other (please specify):
Date of birth, languages of services, location of first, second and third practice, working status, registration in other jurisdictions on Canada.

Q26

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

Yes,
If yes, please indicate the type::
The CKO has tentative plans to begin collection of race-based data in 2024 as part of the annual renewal process. This work is in tandem with the College's broader efforts to align with the Equity, Diversity and Inclusion guidelines developed by the Health Professions Regulators of Ontario working group.

Q27

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

Full/Independent Practice	**2499**
Provisional/Limited License/Certificate	**0**
Emergency License/Certificate	**0**
All other classes	**410**
Overall Total	**2909**

Q28

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

Ontario	**2734**
Other Canadian Provinces and Territories	**121**
USA	**28**
Other Countries	**26**
Multiple and/or Unspecified Jurisdiction	**0**
Total	**2909**

Q29

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

1	**United States = 28**
2	**Iran = 3**
3	**China = 3**
4	**Poland = 2**
5	**South Africa = 2**
6	**Ukraine = 2**
7	**Australia, Chile, Colombia, Cuba, Spain, Estonia, Greece, India, Ireland, South Korea, Latvia, Philippines, Romania, Serbia, Uzbekistan = 1**

Q30

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

Total Male	**216**
Total Female	**271**
Gender not provided	**2**
Overall Total	**489**

Q31

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

No

Q32

Do you collect other identity-based or demographics data?

Yes,
If yes, please indicate the type: :
Date of birth, language of education, country of graduation, current practice/previous practice location information.

Q33

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

31

Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	**458**
Number of Applicants Licensed/Certified	**98**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**6**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	**21**
Number of applicants fully licensed/certified	**2**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**12**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

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

Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**5**
Number of applicants fully licensed/certified	**0**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**22**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

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

Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**479**
Number of applicants fully licensed/certified	**100**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**6**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

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

Q41

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

Applicants who applied in 2022, but who were granted a certificate of registration in 2023 or who had not completed their application by December 31 2022, are excluded from "Number of applicants fully licensed/certified."

In terms of process, a candidate will initially apply for approval to sit the entry-to-practice exam prior to becoming registered. Of the 489 applications received and processed in 2022:

•   345 applicants fulfilled the application requirements and were approved to sit the exam in 2022. Applicants have up to one year after being approved to write the exam to make their first attempt. For example, a candidate approved in June 2022 to write the exam may choose to sit either the Fall 2022 or Spring 2023 session.
•   270 applicants wrote the examination in 2022.
•   100 of these applicants passed the exam and became registered. Applicants who have passed the exam have up to one year to finalize their application to become registered. For example, a candidate notified of passing in October 2022 has until October 2023 to become registered.

Q42

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

1	**South Africa = 2**
2	**Iran = 1**
3	**India = 1**
4	**Hong Kong = 1**

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

367

Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	**3**
3 months – less than 6 months	**105**
6 months – less than 12 months	**112**
12 months – less than 18 months	**75**
18 months – less than 24 months	**38**
24 months and greater	**34**

Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

507

Q46

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	**19**
3 months – less than 6 months	**20**
6 months – less than 12 months	**123**
12 months – less than 18 months	**19**
18 months – less than 24 months	**111**
24 months and greater	**215**
TOTAL	**507**

Q47

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2022).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q48

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q49

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q50

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	103
Other Canadian Provinces	12
USA	0
OtherCountries	4
Multiple and/or Unspecified Countries	4
TOTAL	123

Q51

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q52

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q53

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q54

List the top three reason for appeals (by percentage) of a registration decision

1	**n/a**
2	**n/a**
3	**n/a**

Q55

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

1	**Education – program was not considered substantially equivalent, and candidates asked to complete additional course requirements. 100%**

Q56

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

1	**Education – program was not considered substantially equivalent, and candidates asked to complete additional course requirements. 100%**

Q57

Respondent skipped this question

Please provide any additional comments you may have: