



Fair Registration Practices Report 2020

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: College of Medical Radiation and Imaging Technologists of Ontario (CMRITO)

Name of the regulated profession: Medical Radiation and Imaging Technologists

Contact Name: Linda Gough, Registrar & CEO

Contact Email: linda.gough@cmrito.org

Contact Phone Number: 416.975.4353

Contact Name: Caroline Morris

Contact Email: caroline.morris@cmrito.org

Contact Phone Number : 416-975-4353



Sections of the Report

Qualitative Information 3

- a. Requirements for registration, including acceptable alternatives 3
- b. Assessment of qualifications 5
- c. Provision of timely decisions, responses, and reasons 6
- d. Fees..... 7
- e. Timelines..... 7
- f. Policies, procedures and/or processes, including by-laws 8
- g. Resource for applicants 8
- h. Review or appeal processes 9
- i. Access to applicants’ records..... 9
- j. Training and resources for registration staff, Council, and committee members 10
- k. Mutual recognition agreements 11
- l. Describing any improvements/changes implemented in the last year 11
- m. Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year..... 12

Quantitative Information..... 12

- a. Languages 12
- b.** Gender applications 13
- c. Gender of members 13
- d. Jurisdiction where applicants obtained their initial education 13
- e. Jurisdiction where applicants who became registered members obtained their initial education 15
- f. Jurisdiction where members were initially trained 16
- g. Application processed..... 16
- h. Classes of certificate/licence 17
- i. Reviews and appeals processed..... 18
- j. Paid Staff 19

Submission 19



Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

a. Requirements for registration, including acceptable alternatives

i) Describe any improvements / changes implemented in the last year

The changes that the CMRITO made in 2019 to expand the online application process to applicants in all five of the specialties that are regulated by the CMRITO proved to be beneficial in ensuring that there was no disruption in application processing in 2020 despite the onset of the global pandemic. Applicants in all five specialties were able to continue to submit applications for registration in 2020.

In 2020, CMRITO continued to expand the use of credential evaluation reports that applicants had already completed through credentialing agencies such as WES, ICAS or



the Medical Council of Canada, for the authentication and validation of program documents from organizations where applicants had completed their education.

As a result of the worldwide pandemic, options such as meeting with CMRITO staff to view original documentation or mailing of notarized copies was no longer possible with the imposition of social distancing requirements in 2020. As original or notarized copies were also not being accepted due to infection control concerns, the CMRITO need to amend this process. As the secure document management website is able to accept files in a variety of formats, applicants were requested to scan the original or notarized documents and upload them. Applicants are also able to take images and photographs of their original documents and upload them to the secure site. Registration staff then validate the authenticity of the documents. Should any concerns be identified with any documents, the applicants are requested to provide credential evaluation reports in addition to providing the scanned documents or images of the originals. In the event of further concerns credentialing agencies such a WES or ICAS would be approached to assist.

Where official documentation was not available, the CMRITO has continued to consider alternatives including personal declarations, sworn statements and confirmations and validations from former colleagues or supervisors.

In 2020, the Registration Committee has also approved the use of two additional language test options for the duration of the global pandemic. These additional options are approved for use by applicants who are required to demonstrate their language fluency in English.

- The Registration Committee approved the use of the IELTS indicator test. This language assessment test can be taken from the comfort and safety of an applicant's home. The test includes four skills – Listening, Reading, Writing and Speaking and the same required test scores approved on the IELTS Academic and General Training tests have been approved for this test.
- The Registration Committee also approved the use of the TOEFL iBT Home Edition of the TOEFL test. The test is identical in content, format and on-screen experience to a test taken at a test center and is taken on an applicant's computer at home and monitored by a human proctor online through ProctorU®.



ii) Describe the impact of the improvements / changes on applicants

The move to online applications has streamlined the application process and made it more accessible to applicants across Canada and internationally. In 2020, the availability of the application process as an online option has also ensured that there have been no delays in application processing times.

The expanded use of pre-existing credential evaluation reports for validation and authentication has continued to simplify the process for applicants while still maintaining the integrity of the authentication process.

The approval of the additional online language testing options has increased the availability of tests for applicants as the TOEFL test is available 24 hours a day, 4 days a week, with appointments as early as 24 hours after an applicant registers and the IELTS test is offered every 2 weeks.

iii) Describe the impact of the improvements / changes on your organization

The pandemic in 2020 has changed the workflow processes used by the registration staff to process applications. In some respects, this has improved the efficiency of the business processes that are in place to process applications, and has driven innovation to manage these processes through a virtual office and remote meetings of the Registration Committee.

b. Assessment of qualifications

i) Describe any improvements/changes implemented in the last year

The addition of diagnostic medical sonography as an additional specialty has required some development and changes in the processes used for the assessment of qualifications for the Registration Committee. As many of the applicants in this specialty have a medical degree background with additional specific training in diagnostic medical sonography, the Registration Committee has taken a more holistic approach to considering all of the education and training that an applicant has completed to determine if the education and training completed by the applicant would be substantially similar to the education and training that is completed at an approved program in diagnostic medical sonography in Ontario. In order to maintain consistency, and in the interests of fairness to all applicants, the Registration Committee has applied this same approach to the assessment process for applicants applying for registration in the other four specialties of radiography, radiation therapy, nuclear medicine and magnetic resonance imaging.



In 2020, the process for the assessment of qualifications by the members of the Registration Committee had to move to an online review process as the Registration Committee meetings were not able to be held in person due to the global pandemic. The CMRITO had at the end of 2019, implemented new technology for Council and Committee members through the use of iPads and meeting software to support the transition from paper-based processes to electronic processes. The organization was well placed to continue this transition into a fully electronic process for the review of the applications through online meetings.

ii) Describe the impact of the improvements/changes on applicants

These changes have expanded the opportunity for applicants to provide information about additional education and training they may have completed that would support their application for registration.

iii) Describe the impact of the improvements/changes on your organization

The technology upgrade has enabled the Registration Committee to embrace a fully electronic review process during the global pandemic to assess applications for registration. The Registration Committee has found efficiencies in the new online review process that they may consider maintaining once the pandemic has resolved.

c. Provision of timely decisions, responses, and reasons

i) Describe any improvements/changes implemented in the last year

In 2020, the Registration Committee continued to see increased volumes of applications as compared to the volumes experienced in prior years before the regulation of diagnostic medical sonographers. The Committee continued to meet with increased frequency in 2020 to meet the demand. The Registration Committee continued the use of smaller panels of the Committee in order to be able to review an increased number of applications at each meeting.

The Registration Committee continued to expand the electronic approval process to all applications that were reviewed, and applicants were able to continue to receive their applications in accordance with the published timelines of three to four months.



ii) Describe the impact of the improvements/changes on applicants

Applicants have continued to receive a decision on their applications for registration within the published timelines.

iii) Describe the impact of the improvements/changes on your organization

The use of technology for reviewing and approving these decisions has improved efficiency of the processes. The increased volumes and frequency of meetings has however challenged the available resources to maintain this efficiency in processing applications. A comprehensive review of the international application and registration processes will be undertaken in 2021 to consider options.

d. Fees

i) Describe any improvements/changes implemented in the last year

No changes this year

ii) Describe the impact of the improvements/changes on applicants

No changes this year

iii) Describe the impact of the improvements/changes on your organization

No changes this year

e. Timelines

i) Describe any improvements/changes implemented in the last year

The CMRITO was able to clear the backlog of applications for registration from the regulation of diagnostic medical sonographers. In 2020, due to the adoption of electronic processes and virtual meetings, the CMRITO was able to maintain the typical processing time for an applicant to receive a Decision, Order and Reasons from a panel of the Registration Committee within the published three to four months.

ii) Describe the impact of the improvements/changes on applicants

Applicants were able to receive the decision on their applications within expected timeframes.



iii) Describe the impact of the improvements/changes on your organization

The use of technology has improved efficiency of the application review processes. The increased volumes and frequency of meetings has however challenged the available resources to maintain this efficiency in processing applications. A comprehensive review of the international application and registration processes will be undertaken in 2021 to consider options.

f. Policies, procedures and/or processes, including by-laws

i) Describe any improvements/changes implemented in the last year

In 2020, the Registration Committee approved the use of two additional options for language tests for the duration of the global pandemic. These additional tests are approved for use by applicants who are required to demonstrate their language fluency in English; the IELTS indicator test and the TOEFL iBT Home Edition of the TOEFL test. These tests are identical in content, format and on-screen experience to a test taken at a test center and are taken on an applicant's computer at home and monitored by a human proctor online through ProctorU®.

ii) Describe the impact of the improvements/changes on applicants

The addition of these tests for assessing language fluency has assisted applicants by making options available for them to continue to meet the requirements for registration and still comply with the social distancing requirements to ensure their personal safety.

iii) Describe the impact of the improvements/changes on your organization

There has been no impact of this change on the CMRITO operations.

g. Resource for applicants

i) Describe any improvements/changes implemented in the last year

The CMRITO developed a new page on our website to provide additional information to applicants about resources that are available to assist them in preparing to write the national certification examinations and meeting other registration requirements. The page can be accessed at this location. <https://www.cmrito.org/applicants/international-applicants/resources-for-applicants/> Applicants are provided with directions on where to access this information by email, when their Decision, Order and Reasons from the Registration Committee are issued.



The CMRITO also updated the Career Map for internationally trained medical radiation and imaging technologists. The career map can be accessed at this link.

<https://www.cmrito.org/pdfs/application-guides/career-map.pdf>

ii) Describe the impact of the improvements/changes on applicants

Posting the information on the website about available resources has ensured that applicants have a single source of reference to access important information about bridging programs, national certification examinations and other courses and agencies that are in place to support applicants.

iii) Describe the impact of the improvements/changes on your organization

There has been no impact of this change on the CMRITO operations.

h. Review or appeal processes

i) Describe any improvements/changes implemented in the last year

No changes this year

ii) Describe the impact of the improvements/changes on applicants

No changes this year

iii) Describe the impact of the improvements/changes on your organization

No changes this year

i. Access to applicants' records

i) Describe any improvement/changes implemented in the last year

In 2020, in light of the global pandemic, the CMRITO discontinued the process for applicants to submit original documentation and moved to alternate methods of verifying authenticity of documents. The CMRITO has therefore not received any documents that applicants have not submitted themselves and has not received any original documents in 2020.



ii) Describe the impact of the improvements/changes on applicants

The alternatives the CMRITO has developed to validate documents, including asking applicants to upload photographs of original documents to prove authenticity has been beneficial to applicants.

iii) Describe the impact of the improvements/changes on your organization

The alternative processes of authenticating an applicant's documents have simplified the processes associated with managing the return of applicant documents.

j. Training and resources for registration staff, Council, and committee members

i) Describe any improvements/changes implemented in the last year

Members of the Registration Committee completed the following education and training in 2020:

- Orientation and training on the Regulated Health Professions Act (RHPA) legislative framework
- Orientation and training on CMRITO registration committee processes and procedures
- Office of the Fairness Commissioner (OFC) module on Applying Fair Access Law
- 2020 Health Professions Regulators of Ontario (HPRO) governance training for RHPA colleges

New members to the Registration Committee received committee specific orientation to the policies, tools, guides and processes that are used by the Registration Committee when completing the assessment of applications for registration.

Registration staff received training on the registration requirements and internal processes to prepare an application for evaluation by the Registration Committee.

ii) Describe the impact of the improvements/changes on applicants

Ensuring that everyone involved in the registration process is educated about the registration requirements and understands the established processes and procedures, helps to ensure compliance with our legislated responsibilities.

In this manner the CMRITO ensures that the registration processes are transparent, objective, impartial and fair for all applicants.



iii) Describe the impact of the improvements/changes on your organization

Providing training and information to the Registration Committee and staff involved in the registration processes ensures that all who are supporting the registration processes are aware of their responsibilities and roles.

k. Mutual recognition agreements

i) Describe any improvements/changes implemented in the last year

No changes this year

ii) Describe the impact of the improvements/changes on applicants

No changes this year

iii) Describe the impact of the improvements/changes on your organization

No changes this year

l. Describing any improvements/changes implemented in the last year

The global pandemic has impacted everyone, and a number of improvements and changes were implemented at an organizational level to cope with the changing situation. These included:

- enabling staff to work remotely,
- holding all Registration Committee meetings as online meetings,
- introducing procedures for accepting all payments online,
- amending procedures for the receipt of paper documents such as requiring all documents to be submitted electronically,
- introducing new processes for management of application files,
- accepting assessments from third party assessment agencies that were completed in the past to authenticate completion of programs, and
- changing the format of the examination by switching to online proctoring.

i) Describe the impact of the improvements/changes on applicants

These changes have enabled a seamless process for applicants with services continuing in 2020 despite the challenges presented by the global pandemic.



ii) Describe the impact of the improvements/changes on your organization

These changes have required organizational flexibility and openness to considering suitable alternatives in order to be able to continue to provide services to applicants. The complexity of managing a remote office and maintaining operations has been a significant challenge. The commitment of our Registration Committee and registration staff to fulfilling the mandate of protecting the public interest while ensuring that our registration processes remain true to the principles of transparency, objectivity, impartiality and fairness for all applicants has been inspiring.

m. Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

The Registration Regulation made under the *Medical Radiation Technology Act, 2017* was reviewed in 2020 when the College became the College of Medical Radiation and Imaging Technologists of Ontario under the *Medical Radiation and Imaging Technology Act*. The proposed new registration regulation has been submitted to the Ministry and is still waiting approval by government. In the interim, the amendments made to the Registration Regulation made under the *MRT Act* in 2018 to regulate diagnostic medical sonographers as a fifth specialty with CMRTO are still in effect.

Provide any additional information:

Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	The application materials and information are not available on the website. Translation of information about the application process into French is completed as needed using



	external translation services as required.
--	--

Other (please specify):

b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	
Female	
None of the above	

Additional comments: The CMRITO does not collect statistics on the gender of applicants.

c. Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of members
Male	2473
Female	8606
None of the above	5

Additional Information

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education in the profession or trade



Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
440	60	7	120 Afghanistan Armenia Australia Azerbaijan Bangladesh Belarus China Egypt El Salvador Germany Ghana India 1 Iran 2 Iraq Jamaica Japan Jordan Korea Libya Morocco New Zealand Nigeria Pakistan 2 Philippines 1 Russia Singapore South Africa Sri Lanka Sudan Syria Tanzania Turkey Ukraine United Arab Emirates United Kingdom	0	627



Additional comments:

- e. Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
470	43	2	66 Australia 1 Bangladesh 4 China 1 Cuba 1 Dominica 1 Egypt 1 India 8 Iran 14 Iraq 2 Jamaica 2 Nigeria 1 Pakistan 16 Philippines 6 Russia 1 Serbia 1 South Africa 1 Sri Lanka 1 Sudan 1 Syria 1 Turkey 1 United Kingdom 1	0	581

Additional comments:



f. Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
9,682	528	na	874	0	11,084

- Members who completed their initial education in the USA are included in the "other international" totals. Not able to provide detail by country for the registered members.

g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by 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.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	440	60	7	120	0	627
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	0	0	0	0	0	0
Inactive applicants. Those who had no contact with your organization in the reporting year.	0	0	0	0	0	0



Applicants who met all requirements and were authorized to become members <u>but did not become</u> members	130	72	0	38	0	240
Applicants who became <u>fully</u> registered members	470	43	2	66	0	581
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence*	0	0	0	0	0	0

An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

- The rows with 0 values above reflect information that is not tracked and is not available.

h. Classes of certificate/licence

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	Specialty certificate of registration	In 2020, the CMRITO issued specialty certificates of registration in the specialties of radiography, nuclear medicine, radiation therapy, magnetic resonance and diagnostic medical sonography
2		
3		



Additional comments:

i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by 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.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	5	2	7	126	0	142
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals hear	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:



j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	24.6
Number of staff involved in the appeals or review process	3.5
Number of staff involved in the registration process	5.5

Additional comments:

Submission

Name of individual with authority to sign on behalf of the organization:

Linda Gough

Title: Registrar & CEO

Date: April 30, 2021