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Q1

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

Royal College of Dental Surgeons of Ontario (RCDSO)

Hilary Bauer, Manager, Registration
hbauer@rcdso.org

Q2

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

Yes,

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

The regulated registration requirements for dentists did not change in 2021. As noted in previous reports, the requirements to obtain a certificate of registration with the RCDSO are set out in the General Regulation to the Dentistry Act 1991 (“Registration Regulation”). The regulation specifies several different classes of certificate of registration and the requirements for each class. However, in 2021, the RCDSO introduced changes by policy to: 1) our processes for reinstatement; and 2) our process for approving specialty applications, in order to address identified, unnecessary, barriers to the registration of those applicants.

1. Reinstatement Policy Changes were introduced by policy to our reinstatement process to apply a risk-based approach to processing reinstatement applications. According to s. 30 (2) 3 of the Registration Regulation, applicants who apply for reinstatement more than two years after resignations, suspension or revocation, are required to be referred to the Registration Committee. The reinstatement policy introduced in 2021, and approved by the Registration Committee, provides authority to the Manager of Registration to approve low-risk reinstatement applications without requiring referral to the Committee.

Low-risk applicants:

- Demonstrate continuous practice in a recognized jurisdiction since suspension, revocation (administrative only), or since resigning;
- Are in good standing in any jurisdiction in which they are registered; and
- Are otherwise eligible for registration as defined in the Regulation

This policy change ensures staff and the Registration Committee focus time and resources on high-risk applications. The implementation of the policy improves registration timelines for reinstatement applications and prevents delay in processing low risk applications, which would have previously required referral to the Registration Committee. Where a reinstatement application is deemed medium- to high-risk, it would still be referred for consideration by the Committee to ensure appropriate consideration is given to higher risk applicants.

2. Specialty Applicants In 2021, staff identified a need to adjust our process for review and consideration of supporting documentation for specialty applicants in order to prevent unnecessary delays to registration. In particular, we adjusted our process to allow specialty applicants to submit directly to the RCDSO proof of successful completion of their National Dental Specialty Exam (NDSE). It came to the College’s attention that applicants who had successfully completed their specialty exams and had successfully completed their program but had not yet graduated, were not

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completed their program but had not yet graduated, were not being granted certification until their graduation date. In some cases, this delay was adding months to the length of the registration process as applicants were waiting for their graduation ceremony to occur, which only takes place twice a year. We reviewed the requirements for registration articulated in the Regulation and identified that specialty applicants do not require NDEB certification to be registered. Rather, specialty applicants only have to have successfully completed their program and successfully completed the exam to meet registration requirements. As such, we adjusted our process to allow applicants to submit proof directly to us of successful completion of the NDSE directly from the NDEB portal to prevent delays to their registration. To support this change and continued dialogue with our third-party provider, we discussed the issue with the NDEB who subsequently adjusted their process once made aware that our Regulation does not require certification to be registered. The adjustment to our process removed this unnecessary barrier and reduced the amount of time specialty applicants were waiting to be registered by several months.

Q3

New or consolidated class of certificates or licenses

No,

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

No changes to report at this time. In 2023, the RCDSO will develop an emergency class of registration to fulfill the requirement of the new regulation to the RHPA, which requires development of this class of certificate by August 31, 2023.

Q4

Assessment of qualifications

No,

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

There are no changes to report related to how applicant qualifications are assessed. As noted on previous reports, the RCDSO does not administer assessment of qualifications, academic credentials, competencies or practical experience. Assessment is conducted by the National Dental Examining Board of Canada (NDEB) for candidates in general dentistry as well as dental specialists. In 2021, applicants continued to face disruptions to the assessment and examination process as a result of exam cancellations and delays due to the COVID-19 pandemic and an incident of widespread cheating on the December 2020 Assessment of Fundamental Knowledge (AFK) exam. The RCDSO and the NDEB were in direct contact with the OFC throughout the course of 2021 about the NDEB process and challenges to exam delivery due to the COVID-19 pandemic (letters were written to the OFC dated in July, November and December 2021 on this issue specifically). Throughout 2021, the RCDSO maintained close communication with the NDEB about pandemic-related challenges to the usual assessment and exam delivery process, and mitigation strategies where appropriate. Through this period, the RCDSO assessed the risk to future delays of the NDEB process as low-risk. This assessment has proven true in 2022 as exams have not been delayed, and in fact, the College has seen a large increase in the numbers of applicants able to take exams, resulting in a 300% increase in applications to the RCDSO. The mitigation strategies employed by the NDEB included: • Constructing an NDEB NDECC Test Centre to remove reliance on outside facilities to administer clinical examinations and prevent delay; • Offering exams in more sites; • Scheduling exams in more cities in Ontario and across Canada and the United States; and • Opening additional seats in Ontario in 2022 for the AFK examination. The OFC expressed its concerns with exam delay and delivery to the NDEB and the RCDSO through a series of letters dated in June and August, 2021. In February 2022, the RCDSO was also notified that the Fairness Commissioner would be exercising its authority under section 22.5(1)(g) of the Schedule 2 to the Regulated Health Professions Act to provide advice to the College. This advice related specifically to our relationship with the NDEB, and the third-party service it provides for qualification assessment and exam delivery. Since receipt of this advice, the RCDSO has been engaged in the drafting of a Memorandum of Understanding with the NDEB in order to strengthen our accountability relationship. Further details

about the MOU are included in this Report under question 12.

Q5

Timelines for registration, decisions and/or responses

Yes,

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

In 2021 the Registration Department initiated a Continuous Quality Improvement (CQI) project with the aim of reducing registration timelines; improving the applicant experience; and ensuring our registration processes are risk-based. The project supported the RCDSO's strategic objective of "continuous quality improvement and risk-based regulation inform the work of the College." This project was completed in 2022. As a result of this project, we have removed steps in the application process where we identified that the process: 1) did not address an identified risk; 2) created a potentially unnecessary barrier to registration; and/or 3) was otherwise unnecessary to meet our registration requirements. The following changes were made, which enhanced efficiency, reduced timelines and improved the user experience for applicants: 1. Removed requirements for documentation – see question 18 for the specific changes to our documentation collection process. 2. Enhanced our application tracking sheet to improve data collection on registration timelines, decisions and responses to applicants. 3. Moved our application process online – improves communication with applicants through the portal, quicker and more effective application review – see question 14 for more details on our online applicant portal launched in 2021. Additional process changes were prompted by the CQI project in 2022 with the aim of reducing processing timelines. These additional changes will be reported on in the 2022 FRP Report.

Q6

Registration and assessment fees

Yes,

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

In 2021, the following changes were made affecting Registration fees: 1. Revoking the Registration Fee of \$100 (18.2.1) and increasing the Application Fee (18.1.1) from \$250 to \$350, effectively, consolidating the two fees. This change allows for consistency in application fees across application types. 2. Revoking the fees related to replacement of Certificates of Registration (previously by-laws 18.5.1 and 18.5.2). This change was prompted due to an identified concern that this fee disproportionately affected female dentists who were largely asking for new Certificates of Registration following a change in surname after marriage. 3. The annual fee increased in 2021 by \$75 from 2020 and the semi-annual and quarterly increased as well, to \$35 and \$20, respectively. These changes to our fees by-laws were approved by Council in September 2021.

Q7

Resources for applicants

Yes,

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

1. Applicant Portal updates and Service Experience Survey
The RCDSO is continually looking for ways to improve the experience of our stakeholders, including new applicants. We have recently refreshed our digital applicant experience through the online applicant portal to improve user experience, navigation and clarity of information. We discuss the development of our online application portal in more detail in question 14. In 2021, we launched an applicant experience survey. Upon completing the application process with the RCDSO, each applicant is offered the opportunity to participate in a voluntary and anonymous service experience survey. Survey responses are reviewed on a regular cycle by the Manager of Registration, our Innovation and Transformation Lead and Registration staff. Feedback from surveys submitted by applicants has provided the registration team with insights on improvements they can make to processes and reduce barriers. For example, applicants noted a concern with a lack of clarity of information on how and where to submit Certificates of Standing. Upon review of these noted concerns, we have updated the information in this section of the application form. Existing RCDSO members are provided with a similar opportunity each year during the annual membership renewal process. Since 2021, we have included "service experience" questions in the annual renewal questionnaire. These surveys provide invaluable feedback for RCDSO staff to continually improve resources and the overall user-experience for applicants and members.

2. French Resources
In 2021, the RCDSO reviewed all services and supports to determine gaps in French service delivery. As a result of this review, staff has engaged in initiatives to improve our active offer of French services to stakeholders with a focus on applicants. For example, we have engaged a new language services partner, MCIS Language Solutions, for prompt and effective language support to staff, the Registration Committee and applicants. MCIS provides translation, interpretation and language assessment services. Our applicant website resources are available in French. We have also engaged a developer to develop a translation page plug in, which will enable English-French translation of any content on the website, which will be available in late 2022.

Q8

Changes to internal review or appeal process

No,

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

No changes. According to the requirements of the RHPA, reviews or appeals of application decisions are conducted by an external review body, the Health Professions Review and Appeal Board, and are not conducted internally.

Q9

Access by applicants to their records

Yes,

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

In 2021, we moved our application system to an online applicant portal (see question 14 for more details). Throughout this process, we have improved applicant access to information through the use of application statuses. An applicant can log into the portal to see at which stage they are at in the application process. For example: "in process"; "pending approval"; "approved pending final payment"; "complete" or "application referred to registration committee". In addition, we have improved access to information about processing times by posting expected application wait times in the applicant portal. Since providing access to this information in the portal, we have noted a decrease in incoming queries on application processing times.

Q10

Mutual recognition agreements

No

Q11

Training and resources for staff regarding registration

Yes,

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

As a part of the department CQI initiative noted in question 5, Registration Department staff carried out major updates to our process documentation and training resources. Staff conducted a thorough review of the documented resources that were available digitally (many process documentation and training documents were previously available in paper format only). Staff created or updated process documents for each aspect of our registration process. Our new digital tools were incorporated into the training documents, where appropriate, to demonstrate process steps (through the use of screenshots). Process maps were also created to assist with training and future department CQI initiatives. The process documents have significantly improved our training resources for on-boarding permanent or temporary staff and will continue to be updated as our processes change.

Q12

Relationship with third party service provider(s)

Yes,

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

On February 17, 2022, the OFC issued advice to the RCDSO to strengthen its accountability relationship with our third-party service provider, the NDEB. In response to this advice, the RCDSO has developed a draft MOU with the NDEB to ensure that credentialing and assessment services the NDEB provides on behalf of the RCDSO are conducted in a way that is transparent, fair, and impartial, according to our obligations under section 22.4(2) of the Code to the Regulated Health Professions Act. The RCDSO and the NDEB have met on two occasions to discuss the contents of the MOU and the draft is nearing completion. The MOU includes accountability measures and establishes best practices for the services the NDEB provides on behalf of the RCDSO, including:

- Outlining the services the NDEB provides on behalf of the RCDSO
- Agreement for the NDEB to establish, maintain and publish service standards acceptable to the RCDSO on credential verification, exam availability and delivery.
- The need to keep up-to-date a risk assessment and mitigation framework
- Commitment to maintain an adequate inventory of exam questions to offer an exam within a reasonable period of time should one need to be cancelled unexpectedly
- Promoting constructive engagement between the NDEB and its stakeholders, including representatives from the internationally-trained dentist community
- Reporting responsibilities on services, examination data, and stakeholder engagement.

The parties are in the final stages of development of the MOU. We anticipate the MOU will be signed in early 2023.

Q13

Accreditation of educational programs

No

Q14

Technological or digital improvements

Yes,

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

The RCDSO made significant technological updates to our application process in 2021. In August 2021, our application process was moved online. Applicants can now submit their application through the online applicant portal available through our website. The portal offers an end-to-end service whereby applicants can submit their application and supporting documents; pay their fees; and review the status of their application as it moves through the RCDSO registration process. This digital improvement has had a positive impact on our applicant experience by enhancing the accessibility of our application and of information on our process, requirements, and wait times. Staff's ability to process applications efficiently was also improved in 2021, as our online portal launch was paired with updates to our Customer Relationship Management software. Staff receive the documents and information applicants submit through the portal directly in our CRM system. Applications are all processed and maintained digitally. We are continually reviewing our applicant portal to improve the digital experience for applicants. Feedback from applicants collected through our applicant experience survey outlined in question 7 is reviewed and incorporated into our digital enhancements. These updates also allow for the improved ability to track data and information about our applicants and application timelines. These changes are reflected in the data reported in the Quantitative section of this report (some of which can only be reported on from August 2021 onwards, when our portal was launched). To optimize our tracking and data reporting capabilities on application timelines specifically, updates were also made to our applicant processing tracking sheets. For example, we have included additional dates in the tracking sheet (i.e., date of last contact with applicant), which allows for more precise data collection and analysis. Additional information on outstanding application requirements is also now recorded. Additional updates to our applicant portal and CRM will be made in 2023 to allow for improved reporting capabilities. Finally, the RCDSO is actively leveraging new technology and data to gain insights on our call volumes, peak times and topics of inquiry from applicants and members to help support staffing/recruitment, response times and service levels.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

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

In 2021, the RCDSO continued to work with the Canadian Centre for Diversity and Inclusion (consultant engaged in 2019) to carry out important work on Equity, Diversity and Inclusion (EDI). A few highlights of this work from 2021, including:

- A Diversity Census & Inclusion Survey – an online staff survey conducted between January 20th and February 5th, 2021.
- Staff EDI focus groups for feedback on organizational culture.
- CCDI-led Intercultural Development assessments of the entire leadership team focusing on understanding, commitments and perceptions of EDI. Each staff member received an individual profile report. These were followed up with one-on-one debrief with CCDI staff to review the results of the assessment and develop a development plan for intercultural development.

Q16

Organizational structure

Yes,

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

In 2021, the RCDSO added a new role to the organization: Innovation and Transformation Lead. This staff member has been instrumental in leading organizational change initiatives that have positively impacted our applicant experience, particularly as it relates to Equity, Diversity and Inclusion, and service experience. As a part of this work, the Innovation and Transformation Lead struck a working group on service experience at the College. The intent of the group was to work collaboratively in a small group of inter-departmental staff to consider how the service experience could be improved for our stakeholders, including applicants. The Service Experience Panel considered:

- How the RCDSO should define service experience
- What we need to do to inspire an even deeper culture of service at the RCDSO
- How we measure and learn from our stakeholders' experiences

The Service Experience Panel produced a modernized RCDSO Service Standard, which acts as an anchor point for all staff to find common concepts, templates and best practices in delivering excellent service experience to stakeholders. For example, the updated Service Standard includes:

- Definitions of what Service Experience means at the RCDSO
- Statements to support our commitment to Accessibility and Equity, Diversity and Inclusion
- Support for using data for decision making and continuous improvement initiatives
- Tips on maintaining a positive service experience while working remotely
- RCDSO's standard email signature template
- Updated phone basics document for Avaya/MS Teams
- Samples for voicemail and out of office greetings

Applicants have directly benefited by the re-affirmed commitment to service delivery at the RCDSO in interactions with staff, updated avenues to provide feedback (such as the service experience survey), and updated resources and access to information.

Q17

Contingency or continuity of operations plans

No

Q18

Documentation requirements for registration

Yes,

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

As outlined in question 5, the Registration Department initiated a department-specific Continuous Quality Improvement project in 2021, part of which included reviewing documentation requirements for applicants. As a result, we removed requirements for documentation and information where we identified that the collection of this information: 1) did not address an identified risk; 2) created an unfairness; and/or 3) was otherwise unnecessary to meet registration requirements. The aim of the CQI project was to move away from cumbersome requirements and the collection of unnecessary or duplicate information. Documentation requirement changes initiated by the CQI project were made in 2022 and included: 1. Removing the requirement for proof of completion of a medical where an applicant has an open work permit 2. Removing the requirement for an affidavit for international applicants where an international jurisdiction will not complete our Certificate of Standing (COS) form, but will still send their own COS form with the required information 3. Removing the requirement to ask applicants who were 25 or older when starting their dental degree for additional information about their work experience and activities before they started their program

Q19

English / French language proficiency testing

Yes,

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

In 2021, revisions were made to the RCDO's language proficiency policy to simplify the policy and increase readability and flexibility for applicants. The updates helped to improve the registration experience for applicants and improved clarity for both applicants and staff on the process to determine proficiency. The updated policy was approved in December 2021. Policy revisions included: - Language updates to improve clarity - A clear rationale for the policy - A link to the language requirement in the Registration Regulation in the policy - An outline of the process for approval and provide a road-map for how applicants can meet the requirement. - Expanding the period for validity of supporting documents from two to five years Additional policy updates will be made in 2022 to ensure compliance with the new Regulated Requirements to include any language proficiency test accepted by Immigration and Refugee Canada for immigration purposes.

Q20

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

- 1 **The development of an MOU with our third-party service provider, the NDEB, to enhance accountability and best practices for qualification assessment and exam delivery, according to our obligations under section 22.4(2) of the Code.**
 - 2 **The development of our online applicant portal, which has greatly improved the applicant experience and staff ability to process applications efficiently. Paired with the results of our CQI project which included the removal of unnecessary application process steps or unnecessary barriers to registration.**
 - 3 **The RCDSO’s re-affirmed commitment to service delivery, including updated opportunities for applicants to provide feedback on the applicant experience; updated resources; and improved access to information for applicants.**
-

Q21

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

- 1 **Delays in the delivery of NDEB exams due to the COVID-19 pandemic and an incidence of widespread cheating on the Assessment of Fundamental Knowledge exam in December 2020.**
 - 2 **The need to strengthen the RCDSO’s accountability relationship with our service provider, the NDEB, in order to ensure appropriate risk mitigation strategies and service delivery of assessment and exam services for our applicants.**
 - 3 **Increased application volumes. The RCDSO received triple the number of applications between June and September, 2022, than in previous years.**
-

Q22

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

No,

Other (please specify):

The RCDSO does not believe we have a CER. And if we do, we believe we fall under the exemption in section 4(1) of the Registration Requirements Regulation to the RHPA. The RCDSO's Registration Regulation contains a requirement for continuous practice in Canada or the United States if it has been three or more years since an applicant for a general certificate was certified by the National Dental Examining Board of Canada. The registration regulation has a similar provision for specialty applicants that requires continuous practice for three or more years since completion of a specialty program. The RCDSO's Registration Committee has extended the list of accepted international jurisdictions through policy to include any jurisdiction that has a reciprocal agreement with Canada. An applicant who received their experience in an international jurisdiction that does not have a reciprocal agreement with Canada would be considered by our Registration Committee for equivalence. As such, the RCDSO permits applicants with equivalent experience in another country to meet the continuous practice requirement.

Q23

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

English ,

French,

Other (please specify):

Our applicant website contents have been translated into French and all applicant resources will be available on our website in late 2022

Q24

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

Total Male	6062
Total Female	4504
Total Non-binary	0
Gender not provided	0
Overall Total	10566

Q25

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

Yes,

Other (please specify):

The RCDSO launched a voluntary diversity self-identification questionnaire during our 2022 Council election eligibility process, which included race-based questions. The purpose was to collect information on perspective Council and Committee members to identify gaps in representation, inform recruitment strategies, and enhance onboarding and training requirements. A broader membership self-identification survey will be launched in 2023, which will include identity-based question.

Q26

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):

The RCDSO launched a voluntary diversity self-identification questionnaire during our 2022 Council election eligibility process. The purpose was to collect information on perspective Council and Committee members to identify gaps in representation, inform recruitment strategies, and enhance onboarding and training requirements. A broader membership self-identification survey will be launched in 2023, which will include identity-based question. Demographic data is collected per the requirements of the Ministry of Health in the Health Professions Database Questionnaire which is included in the membership renewal each year.

Q27

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

Yes,

If yes, please indicate the type::

Per the comments above, the RCDSO will be launching a wider identity and race-based questionnaire in 2023 under the leadership of the RCDSO's Equity Officer.

Q28

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

Full/Independent Practice	10525
Provisional/Limited License/Certificate	41
Emergency License/Certificate	0
All other classes	0
Overall Total	10566

Q29

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

Ontario	5264
Other Canadian Provinces and Territories	1376
USA	1409
Other Countries	3571
Multiple and/or Unspecified Jurisdiction	0
Total	11620

Q30

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

1	United States: 1409
2	India: 876
3	Iran: 410
4	Iraq: 251
5	Egypt: 189
6	Australia: 180
7	Romania: 121
8	Philippines: 120
9	Pakistan: 94
10	Syria: 94
11	China: 93
12	Poland: 85

Q31

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

Total Male	279
Total Female	267
Total Non-binary	0
Gender not provided	0
Overall Total	546

Q32**No**

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

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Q33

No

Do you collect other identity-based or demographics data?

Q34

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

10

Q35

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

Number of Applicants	164
Number of Applicants Licensed/Certified	160
Average Time to Process Application in Weeks from First Point of Applicant Contact	7

Q36

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

Number of applicants	49
Number of applicants fully licensed/certified	48
Average Time to Process Application in Weeks from First Point of Applicant Contact	8

Q37

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

Number of applicants	100
Number of applicants fully licensed/certified	95
Average Time to Process Application in Weeks from First Point of Applicant Contact	9

Q38

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

Number of applicants	212
Number of applicants fully licensed/certified	185
Average Time to Process Application in Weeks from First Point of Applicant Contact	9

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Q39

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

Number of applicants	262
Number of applicants fully licensed/certified	250
Average Time to Process Application in Weeks from First Point of Applicant Contact	9

Q40

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

Number of applicants	266
Number of applicants fully licensed/certified	246
Average Time to Process Application in Weeks from First Point of Applicant Contact	7

Q41

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

Number of applicants	2
Number of applicants fully licensed/certified	2

Q42

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

- The RCDSO only began collecting data on application timelines (from submission date to registration date) when moved to online system in August 2021. As such, the data on average timelines reported herein relate to applicants registered between August and December, 2021
- We are unable to report on average time to process applications from receipt of all required documents as requested in questions 35-41 as we did not collect this data in 2021. This data will be reported for 2022.
- The applicants reported in question 41 were registered before we started collected this type of timeline data.
- The data in this series of questions is reported based on numbers of certificates of registration that were applied for, rather than based on the number of persons who applied. The reason for this is because one applicant can submit more than one certificate of registration (i.e., a general and a specialty application). This explains why question 29 has a larger number than question 28.
- The RCDSO saw a reduction in the number of internationally-trained applicants in 2021 which likely resulted from disruptions to the administration of the National Dental Examining Board (NDEB) exams. In 2020 and 2021, several NDEB equivalency process exams were delayed or cancelled due to COVID-19 restrictions. In addition, an unprecedented incident of widespread cheating caused the results of a December 2020 Assessment of Fundamental Knowledge Exam to be voided. Application numbers increased dramatically from international graduates in 2022, which will be reported on in the 2022 OFC Report (we received triple the number of applications from June-September 2022 as we had in the previous year).

Q43

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

1	India: 77
2	United States: 68
3	Iran: 26
4	Australia: 22
5	Egypt: 11
6	Ireland: 10
7	Saudi Arabia: 8
8	Jordan: 6
9	Pakistan: 6
10	Hungary: 4
11	Syria: 4
12	Brazil: 3

Q44

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

523

Q45

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

0 – less than 3 months	169
3 months – less than 6 months	9
6 months – less than 12 months	2
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q46

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

8

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Q47		
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	4
	3 months – less than 6 months	3
	6 months – less than 12 months	1
	12 months – less than 18 months	0
	18 months – less than 24 months	0
	24 months and greater	0
	TOTAL	8

Q48		
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.	Ontario	8
	Other Canadian Provinces and Territories	3
	Certificate to Certificate (Labour Mobility)	0
	USA	1
	Other International	11
	Multiple and/or Unspecified Jurisdictions	3
	TOTAL	26

Q49	Respondent skipped this question
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	

Q50	Respondent skipped this question
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	

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Q51	Ontario	2
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	2
	OtherCountries	8
	Multiple and/or Unspecified Countries	0
	TOTAL	12

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

Q53	Ontario	2
State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	2
	OtherCountries	7
	Multiple and/or Unspecified Countries	0
	TOTAL	11

Q54	Respondent skipped this question	
State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.		

Q55	List the top three reason for appeals (by percentage) of a registration decision	
1	N/A	
2	N/A	
3	N/A	

Q56

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

- 1 **Application withdrawn – not pursued by the applicant**
 - 2 **Application expired – application was reviewed by staff but the applicant was unable to meet requirements within a three-month window and subsequently had to submit a new application (without paying an application fee)**
 - 3 **Application was approved for a future date in the subsequent year**
 - 4 **Application was approved for registration but the applicant did not proceed with paying the final fees**
 - 5 **Application refused – refused registration as requirements were not met**
-

Q57

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

- 1 **Application withdrawn – not pursued by the applicant**
 - 2 **Application expired – application was reviewed by staff but the applicant was unable to meet requirements within a three- month window and subsequently had to submit a new application (without paying an application fee)**
 - 3 **Application was approved for a future date in the subsequent year**
 - 4 **Application was approved for registration but the applicant did not proceed with paying the final fees**
 - 5 **Application refused – refused registration as requirements were not met**
-

Q58

Please provide any additional comments you may have:

- The number in question 44 represents the additions to the register in 2021 – it does not include existing members who renewed their license in 2021.
 - The data reported in question 44 was pulled only from those applications with complete information; we do not have a complete data set from every application submitted, which is why the number reported in question 45 is lower than in question 44.
 - The RCDSO does not have an emergency class of registration at this time. An emergency class will be developed in 2023 according to requirements of the new registration regulation to the RHPA
 - We are unable to report on the data in question 50 at this time.
 - The active application data reported in question 47 was captured as of November 28, 2022
 - Questions 51 and 52 report on applications referred (51) and heard (52) by the RCDSO's Registration Committee. As noted, we do not have an internal appeal process. Appeals are managed by an external body, HPARB, as required by the RHPA.
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