
NOVA SCOTIA COLLEGE OF PHYSIOTHERAPISTS (NSCP)

Fair Registration
Practices Act (FRPA)
Review
September 29, 2017

Province of Nova Scotia



Table of Contents

Statement of Compliance	2
Introduction	3
Context of the Profession in Nova Scotia	4
Occupational Profile.....	4
Organizational Description	4
Active Membership Requirements	4
Registration Requirements	4
Canadian Free Trade Agreement (formerly known as the Agreement on Internal Trade or AIT) Transfer	5
International Applicant	5
Organizational Structure and Staffing	5
Types of Licenses/Certificates Issued (including data for 2016)	5
Overview of Registration Process	5
2016 Registration Data	8
Exemplary Practices	12
Fair-access Analysis.....	13
FRPA Review Questionnaire and Assessment	13
FRPA Action Plan	25
Disclaimer.....	29
Appendix	30
Fair-access Guidelines.....	31

Statement of Compliance

The Nova Scotia College of Physiotherapist's (NSCP) Action Plan is a progressive response to the recommendations resulting from the Fair Registration Practices Act (FRPA) review process. These actions will support the fairer assessment of applicants to the profession in Nova Scotia and are fully consistent with the FRPA.

Many aspects of NSCP's registrations practices are commendable. NSCP is a member of the Canadian Alliance of Physiotherapy Regulators (CAPR), which is a credentialing and assessment agency that provides evaluation services on behalf of its members – the Canadian provincial and territorial physiotherapy regulators. CAPR reviews the education and qualifications of applicants educated outside of Canada to determine whether they are substantially equivalent to those of Canadian-educated physiotherapists, ensuring that international qualification assessment adheres to the *Fair Registration Practices Code*. CAPR also administers the Physiotherapy Competency Examination (PCE), for both domestic and internationally-educated physiotherapists, to determine a candidate's readiness for safe, effective and independent physiotherapy practice. NSCP's work at the national level includes collaboration with other provincial physiotherapy regulators to develop a national Professional Practice Standards document and common Code of Ethics—both of which are being implemented across Canada to create efficiencies in time and resources, promote consistency in training and education and streamline mobility of workers.

At the local level, NSCP is an active member of the Nova Scotia Regulated Health Professions Network (NSRHPN), a network of health regulatory bodies in Nova Scotia which work together to uphold and protect the public interest through collaborative regulation. NSCP's commitment to the culture of continuous improvement promulgated by both the NSRHPN and the FRPA Review Office include the development of a systemic application and appeals process, enhancement of its website to provide clarity and improve user experience and provision of ongoing learning and development for Joan Ross, Registrar of the organization.

In this context, I expect NSCP to address three significant recommendations that resulted from the FRPA review process:

- develop policies and procedures regarding the provision of training for decision-makers;
- develop policies and procedures around the provision of written responses, including timelines; and
- develop policies and procedures around the internal review process and make available to applicants.

We truly appreciate NSCP's cooperation and openness during the registration review process and thank Ms. Ross and Patrick King, Executive Director of NSCP, for their participation.

Sincerely,

Cara Spittal, Ph.D.
Review Officer, Fair Registration Practices Act

Introduction

The purpose of the Fair Registration Practices Act (FRPA) review is to share the Review Officer's understanding of progress made by the Nova Scotia College of Physiotherapists (NSCP) regarding the fair consideration of individuals applying for registration from outside of the province.¹ During the FRPA review process, a regulatory body's registration practices are measured against both the specific and general duties outlined in the *Fair Registration Practices Code*—all of which encompass the overarching principles of transparency, objectivity, impartiality and procedural fairness.²

The analysis is based on the FRPA Review Officer's review work with NSCP to date. The *Nova Scotia College of Physiotherapists 2017 Review* captures the results of the FRPA review process and includes an inventory of exemplary licensing practices and an Action Plan that holds NSCP accountable for continuous improvement within two years of the review.

Through the 2017 FRPA Review, the FRPA Review Officer aims to build on the progress made by NSCP to date and identify opportunities to further improve and evolve registration practices.

¹ For more information on the FRPA Review Process, see the *Guide to Fair Registration Practices Act*: http://novascotia.ca/lae/RplLabourMobility/documents/FRPA_GuidetoReviewProcess_WEB.pdf

² The *Fair Registration Practices Code* is delineated in Sections 6-12 of the Fair Registration Practices Act. *Government of Nova Scotia*. Ch. 38 of the Acts of 20018, as amended by 2014, c. 14.

Context of the Profession in Nova Scotia

Occupational Profile

Physiotherapists in Nova Scotia are university-educated health professionals who have the knowledge and skills to: assess, analyze and diagnose complex physical dysfunction and/or pain in patients; and design and carry out appropriate treatment programs to improve or restore function, alleviate pain and prevent dysfunction. Physiotherapists work in a broad range of settings providing client and/or population health interventions to all ages. They collaborate as part of multidisciplinary teams, work as independent practitioners or are employed in other settings providing physiotherapy services. Physiotherapy services can also be accessed in the community at private clinics, in hospitals and through home care services. They are also affiliated with retirement residences and child development centres. Physiotherapists can be employed in other fields as well, such as: management; education; research and consultation services; industry; and sports/athletic organizations. In Nova Scotia, only a physiotherapist can provide physiotherapy services.

Organizational Description

The Nova Scotia College of Physiotherapists (NSCP) is a not-for-profit Regulatory Board dedicated to the self-regulation of physiotherapists in Nova Scotia since 1958. We get our mandate from government through the *Physiotherapy Act* CHAPTER 22 OF THE ACTS OF 1998 as amended by 2008, c. 3, s. 13; 2012, c. 48, s. 38.

All physiotherapists practicing in Nova Scotia are members of, and registered with, the NSCP. The NSCP sets and enforces the educational and practice standards in the province to ensure professional competency. The Board and Committee members of NSCP are volunteers dedicated to carrying out the mandate of public protection in a fair manner by responding to issues of concern to the public regarding physiotherapy and by ensuring that registration and discipline processes are transparent, objective, timely and fair. The four core areas of business are: Registration and Licensing; Quality Assurance (ensuring physiotherapists maintain their competence, and uphold the Standards for practice); Legislation and Practice Standards (establishing, maintaining and enforcing appropriate regulations, standards, policies, guidelines and ethical codes that achieve optimal patient care and health outcomes); and Professional Accountability (manage a fair and reasonable Complaints Investigation process for the public of Nova Scotia and NSCP members).

Active Membership Requirements

To be an active member of the NSCP, applicants must meet the registration and renewal requirements for licensure as a physiotherapist in Nova Scotia. Registered members must also stay current in both practice hours and continuing education hours as required by the Board and take part in the Quality Practice Program.

Registration Requirements

Registration requirements are clearly expressed in the Legislation *Physiotherapy Act* S.N.S. 1998, c. 22 sec.6 and Regulations pursuant to Sec 6. Of the *Physiotherapy Act*.

To practice physiotherapy in Nova Scotia, applicants must provide documentation demonstrating that they:

- graduated from an approved university physiotherapy program (or have been credentialed through the Canadian Alliance of Physiotherapy Regulators);
- successfully completed the National Physiotherapy Competency Exam (PCE);

- met the continuing competency and practice hour requirements;
- are of good character; and,
- paid the appropriate fee.

Canadian Free Trade Agreement (formerly known as the Agreement on Internal Trade or AIT) Transfer

Chapter 7 of the Canadian Free Trade Agreement (CFTA), the intergovernmental trade agreement signed by Canadian Ministers on July 1st, 2017, pertains specifically to the mobility of skilled workers across Canada's provinces and territories. Under the CFTA, upon completion of the registration process, applicants currently holding a practicing license in another Canadian jurisdiction would be issued an equivalent license in NS. It is a permit on permit agreement. For more information, please follow the link below:

<http://nsphysio.com/resources/Labour+Mobility+Commitment+NSCP+2017.pdf>

International Applicant

Registration of international applicants begins with the Canadian Alliance of provincial and territorial regulators (the Alliance). The Alliance provides the credential evaluation service to applicants entering Canada and wanting to practice physiotherapy. The evaluation service provided by the Alliance is utilized by all provinces except Quebec. The Alliance also manages the Physiotherapy Competency Exam (PCE) for **all applicants** wanting to practice physiotherapy in Canada regardless of where they were trained (Quebec being the exception). Once an applicant has successfully completed the Qualifying Exam (written) part of the national entry level exam, he/she may apply for licensure in NS under a sponsored license.

Organizational Structure and Staffing

The NSCP Board consists of 8 Directors elected from the membership for two-year terms (4 elected each year in alternating terms) and two Directors who are appointed by government to be the public members on the Board. NSCP currently has two staff members, the Executive Director, who works part-time, and the Registrar, who works full-time. There are, in addition to the Board, standing committees such as Peer Assessment, Practice Standards and Complaint Investigation. Ad hoc committees are struck as needed.

Types of Licenses/Certificates Issued (including data for 2016)

In Nova Scotia, NSCP issues practicing licenses to those who meet all the requirements for licensure. NSCP also issues non-practicing licenses to those who meet all the requirements for licensure, but are currently on a Leave of Absence, or have no employer. NSCP also issues time-limited temporary licenses to those visiting the province for teaching/courses/cross border consultation. Finally, NSCP issues a 12 month (maximum) sponsored practice license to those registrants who are registered for the next available PCE clinical exam and meet all the requirements except the completion of the clinical exam.

In 2016, NSCP had 712 physiotherapists practicing in NS, 11 practicing out of province and 23 who were non-practicing at year end.

Overview of Registration Process

Domestically educated applicants must complete Steps 2-6 in the table below.

Internationally educated applicants must complete Steps 1-6 in the table below.

Cost of Registration (including payment methods)

Timeline	Step	Cost*	Details
6+ months to complete STEP 1	STEP 1: Credentialing (The Alliance)		
	Gather and submit your required documents to The Alliance	\$ 1035	You must have your credentials assessed to determine if you are eligible to write Exam Part 1
	Complete and submit the application form		
	STEP 2: QE Exam (Written) PCE Part 1 (The Alliance)		
	Gather and submit your required documents		You must pass Exam Part 1
	Complete and submit the application form		
	Pay the application fee	\$953	
	Pass the exam		
	STEP 3: Sponsored Practice (NSCP)		
	Obtain a Sponsor		Once you pass Exam Part 1, you must secure a Sponsor to mentor you if you are applying for registration in NS.
	Complete the Sponsored Practice Agreement		
STEP 4: Practicing (Sponsored) License (NSCP)			
Allow up to 5 Business days to process	Gather and submit your required documents		Once you secure employment and a Sponsor, you may register as a Physiotherapy Resident and work with that sponsor who will mentor you. Sponsored License
	Complete and submit the Registration Application Form		
	Pay the registration fee**		

\$420 or
\$210 (3 month)

STEP 5: Clinical Exam PCE Part 2 (The Alliance)

Gather and submit your required documents

Complete the
application form

Pay the application
fee

Pass the exam \$1,725

You must pass Exam Part 2
Exam may require travel costs

Mandatory
within 12
months of
Registration of
registration

STEP 6: Active Practice (NSCP)

Gather and submit your required documents

Pay the
registration/renewal
fee if due or not
already paid

Once you Pass Exam Part 2, you may register for
Active Practice and work unsupervised

Mandatory
within 30 days
of Exam Part
2 completion if
working under
a sponsored
license.

\$420 or
\$210 (prorated**)

2016 Registration Data

The following is a copy of the information provided to the FRPA Review Office through the Annual Assessment Questionnaire.

#	Question	Response
1	Total number of individuals with practicing licenses/certifications. Do not report on any licenses or certificates you issue to a business, school or group.	746
2	Number of registrations for the reporting year, from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant. 	27
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification. 	7
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant. 	6
	<ul style="list-style-type: none"> AIT Transfers, applicants already registered in another Canadian jurisdiction. 	10
	<ul style="list-style-type: none"> Total number of applicants. 	50
3	Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.	
	<ul style="list-style-type: none"> License/certificate name: Total number of applicants: 	Practicing 712
	<ul style="list-style-type: none"> License/certificate name: Total number of applicants: 	Non-Practicing 44
4	Number of completed applications submitted by applicants who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	27
	<ul style="list-style-type: none"> ○ <i>Accepted:</i> 	27
	<ul style="list-style-type: none"> ○ <i>Rejected:</i> 	0
	<ul style="list-style-type: none"> ○ <i>Still in process:</i> 	0
	<ul style="list-style-type: none"> ○ <i>Withdrawn:</i> 	0

	○ <i>File inactive or closed:</i>	0
	● Received qualifications In Canada, new applicant:	7
	○ <i>Accepted:</i>	7
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
	● Received qualifications (training/work experience for trades) internationally, new applicant:	6
	○ <i>Accepted:</i>	6
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
	● AIT transfers, applicants already registered in another Canadian jurisdiction:	10
	○ <i>Accepted:</i>	10
	○ <i>Rejected:</i>	0
	○ <i>Still in process:</i>	0
	○ <i>Withdrawn:</i>	0
	○ <i>File inactive or closed:</i>	0
5	For those new Canadian applicants (not NS), list the provinces in Canada (and associated numbers) where the level of education to qualify the applicant for licensure (training or work experience for trades) was obtained.	
	● Province/Territory	Total: Alberta 1 Saskatchewan 1 Ontario 5

6	For new international applicants, list the source countries (and associated numbers) where the applicant received the level of education to qualify them for licensure (training or work experience for trades).	
	<ul style="list-style-type: none"> Country <ul style="list-style-type: none"> Total 	United Kingdom 4 Belgium 1 USA 1
7	Average length of time (in days) between receipt of a completed application and response to the applicant, for those who received their qualifications as indicated below. Response to the applicant to include whether they meet the requirements, partially meet and need to fill gaps, or there is no match and other pathways might be a consideration.	2
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	2
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant: 	2
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant: 	2
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction: 	2
8	Average registration process time (or application approval) for those who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: 	2
	<ul style="list-style-type: none"> Received qualifications In Canada, new applicant - n/a for trades - issue a Certification of Qualification 	2
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) Internationally, new applicant 	2
	<ul style="list-style-type: none"> AIT transfers, applicants already registered in another Canadian jurisdiction 	2
9	Total costs (to the applicant) associated with registration (certification) for applicants who received their qualifications as indicated below. Separate costs that the regulatory body themselves imposes on the applicant from other necessary costs incurred related to registration.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) In NS, new applicant: <ul style="list-style-type: none"> Regulatory body costs: 	\$420 \$2500 Exam

	<ul style="list-style-type: none"> ○ Other: 	
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: <ul style="list-style-type: none"> ○ Regulatory body costs: ○ Other: 	\$420 \$2500 Exam
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) internationally, new applicant <ul style="list-style-type: none"> ○ Regulatory body costs: ○ Other: 	\$420 \$2500 exam \$1035 Credentialing
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction: <ul style="list-style-type: none"> ○ Regulatory body costs: ○ Other: 	\$420
10	Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	0
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: 	0
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction: 	0
	<ul style="list-style-type: none"> • Total number of appeals, internal reviews or challenges related to a registration decision: 	0
11	Length of time the appeals or internal review process took for applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) In NS, new applicant: 	n/a
	<ul style="list-style-type: none"> • Received qualifications In Canada, new applicant: 	n/a
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) Internationally, new applicant: 	n/a
	<ul style="list-style-type: none"> • AIT transfers, applicants already registered in another Canadian jurisdiction: 	n/a
12	What does registration with your organization authorize? The right to practice physiotherapy in the province of Nova Scotia and the right to use of title and practice.	

Exemplary Practices

The College of Physiotherapists of Nova Scotia is proud to be a founding member of a group of physiotherapy regulators that recognized the advantages of forming an Alliance and sharing common needs and experiences. Since 2004, the Alliance of Physiotherapy Regulators has worked to create national consistency in facilitating labour mobility and entry-to-practice. We have recently approved a common Professional Practice Standards Document for implementation by the provinces and adopted a common Code of Ethics. Our national blueprint for best practice has been completed and will be reviewed on an annual basis to maintain the accuracy and currency of the exam questions relative to practice. Finally, the Alliance is working on a new national Essential Competency document based on the latest practice review. NSCP has representation on the Alliance Board, the Registrar's committee and participates in several key working groups. Currently, work is being done to develop a common national registration form and a form for responding to requests for Regulatory Standing (formerly Letter of Good Standing) so that Alliance members are collecting and sharing the same information.

At the local level, NSCP is an active member of the Nova Scotia Regulated Health Professions Network (NSRHPN) and the Physiotherapy Advisory Group. NSCP's membership in these organizations demonstrates a commitment to sharing best practices and working collaboratively to improve registration processes and protect the public. It should also be noted that the Registrar attends the regular FRPA breakfast meetings and workshops throughout the year (travelling 2.5 hours to do so!)—training that the FRPA Review Office considers crucial for staff and decision-makers.

During the FRPA Review Process, several progressive steps that NSCP has taken to improve registration practices were brought to light, including:

- ✓ improved website interface and design;
- ✓ inclusion of specific links for internationally trained applicants; and,
- ✓ increased partnering with the Alliance of Physiotherapy Regulators, which has resulted in:
 - improved labour mobility across Canada;
 - higher quality of practice;
 - competence assessment of its members; and,
 - movement towards national consistency towards:
 - development of registration requirements;
 - documentation requirements; and
 - harmonized Standards of Practice.

Fair-access Analysis

Overall, the Nova Scotia College of Physiotherapists' (NSCP) registration practices comply with *the Fair Registration Practices Code* as outlined in Sections 6 to 12 of the *Act (FRPA)*.

Per Section 16 of the Act, the registration practices of a regulating body must be reviewed and a public report produced. The FRPA Review Office works with the regulatory bodies to assess their registration practices against the Fair-access Guidelines, located in the Appendix, and develop an Action Plan to help each body improve their practices and comply with the Act.

NSCP's responses to the FRPA review survey are detailed below, along with the review finding determined by the Review Officer in accordance with the Act.

FRPA Review Questionnaire and Assessment

	Question	Respondent Answer	Review Finding	FRPA Reference
1a	How (what methods) do you use to provide information to potential applicants on your registration practices? (i.e. internet, individual counselling, hard copies)?	<i>Our information is available on the website, but we answer questions by phone and send out emails as well. We have had no requests for hard copy, but they are available if requested.</i>	Level 3	16(3)(g)
1b	Can applicant begin the process outside of Canada?	<i>Yes, and there are links to sources on our website</i> <i>We encourage those who contact us to try the SART (Self-assessment Readiness Tool) at home and decide what they want to do before starting the process. http://access.nsc.ca/cgi-bin/perl/physio/index.pl</i> <i>The Canadian Alliance of Physiotherapy Regulators(CAPR) also makes information available and encourages applicants to start the assessment process at home: http://www.alliancept.org/becoming-credentialed/</i>	Level 2	

		<i>Candidates can access the applicant guide for further information at http://www.alliancept.org/taking-the-exam/</i>		
2	Please provide a link to your website.	http://nsphysio.com/Registration.html	Level 2	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	<i>Strongly agree</i>		
2b	On what basis do you make changes to your website?	<i>Feedback from members, applicants, policy change, news postings etc.</i>		
2c	When was the section of the website pertaining to registration last updated?	<i>Within the last 6 months</i>		
3a	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	<i>Legislation, regulation</i>	Level 3	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<i>Act- sect. 19-28 Regulations- Schedule "A" Registration Regulations 4-43</i>		
3c	Is this information made available to applicants	<i>Yes Everything is available on our website under the headings legislation and registration. The process is outlined under the registration "scenarios".</i>		
4	Are you waiting for legislation to be passed?	<i>No Although NSCP is currently undertaking a legislative review.</i>	N/A	

5a	Is the criteria for meeting the requirements of registration documented?	Yes <i>We have a checklist for Registration as well.</i>	Level 3	7(d), 16(3)(b)
5b	Do you provide applicants with the description of the criteria used to assess whether the requirements have been met (i.e. the number of years of schooling needed to be considered equivalent to a degree)?	<p>No we do not. <i>Canadian Graduates will have met the education requirements by completing the required education program.</i></p> <p><i>International candidates are not considered applicants until they have completed the assessment process and that is done through the Canadian Alliance of Physiotherapy Regulators.</i></p> <p><i>This description is included as part of the information provided in the at the Canadian Alliance of Physiotherapy Regulators level of the application process for international graduates and it is program-based for Canadian graduates. http://www.alliancept.org/becoming-credentialled/credentialling-guide/</i></p> <p>http://www.alliancept.org/becoming-credentialled/credentialling-policies/credentialling-standards/</p>		
6	If you require translation of specific documents how is the applicant informed?	<p><i>Our process is in English as registrants must be fluent in English. If their supporting documents are in a different language the translation will have been done for the Alliance before it reaches us.</i></p> <p><i>The translation requirements are clearly articulated under credentialing policies and in the Application Process Guide. The Alliance has verified the authenticity of the degree etc. so we do not repeat the process. Language proficiency is determined before the exam.</i></p> <p>http://www.alliancept.org/becoming-credentialled/credentialling-policies/translated-documents/</p>	Level 3	7(a)
7	Do you have a streamlined registration process for those applicants already registered in another Canadian jurisdiction (as	<p>Yes</p> <p><i>The process is the same for everyone, but those currently registered in Canadian jurisdiction have less paperwork to submit.</i></p> <p>See information under "Registration" on our website: http://nsphysio.com/Registration.html</p>	Level 3	3 [Sections 7(a), Ch. 7, AIT]

	per Chapter 7 Agreement on Internal Trade)?			
8	Does your organization make accommodation for applicants with physical or mental disability?	<p>No</p> <p><i>We are responsible for the licensure and ensuring they meet the criteria for safe practice. The employer makes accommodations in the work place if needed to accommodate disabilities.</i></p> <p><i>The Canadian Alliance of Physiotherapy Regulators does make accommodations for the exam processes.</i></p> <p><i>Please see:</i></p> <p>http://www.alliancept.org/taking-the-exam/information-and-accommodations/special-needs/</p> <p>http://www.alliancept.org/taking-the-exam/exam-application-information/exam-policies/</p>	Level 3	16(3)(h)
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	<p>Yes</p> <p><i>Many of the questions and concerns raised are dealt with in the MOU, (attached).</i></p>	Level 3	16(3)(i)
9b	If so, please specify the name of the organization and describe their role.	<i>The Canadian Alliance of Physiotherapy Regulators is the credentialing Agency we use. As part of the evaluation services they provide, they administer the National Physiotherapy Competency Exam for all PTs wishing to practice in Canada. Their process has been assessed this year by ProExam and follows and meets National Commission for Certifying Agencies (NCCA) standards as well as those of Foreign Qualification Recognition (FQR).</i>		
9c	Please indicate the types of activities that they assist with.	<i>Data collection, data storage, Evaluation /Assessment services including credential assessment, verification of documents, national entry to practice competency examination, recognition of prior learning and referral to bridging programs where appropriate.</i>		
9d	Can you describe how they adhere to the General Duties of the Regulatory Body as outlined in the Act, including	<i>The duties outlined in our legislation for registration are to register those who successfully complete the physiotherapy program, the certification exam, and has the required qualifications prescribed in the Regulations. It says nothing about assessment. The FRPA legislation refers to requirements for registration and criteria that body uses for assessing those requirements. The criteria used by the Alliance is well described in their Guidelines for both the Credentialing Process and the Exam process. As members, we know that the exam process is transparent, objective and impartial with consistent testing</i>		

	transparency, objectivity, impartiality and procedural fairness?	<p><i>and reporting back to its members. It is consistent with the requirements for Fair Registration and in fact underwent voluntarily an external third party review by Pro Exam this year to assure members and staff that the process is valid and fair in its processes and execution. (See 9b above)</i></p> <p><i>See also the MOU</i></p> <p>http://www.alliancept.org/becoming-credentialled/credentialling-overview/</p> <p>http://www.alliancept.org/becoming-credentialled/credentialling-policies/</p> <p>http://www.alliancept.org/taking-the-exam/exam-application-information/exam-registration-guide-2017/</p> <p>http://www.alliancept.org/taking-the-exam/exam-application-information/exam-policies/</p>		
9e	Are you informed of all decisions made by third parties on applicants?	Yes		
9f	Does the third party have an internal review process for unsuccessful applicants?	<p>Yes</p> <p><i>For both credentialing, the candidate is allowed the option of an administrative reconsideration or file review.</i></p> <p>http://www.alliancept.org/becoming-credentialled/credentialling-guide/#outcomes_of_the_credentialling_process</p> <p><i>If not happy with the decision of the exam results they are given the option of appealing the decision. See Policies 8 and 9 in PCE Exam Policies found here:</i></p> <p>http://www.alliancept.org/taking-the-exam/exam-application-information/exam-policies/</p>		
10a	What types of supports do you provide to applicants during the registration process?	<i>Internet, telephone, print material</i>	Level 3	7(e), 16(3)(k)
10b	Have you had applicants who need support	No		

	mechanisms that you can't provide or are not available?	<p><i>Our registration process begins only after the applicant has completed the Alliance process up to and including completion of the QE /written exam.</i></p> <p><i>At the Alliance level, applicants may be directed to a bridging program if appropriate. See:</i> http://www.alliancept.org/links.php#BRIDGING_RESOURCES</p>		
11	Where practical, do you provide unsuccessful applicants with information on programs and services they can participate in to facilitate successful registration in the future?	<p>No</p> <p><i>We do not do this at the NSCP level. The only reason they would be unsuccessful is incomplete documentation and we wait for that, or exam failure and they work with a sponsor to help better prepare them for success on the exam.</i></p> <p><i>The Alliance does refer on to Bridging programs if appropriate. The Alliance also has many resources for exam preparation.</i></p> <p><i>See our rejection letter with written reasons attached.</i></p>	Level 2	8(d)
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	<p><i>Very reasonable</i></p> <p><i>We respond within 24-48 hours.</i></p>	Level 3	7(b), 8(a), 8(b), 8(c)
13a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	<p><i>Yes They get a letter of congratulations or one of rejection.</i></p>	Level 1	8(b), 8(c), 10
13b	Do you have a formal policy for this process?	<p><i>No</i></p>		
	Do you have a standard timeline	<p><i>Yes, within 5 business days as stated in the Registration Guidelines.</i></p>		
13c	Do you provide applicants who are not granted registration with	<p><i>Yes</i> http://nsphysio.com/resources/Appeals+Policy+and+Procedure+2017.pdf</p>		

	information regarding an internal review process (including the opportunity to make submissions respecting such reviews?)	<p><i>We have never rejected an application. However, we do have a rejection letter that covers this information as well as a review process.</i></p> <p><i>The process by the time we are looking at registration is really providing the documents on the checklist and having a satisfactory Letter of Good Standing.</i></p> <p>http://nsphysio.com/resources/Pre-Registration+Checklist+for+IEPT+2017.pdf</p> <p>http://nsphysio.com/resources/Registration+Checklist+2017.pdf</p>		
13d	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions and/or how you could communicate the results.	<p><i>All of our responses have been positive and within the stated timelines of 5 business days. (usually within 24-48 hours). They get an email with their acceptance and certificate within 24-48 hours or they would get a refusal with reasons with in the same timelines.</i></p> <p><i>The improvement would be to have a written policy.</i></p>		
14a	Do you provide information on what documentation of qualifications must accompany an application?	<p>Yes</p> <p>http://nsphysio.com/resources/Pre-Registration+Checklist+for+IEPT+2017.pdf</p> <p>http://nsphysio.com/resources/Registration+Checklist+2017.pdf</p>	Level 2	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	<p><i>We request notarized copy of degree and detail what each of the documents are in our Registration Guide</i></p> <p><i>The Alliance does do document verification and details it in the Credentialing Policies #2.3, #2.4, and #2.7</i></p> <p>See: http://www.alliancept.org/becoming-credentialled/credentialling-policies/</p>		
15	Do you provide information on the steps in the registration process	<p>Yes</p> <p>http://nsphysio.com/Registration.html</p>	Level 3	7(c), 16(3)(a), 16(3)(b)

	including supporting documentation required at the various steps?			
16	Do you accept alternative information if required documents cannot be obtained for reasons beyond the applicant's control (i.e. a sworn statement in lieu of full documentation)	<p>Yes</p> <p><i>We accept passports instead of birth certificate/pictures, and letter with seal from university confirming course completion prior to convocation, or letter with seal confirming convocation. Information on documents that we accept is provided, in detail, in the NSCP Registration Guide.</i></p> <p><i>The Alliance does have a process in place, but does not post it so as not to encourage abuses of the system, and because these are dealt with on an individual basis. See the Credentialling Guide for further information:</i></p> <p>http://www.alliancept.org/becoming-credentialled/credentialling-guide/</p>	Level 3	9(b), 16(3)(c)
17	What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?	<ul style="list-style-type: none"> ✓ Obtaining original documents ✓ Verification of credentials ✓ Identifying and participating in gap training <p>Access to qualifying exam</p> <ul style="list-style-type: none"> ✓ Language proficiency or professional technical language <p>Other (please specify</p>	N/A	6, 9(b), 16(3)(c)
18a	Do you have a process for which requests for access documentation related to registrations are considered?	<p><i>Yes, they call and ask for them.</i></p> <p><i>We do not have a process as the only documents we have, are the ones members have submitted.</i></p> <p><i>The Alliance assigns each applicant a credentialing officer with whom they communicate about their documents file etc., by either phone or email. and they have processes for Appeals for Reconsideration and for File Review.</i></p>	Level 2	12, 16(3)(j)
18b	Is this made available to applicants?	<i>Applicants are all told to contact the office anytime they have questions or concerns. They can access their registration file anytime with a phone call.</i>		
18c	What information may you exclude?	N/A		
18d	Do you charge a fee?	<i>No, we do not.</i>		

19	Does your Act include an authority to conduct an internal review of the registration decision?	Yes <i>Reference section 20-28 on Registration in the Physiotherapy Act.</i>	Level 3	7(a)
20	Do you have a regulation or by-law that defines the internal review process?	No <i>It is in the body of the legislation. reference section 20-28 on Registration in the Physiotherapy Act.</i> <i>And we have an Appeals Process</i> http://nsphysio.com/resources/Appeals+Policy+and+Procedure+2017.pdf	N/A	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<i>Included with a registration decision</i>	Level 1	7(a), 10(1)
22a	Do you have an internal review process and procedures document (policy document)?	<i>Our Appeals Policy</i>	N/A	7(a), 10(1)
22b	Does this include time frames for the internal review?	<i>No, it would be difficult to predict a length of time for investigation as each case is different. But as in all cases it would be the most expedient and reasonable time taken.</i>		
23a	With regards to the internal review process you make available to applicants that are not granted registration: summarize the	<i>There is a formal appeals process policy on the website and the policy policy is included with the results letter.</i> <i>Once the request for review is received, the Chief Executive Officer will appoint a member of the Registration Review Committee to chair a Review Panel and appoint one other member to the panel. No member of the Review Panel shall have participated as a reviewer or sponsor with respect to the applicant's application or nor should they have any other conflict of interest with respect to the appellant or the appeal issues.</i>	Level 3	7(a), 10, 16(3)(m)

	process of the internal review.	<i>The panel will review the file information from The Registrar's office, and the new information provided by the applicant to determine if further information is needed. They will participate in interviews and gather information as needed. Following that they will review all the material and make a decision on the Appeal issues. They will then review and approve the written Appeal report. And it will go back to the applicant.</i>		
23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<i>Applicants are given the opportunity and instructions within the results letter. They are always told to send a letter requesting a review to the Board of Directors along with any supporting documents.</i>		
23c	Specify the format for the internal review submission	<i>Written</i>		
23d	What is the timeline for submitted supporting evidence?	<i>Days to Weeks The process is not deemed complete without all information received and reviewed..</i>		
24a	Are the results of the internal review made available to applicants in writing with reasons?	<i>Yes</i>	Level 2	
24b	In what timeframe are the results of the internal review made available to applicants?	<i>I would expect not later than 1-2 months, but likely within 1-2 weeks.</i>		7(a), 10(3)
24c	Are these timelines communicated?	<i>No, as they are difficult to predict depending on availability of information.</i>		
25	Have individuals who make internal review decisions received	<i>For us the Board members are trained during orientation but not specifically for internal reviews.</i>	N/A	7(a), 11, 16(3)(p)

	appropriate training?	<i>The Alliance staff is highly trained and educated in the process. Typically the staff in that area are hired based on their background and training.</i>		
26	Do you have a prohibition that states that ‘no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review?	<i>Yes</i>	Level 3	7(a), 10(5), 16(3)(n)
27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	<i>No</i>	N/A	7
28	Has your organization experienced any unintended consequences—defined as an unintended negative impact on labour market, economic, social or other condition—arising as a result of the implementation of Chapter 7 of the Agreement	<i>No</i>	N/A	3

	on Internal Trade?			
29	Does your legislation and/or regulations include labour mobility provisions (i.e. the ability to accept applicants already certified in another Canadian jurisdiction regardless of the requirements in the previous jurisdiction?	<p><i>No</i></p> <p><i>We had no restrictions to begin with beyond the PCE, and that is the norm in all provinces but PQ now. We hope to address the PQ difference in our revisions over the next 12 months.</i></p> <p><i>For now we are included by provincial legislation.</i></p>	N/A	Ch. 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	<p><i>Yes</i></p> <p><i>We compare regularly as part of the Alliance membership, as well as we share changes in accordance with the AIT.</i></p>	N/A	3, Ch. 7, CFTA
31a	Has your organization made any changes to the occupational standards in your legislation, regulations and/or by-laws (i.e. entry to practice standards, continuing education requirements, codes of ethics)	<i>No</i>	N/A	3, Ch. 7, CFTA

	within the last two years?			
31b	If yes, did you work with the Labour Mobility Coordinator or a Provincial Government representative to complete an AIT notification (i.e. notification form sent prior to approval that informs other Canadian jurisdictions of the proposed change)?	<i>No, we have not, but we aware of the forms as indicated in the previous answer.</i>		

FRPA Action Plan

In accordance with the *Fair Registration Practices Code*, the FRPA Action Plan outlines the measures that NSCP has agreed to take before the commencement of the FRPA Compliance Review in 2019.

#	Action	FRPA Reference	Outcome	Timeline
1	<ul style="list-style-type: none"> create additional links for IEPTs on website: <ul style="list-style-type: none"> FRPA Review Office RPL and Labour Mobility Unit IEPT bridging program A visual pathway to licensure A location for feedback on the website 	16(3)(a) 16(3)(g)	<ul style="list-style-type: none"> this work is “in progress.” 	three months
2	<ul style="list-style-type: none"> discuss website design, best practices with Alliance of Physiotherapy Regulators, such as: <ul style="list-style-type: none"> tracking “hits” feedback buttons tracking feedback 	16(3)(g) 16(3)(i)	<ul style="list-style-type: none"> The Alliance completed a new website in May. NSCP will consider existing policies and 	ongoing

	<ul style="list-style-type: none"> ○ plain language/accessibility analysis ○ developing policy, procedures around responding to user feedback and making regular updates ● report back to Review Office re. next steps 		funding for website revisions.	
3	<ul style="list-style-type: none"> ● develop, or provide additional links (in plain language) to, pre-arrival supports for Internationally Educated Medical Professionals, such as: <ul style="list-style-type: none"> ○ orientation to the Canadian Health Care System, Culture and Context ○ bridging programs and gap training 		<ul style="list-style-type: none"> ● NSCP will research and update links and their location. 	6 months
4	<ul style="list-style-type: none"> ● ensure fee schedule is clearly documented and encompasses every stage in the registration process 	16(3)(d)	<ul style="list-style-type: none"> ● completed 	
5	<ul style="list-style-type: none"> ● develop policies and procedures related to applications submitted by individuals who are certified in other Canadian jurisdictions (per Agreement on Internal Trade) ● document on website 	3, Ch. 7 (AIT)	<ul style="list-style-type: none"> ● completed 	
6	<ul style="list-style-type: none"> ● develop policies and procedures regarding the provision of training of decision-makers (see also College of Physiotherapists of Ontario): <ul style="list-style-type: none"> ○ unconscious bias ○ conflict of interest ○ scope of responsibility ○ good governance, obligations, conduct and consequences 	16(3)(i)	<ul style="list-style-type: none"> ● NSCP will develop policies on training decision makers beyond our present orientation ● NSCP will be in contact with the Alliance for its Administration policies on training 	12 months

	<ul style="list-style-type: none"> ○ confidentiality ○ information on the Canadian Alliance of Physiotherapy Regulators' credentialing and examination services ○ equity and diversity ○ applicant requests for special consideration 			
7	<ul style="list-style-type: none"> • develop policies and procedures re. provision of written responses, including timelines 	16(3)(l)	<ul style="list-style-type: none"> • NSCP will work on policy development 	12 months
8	<ul style="list-style-type: none"> • provide FRPA Review Officer with an outline of the role of third-party assessor at every stage of the assessment process • submit MOU to FRPA Review Office • submit template to third-party assessor for letter which communicates exam/credential assessment results to applicants and contains information on the internal review process • submit required documentation to FRPA Review Office 	7, 16(3)(g) 16(3)(i)		Ready by Next Review
9	<ul style="list-style-type: none"> • develop policies and procedures around the submission of alternative documentation by applicants and document on website 	9,16(3)(c)	<ul style="list-style-type: none"> • NSCP has followed-up with the Alliance, and a policy has been provided to the FRPA Review Office. 	completed
10	<ul style="list-style-type: none"> • develop a policies and procedures regarding the internal review process and make available to applicants. Specifically, regarding: <ul style="list-style-type: none"> ○ credential assessment ○ examinations ○ submission of request ○ composition of appeals committee—with the provision that “no one 	7(a), 10(1)(3)(4)(5), 16(3)(g)(i)(m)(n)(o)(p)	<ul style="list-style-type: none"> • Policies related to credentialing, examination and decision appeals have been completed by the Alliance and are available on its website. • NSCP will develop policies for the procedures related to our registration 	18 months

	<p>who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review” 16(3)(n)</p> <ul style="list-style-type: none"> ○ training received by individuals who make internal review decisions ○ provision of results of the internal review (i.e. written with reasons) ○ timeframe in which results of the internal review are shared with applicant 		<p>process. Time frames are difficult to set as we have never had an internal review to use as a precedent.</p>	
11	<ul style="list-style-type: none"> • incorporate appeals process in new legislation 	6, 16(3)(m)	<ul style="list-style-type: none"> • As government allows for revision 	36 months
12	<ul style="list-style-type: none"> • include a labour mobility provision in new legislation 	3, 16(3)(a)	<ul style="list-style-type: none"> • As government allows for revision 	36 months

Disclaimer

The Nova Scotia College of Physiotherapists (NSCP) hereby declares that the information contained in this report is a true and accurate representation of current registration practices of their organization.



Registrar

November 1, 2017

Date

Appendix

- ✓ FRPA Fair-access Guidelines
- ✓ copy of blank application form
- ✓ rejection letter template
- ✓ NSCP Registration Guide
- ✓ NSCP Appeal Policy
- ✓ Alliance Credentialling Policy
- ✓ Alliance Appeal Policy

Fair-access Guidelines

The objective of the FRPA Review Process is to support continuous improvement. Fair-access Guidelines offer a benchmark and a transparent measure against which the registration practices of NS regulating bodies can be measured. The guidelines are subject to change as requirements and standards change.

There are two ways to measure each FRPA review question:

- i. assess the levels of compliance as outlined in the Act. Level 1 is the lowest level of compliance, level 2 is an average level of compliance, and level 3 is the highest level of compliance.
- ii. set a priority level for how important each review question is. Prioritization enables the FRPA Review Office to consider the circumstances of the regulating body, including the capacity of the regulating body to meet its obligations under the Act, the degree of public risk involved and the registration year of the regulating body throughout the assessment and strategic planning process.

16(3)(a) **requirements for registration**

Level 1 – internal policy not made available to applicants, general information not broken into steps

Level 2 – public policy made available to the applicant, step by step process indicates where an applicant needs to supply information

Level 3 – legislation or regulation/by-law, and policy made available to the applicant, step by step process indicates where an applicant needs to supply information, pathway to licensure

16(3)(b) **an explanation of how the requirements for registration are to be met**

Level 1 – criteria is made available to the applicant verbally but no supplemental documentation provided, general information not broken into steps

Level 2 – criteria is documented and made available to the applicant, step by step process indicates where an applicant needs to supply information

Level 3 – criteria is documented and made available to applicants, criteria outlines all assessment methods to be used and what competencies are being assessed by each method, applicants know the required standards that they will be assessed to, step by step process indicates where an applicant needs to supply information, pathway to licensure

16(3)(c) **acceptable alternative information to be provided by an applicant who cannot obtain documentation of qualifications for reasons beyond the applicant's control**

Level 1 – on a case by case basis

Level 2 – examples documented, process not clearly laid out or documented

Level 3 – examples and process clearly documented

16(3)(d) the fees charged for registration

Level 1 – policy outlining fees to be paid by applicants during the registration process does not exist or is not documented, documents made available only upon specific request

Level 2 – policy exists describing fees to be paid by application during the registration process

Level 3 – in legislation or regulation/by-law, and policy made available to the applicant

- information will be collected as a requirement of the annual data collection
-

16(3)(e) copies of blank application forms for registration

- relevant documents will be provided for assessment during the FRPA Review
-

16(3)(f) the number of completed applications received and the number approved or rejected

- information will be collected as a requirement of the annual data collection
-

16(3)(g) how the requirements for registration are made available to potential applicants

Level 1 – paper forms and information made available to applicants via regular post, telephone, no website

Level 2 – e-mail forms and information, telephone, forms and information can be downloaded from a website to be e-mailed/faxed/mailed in after completion, website is not up to date, website content is not written in plain language, does not have links for international applicants, does not contain all forms and guidelines

Level 3 – automated, on-line form on website is easily accessible on a website, process in place for applicants to track application status, website content is reviewed for accuracy and updated annually, website is in plain language, website is easy to navigate for international applicants, website contains all forms and guidelines

16(3)(h) a description of existing accommodation practices for applicants with a physical disability or mental disability

Level 1 – on a case by case basis

Level 2 – examples documented, process not clearly laid out or documented

Level 3 – examples and process clearly documented

16(3)(i) **an outline of the role of third-party assessors – how they adhere to General Duties of the Regulatory Body as outline in the Act**

Level 1 – regulatory body representation as a member of the 3rd party organization (e.g. board member) therefore kept informed

Level 2 – regulatory body representation as a member of the 3rd party organization with an unofficial, but documented agreement for the 3rd party to comply with FRPA

Level 3 – regulatory body is a member of the 3rd party organization with an official signed agreement, have a point of contact with the 3rd party

16(3)(j) **a description of the process under which requests for access to records are considered**

Level 1 – on a case by case basis, not documented

Level 2 – process documented

Level 3 – process clearly documented and made available to applicant

16(3)(k) **information about any support the regulating body provides to applicants during the registration process**

Level 1 – no supports provided

Level 2 – multiple types of supports exist but not well defined (e.g. links to ISIS and Careers Nova Scotia)

Level 3 – well defined and communicated (e.g. links to ISIS and Careers Nova Scotia)

16(3)(l) **information about the length of time, commencing from the date of receipt of a completed application, that the registration practices for that regulating body usually take**

- information will be collected as a requirement of the annual data collection
-

16(3)(m) **a description of the internal review process available to applicants who are not granted registration, including opportunities provided to an applicant to make submissions respecting such review**

Level 1 – process not documented

Level 2 – process documented but not readily available to applicant

Level 3 – process documented and made available to the applicant

16(3)(n) **a statement that no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review**

- compliant or non-compliant
-

16(3)(o) **the number of internal reviews carried out in the reporting period and the timelines for making decisions on those reviews**

- information will be collected as a requirement of the annual data collection
-

16(3)(p) **a description of the training provided to individuals who make internal review decisions**

- compliant or non-compliant
-

16(3)(q) **provision of details concerning individuals qualified outside of the Province**

- i. the number of applicants who received their qualifications outside of the Province but within Canada and a listing of the provinces of Canada where such qualifications were obtained
 - ii. the number of applicants who received their qualifications outside of Canada and a listing of the countries where such qualifications were obtained
 - iii. the number of applicants identified above accepted and rejected for registration during the reporting period.
- information will be collected as a requirement of the annual data collection
-

PLEASE MAKE REMITTANCE PAYABLE IN
CANADIAN FUNDS TO THE NOVA SCOTIA
COLLEGE OF PHYSIOTHERAPISTS

Annual Registration \$420.00 ☐

3 Month Registration \$210.00 ☐



REGISTRANT CATEGORY

Practicing ☐
3 Month Practicing ☐
Non-Practicing ☐
Sponsored ☐

APPLICATION FOR REGISTRATION

For Office use only: Approved ☐ Date: _____ Initials: _____
Rejected ☐ Date: _____ Initials: _____
Missing Info: _____ Reg. # 00 _____

Name: _____

Surname

Given Names in full

Address: _____

Street Address or PO Box

Town/City

Postal Code

Country

Telephone # _____ Email Address: _____

Language Proficiency: English ☐ French ☐ Other (please state) _____

Birth Date: _____ D/M/Y **Gender:** Male ☐ Female ☐ Other ☐

Eligibility: CITIZEN ☐ IMMIGRANT ☐ WORK VISA ☐

Current Member of CPA Yes ☐ No ☐

Malpractice Insurance: CPA ☐ Hosp. ☐ Other ☐

(Enclose proof of coverage for each)

Employment Status in NS:

Seeking employment ☐

Accepted position: ☐

Employer Name: _____

Site: _____

Employee ☐ Self-employed ☐

FT ☐ PT ☐

Start Date: _____

Qualifications:

QE completed Yes ☐ No ☐

Registered for the Clinical (PNE) Yes ☐ No ☐ PCE Completion Date _____

Year of Graduation PT Program: _____ Year of Initial PT Registration: _____

Physiotherapy Education

Title	√	Year	Institution	Province/ Country
Diploma				
Baccalaureate				
Masters (Entry)				
Masters (Clinical)				
Doctorate				

Other Education

Degree Title	Year	Institution	Province/ Country

Previous RegistrationIn Nova Scotia Yes ☐ No ☐ Dates _____ Practicing ☐ Non-Practicing ☐ Provisional ☐

Jurisdiction last registered in: _____

Province/ country

Month/Year

Place of employment

Concurrent RegistrationYes ☐ No ☐Practicing ☐ Non-Practicing ☐

Jurisdiction(s) concurrently registered in: _____

Province/ country

Month/Year

Place of employment

Employment for the past five years

Year	Place									
Practice Hours										

PAYMENT:
☐ Cash **Master Card** ☐
☐ Cheque **Visa** ☐
Card # _____
EXP Date _____

Name on credit card if different than above: _____

AFFIDAVIT:

I, _____, hereby certify that I am not presently subject to any out standing penalty or condition respecting a finding of professional misconduct, incompetence or incapacity, and that I am not the subject of a current inquiry or proceeding respecting my practice as a physiotherapist in any other jurisdiction.

I swear that the information given in these registration documents is true, correct and complete to the best of my knowledge.

I hereby give the Registrar permission to contact the Registrar in any of my previous jurisdictions to verify my information, and I have attached the names and contact information of 3 references.

Signature of applicant_____
Date

I would like to receive my publications and correspondence from the College by: ☐ Email at _____
or ☐ Mail at ☐ Home ☐ Work

REFERENCES:

First and Last Name	Contact Phone Number

[date]

Ref. #: xx-8202-xxxx

TitleFirstNameLastName

address

city, province postal code country

Dear [Title Last name]:

Re: Assessment of Educational Credentials and Qualifications

The Canadian Alliance of Physiotherapy Regulators (The Alliance) has finished assessing your eligibility to take the Physiotherapy Competency Examination (PCE) based on the documentation you submitted. We determined that you did not meet our requirements and are not eligible to proceed with our process. Further details follow below.

We base our credentialing process on the following principles:

- We judge all applicants, regardless of where they received their physiotherapy education, by the same objective criteria.
- We base our judgments about the equivalence of education upon criteria that are relevant to the practice of physiotherapy in Canada and that protect the public's safety.
- In all provincial and territorial jurisdictions in Canada, physiotherapists are self-regulated professionals. Registered physiotherapists can work as primary care practitioners. They work in independent practice, without the referral of a physician. They perform assessments, make physiotherapy diagnoses and prescribe physiotherapy treatment.
- The education and experience of physiotherapists who are licensed or registered in Canada prepares them for independent patient assessment and evaluation.
- Entry-to-practice physiotherapy programs in Canada are delivered through accredited universities which grant degrees. The programs use a research-based inquiry model and place a high emphasis on assessment, evaluation, patient-centred care, interpretation and planning.
- We do not require internationally educated applicants to meet different or higher standards than those required of physiotherapists from accredited Canadian physiotherapy educational programs.

We have reviewed your documents and the documents we received from your school. As part of our assessment, we compared the level of your physiotherapy education to the physiotherapy education offered in Canada. We require university-level education equivalent to at least a bachelor's degree in physiotherapy that prepares you for entry to practice as a physiotherapist. An education assessment agency determined that your "[name of PT diploma] compares to a three-year post-secondary diploma with a focus in physical therapy." Therefore, we consider your education to be substantially different from that of a Canadian educated physiotherapist. We have denied your application.

Date: [date]
Ref. #: [07-8202-xxxx]
Name: [name]

We cannot help you to meet our minimal requirements. However, I have enclosed a list of accredited Canadian universities that offer physiotherapy programs should you be interested in pursuing a physiotherapy education in Canada.

Please contact our office if you have any questions.

Yours truly,

Hervé Jodouin,
National Director, Credentials and Examinations
Canadian Alliance of Physiotherapy Regulators

Encl./

Registration in Nova Scotia

A Guide for New Applicants



REGISTRATION FORM DATA

Please enter the personal data as requested.

Surname

Enter your last name as you use it in your practice.

Given Names

Enter your given names as you wish them to appear in the Register.

If you prefer to use your middle name then please provide your name as follows:

Susan Jane Doe = S. Jane Doe or Susan Jane Doe.

If the name you are registering under is different from that on your qualifications then you must provide a copy of marriage certificate, divorce decree or legal name change document.

Home Address = Home Mailing Address + Civic Address (if different)

The college does not release your home address unless it is also your work address.

Please provide complete home address information including civic address and mailing address if different and you must provide your mailing address postal code.

Email Address

Most of the College communication with members is done through email. Please provide the email address where you prefer to receive information from the College.

Language Proficiency

Please indicate here which language(s) you are able to provide service in. With your consent this may be provided to members of the public looking for service provided in a specific language.

Birth Date

Please enter in the format: day/month/year

Eligibility

To register with the College you must be eligible to work in Canada. To verify this you must provide one of the following: a copy of your birth certificate if you are a Canadian citizen;

a copy of your permanent resident card if you are a landed immigrant of Canada or a valid work permit.

Malpractice Insurance

To register with the College you must carry malpractice insurance with no deductible, in the amount of at least \$5,000,000.00 for any one occurrence and for the policy year. This may be obtained through your employer or by you individually. Checking here indicates compliance.

Qualifications

To register with the College you must meet the minimum qualifications as stated in the Act. You must have a minimum of a Baccalaureate or equivalent degree in Physiotherapy and, if not registered to practice in a Canadian province on or before March 22, 1999, you must have completed the Physiotherapy National Exam (PCE). In Nova Scotia we will register you under a Sponsored license only if you have successfully

completed Part 1 (written) of the exam and are registered for Part 2 (clinical) of the exam. Please include the date of the exam you are registered for.

Employment Status in NS

It is important that we know your employer, employment status and your start date in order to issue your license under the proper classification. It is an easy process to change this when your employment status changes. We post member lists and employers so it is important to keep this information current.

Physiotherapy Education

List your physiotherapy education in this section. Include the year of graduation, the name of the academic institution and the location of the academic institution. You will need to enclose a notarized copy of your degree to verify your educational qualification.

Other Education

List your other degrees in this section. Include the degree title, year of graduation, the academic institute and the location of the institute.

Previous Registration

If you were registered in Nova Scotia previously let us know here. List the jurisdiction you were last registered in and you will need to enclose a Letter of Good Standing from that jurisdiction verifying your registration there. We reserve the right to contact up to 3 previous jurisdictions.

Concurrent Registration

List any other jurisdiction in which you presently hold a valid license. List your employer if you are working concurrently.

Employment for the past five years

In Nova Scotia we require 1200 practice hours in the previous 5 years to maintain competency and licensure. (This only applies if in fact you have been working 5 years). List the year, province/place and the number of practice hours for each of the preceding years up to 5 years.

Practice Hours

"PRACTICE HOURS" are those hours which you have worked. They do not include holidays, LOA, vacation or sick leave. We also record "OTHER HOURS" such as: volunteering that is physiotherapy related, and time spent in professional activities such as on the College Board or committees or professional association committee work. These are considered part of the practice hour totals.

Fees

All fees are payable in Canadian funds and we accept cash, cheques, MasterCard and Visa card. Please fill in all the pertinent data with regard to payment type and credit card information if applicable.

Affidavit

You must fill in your name, read carefully and sign and date the affidavit in order to complete the registration process. Failure to fully disclose could lead to a suspension of your license.

References

The listed references may be contacted to verify information during the processing of the registration

REGISTRANT CATEGORIES

In Nova Scotia we have 2 Registers in which we record the members. We have a General Register for the active registrants, and a Defined Register for those with restrictions on their License.

In the General Register you will have a Practicing or Non-Practicing classification. (Refer to definitions for further clarity)

Practicing

Practicing (3 month)

Practicing (Sponsored)

Practicing (3 month Sponsored)

Non-practicing in NS

Non-practicing (LOA)

Non-practicing (Seeking Employment)

GENERAL INFORMATION

Fees

If you are not a current registrant of the Nova Scotia College of Physiotherapists, you are required to submit the appropriate application fee for your registration category. (See fee box in the top left corner of the Registration Form). There is no additional fee for new applications.

Incomplete Forms

We will start a file as the registration documentation arrives, but until the file is complete and all the required documents are received in the office, we will not begin to process the application.

Copy of Degree

A notarized copy of your degree must be submitted with the application form. This requires the services of a notary public to certify the copy as a true copy of the original.

In some circumstances we will accept, on a temporary basis only, a letter from the accredited Canadian institution where the degree will be granted, verifying the registrant's potential graduation from the program. This will suffice **only until the actual copy of your degree is available.**

Processing time

Please allow 3-5 business days for a completed file to be processed.

Confirmation

Confirmation of the completion of the registration process will be emailed to the applicant along with a receipt for fees paid, a Certificate of Licensure and a request for a response from you to confirm accurate email contact information.

Privacy

The personal information collected on the Registration form is used by the NS college of Physiotherapists for regulatory purposes (registration and identification of registrants, administration of the Act and Regulations and the operation of the College). Aggregate and de-identified statistical information is shared for human resource and demographic studies. The College does not sell this information or provide it to commercial entities for marketing. See the complete version of our privacy code on the NSCP website http://nsphysio.com/Privacy_Policy.html

Forms

Any of the forms that are required for registration are available on the website. In addition to the registration forms you will also find under Download Forms, a form to request a Letter of Good Standing, and forms for notification of any changes in your personal information on file.

Use of Title

In Nova Scotia the Physiotherapy Act 1998, c.22, s.2 defines a physiotherapist or physical therapist as a person licensed to practice physiotherapy in NS pursuant to the Act. This means that the ability to use the title is a privilege granted to registrants of the NS College of Physiotherapists who have proven they have the required educational qualifications, knowledge and skills to practice the profession. The Act goes even further (1998, c.22, s.34) and states that no person, other than a physiotherapist who holds a license, shall practice physiotherapy or assume title or

description implying entitlement to practice physiotherapy. This means that if you are not a licensed physiotherapist in NS you cannot call yourself a physiotherapist, practice physiotherapy or offer physiotherapy services of any kind. Use of title is not permitted when a registrant is practicing outside the scope of practice for physiotherapy in Nova Scotia.

How to use Title

The standard for use of title for a physiotherapist in Nova Scotia is that for all correspondence related to patient care or discharge of professional duties, the protected title of PT or Physiotherapist shall immediately follow the name to indicate professional designation. Any academic credentials will be written on the line below.

E.g. Jane Smith PT
BSc., MSc.PT.

Accredited Canadian Physiotherapy Programs

The NS College of Physiotherapists recognizes the accredited physiotherapy education programs from Canadian educational institutions. For a current list of accredited programs in Canada go to <http://www.peac-aepec.ca/>

Internal Review/Appeals Process

Review and appeal mechanisms exist for final registration decisions. The Credentials Committee of the Nova Scotia College of Physiotherapists (NSCP) will review applications upon request of the applicant. This committee is made up of a public member and an NSCP Board member.

This committee has the authority to review decisions of the Registrar and ratify, vary or vacate the license.

Applicants can access documents concerning the decisions made in their registration decision by submitting a request in writing to the Registrar.

REGISTRATION APPEAL

If the applicant is not satisfied with the decision of the Registrar, he/she may appeal the registration decision to the Registration Review Committee (aka Credentials Committee).

- The applicant shall forward written reasons for his/her Appeal, together with any additional information the applicant wishes the Review Committee to consider.
- The request for Review must be received in College office to the attention of the Chief Executive Officer within thirty (30) days of the date of the Registration Decision.
- Upon receiving written notice of an Appeal, the Chief Executive Officer will appoint a member of the Registration Review Committee to chair a Review Panel and appoint one other member to the panel.
- The Review Panel may request legal counsel if, in the opinion of the Panel members, in consultation with the CEO, there are issues that require legal input to ensure appropriate disposition of the Appeal. No member of the Review Panel shall have participated as a reviewer or sponsor with respect to the applicant's application or nor should they have any other conflict of interest with respect to the appellant or the appeal issues.

Terms of Reference for Review Panel

Composition Each Review Panel will consist of:

- Chair, selected by the Chief Executive Officer based on background and experience relative to the Appeal issues
- 1 other member selected for their background and experience relative to the Appeal issues Recruitment and Appointment.
- The Panel is dissolved on completion of the Review Report.

Roles and Responsibilities

- Review the file information from The Registrar's office
- Participate in teleconference(s) as scheduled to discuss the information provided
- Determine if further information needed
- Participate in interviews, gather information as required or direct staff to gather information as needed
- Make a decision on the Appeal issues
- Review and approve the written Appeal report
- Maintain confidentiality of all materials, discussions and decisions.

CANADIAN ALLIANCE OF PHYSIOTHERAPY REGULATORS

Credentialling Policies

February 25, 2013

Revised May 9, 2013

Revised September 24, 2013

Revised May 8, 2014

Revised October 27, 2014



Katya Masnyk,
Chief Executive Officer
Canadian Alliance of Physiotherapy Regulators

Contents

2.1 Credentialling Standards	3
2.2 Language Proficiency Policy	4
2.3 Fraudulent/Irregular Documents and Cheating	6
2.4 Notarized Copies	7
2.5 Translated Documents	8
2.6 Incomplete Applications.....	9
2.7 Graduation Verification.....	10
2.8 Distance Learning	10
2.9 Expiration of Credentialling Results	12
2.10 Supervised Clinical Practice Hours	12



2.1 Credentialling Standards

Date Approved: November 30, 2012

Date Effective: February 25, 2013

Date Revised: May 9, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: This policy has been designed in accordance with the *Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications* principles of fairness, transparency, timeliness, and consistency, and in consideration of the minimum required standards of physiotherapy programs offered in Canada.

Purpose

The credentialling process involves comparing an internationally educated physiotherapist's education and credentials to that of a Canadian-educated physiotherapist in order to determine if there are substantial differences in the qualifications that would prevent the internationally educated physiotherapist from being eligible for the Physiotherapy Competency Examination (PCE).

Policy

In order to determine if an internationally-educated physiotherapist's training is substantially equivalent to that offered in Canada, the following five criteria must be met:

Criterion 1: Verification of identity through authentic and valid documentation

Identity shall be checked and verified in accordance with the guidelines specified in the *Credentialling Application Process Guide*. If identity documentation or any other documentation is found to be irregular or fraudulent, the credentialling application shall be closed in keeping with Alliance Policy 2.3 Fraudulent/Irregular Documents and Cheating.

Criterion 2: Completion of a university level, entry-to-practice degree in physiotherapy

Completion of a university level, entry-to-practice degree (or credential by another name) in physiotherapy, awarded by a recognized institution authorized to issue credentials equivalent to a degree in Canada is required. Diplomas awarded by a non-university institution may be accepted if assessed and determined to be equivalent to at least a Bachelor's degree in Canada.

Criterion 3: Successful completion of a minimum of 1025 hours of supervised clinical education

As part of their university level, entry-to-practice degree in physiotherapy, credentialling applicants must have received at least 1025 hours of supervised clinical education, with at least 100 hours in musculoskeletal, 100 hours in neurological and at least 40 hours in cardiorespiratory conditions. This is sometimes called supervised clinical practice, or clinical internship, or clinical placement or practicum.

The number of hours (1025) is the minimum standard for Canadian physiotherapy programs as set by Physiotherapy Education Accreditation Canada.

Criterion 4: Fluency in English or French

The Alliance requires that most internationally-trained physiotherapy students undergo mandatory language testing from one of the Alliance's approved testing organizations. Applicants who have completed their physiotherapy education in certain countries are exempt from language testing. Please see Policy 2.2 Language Proficiency for details.

Criterion 5: Knowledge of the practice of physiotherapy within the Canadian healthcare system

The Alliance requires that all applicants to the credentialling process take a course in the 'Context of Physiotherapy Practice in Canada'. This course must include a formal method of assessment that tests students on the course content. Information on Context of Physiotherapy Practice in Canada courses will be sent to the Applicant after the applicant's credentialling application has been processed.



2.2 Language Proficiency Policy

Date Approved: September 14, 2012

Date Effective: April 4, 2013

Date Revised: September 24, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: As part of the Canadian Alliance of Physiotherapy Regulator's obligation to maintain high standards of quality and safety in physiotherapy practice, all internationally-trained physiotherapists must demonstrate proficiency in English or French as part of the credentialling process. This will ensure that therapists licenced by the Alliance's members will have the language skills necessary to conduct their practice safely and effectively.

Purpose

To clarify the language standards required by the Alliance to demonstrate minimum language proficiency.

The Alliance encourages all applicants to check with their regional regulatory organization as each organization may have different language requirements. This is especially true if the applicant is applying for a license as a French speaking physiotherapist in Quebec or New Brunswick.

Policy

- 1) To become licensed or registered, an applicant must be fluent in either English or French. If they completed their entry-to-practice physiotherapy education (both classroom and clinical portions) in Australia, United States of America, New Zealand, Republic of Ireland, South Africa, United Kingdom or France they do not need to complete a language proficiency test. If they completed their entire primary and secondary school education in Canada, they do not need to complete a language proficiency test.

- 2) Applicants from other international jurisdictions must complete all four components (writing, speaking, listening and reading) of one of the following language proficiency tests:

Written evidence of completion of Test of English as a Foreign Language (TOEFL) based on the minimum scores in the following table

Minimum Required Scores:

TOEFL Component - Internet-Based Test (iBT)	Minimum Score
Listening	21
Structure/Writing	21
Reading	21
Speaking Test	21
Overall Score (not cumulative)	92

OR

An average score on the CanTEST (standardized English proficiency test administered by University of Ottawa in Canada) of at least 4, with no component lower than 4, plus an oral interview rating of at least 4.5.

OR

An overall score of at least 7 on the Academic International English Language Testing System (IELTS). The test must include all components: Listening, Reading, Writing and Speaking.

OR

An average score on the TESTcan (standardized French proficiency test administered by University of Ottawa in Canada) of at least 4, with no component lower than 4, plus an oral interview rating of at least 4.5.

- 3) All scores, total scores and component scores, must meet minimum requirements in one sitting. Scores from multiples sittings cannot be combined to meet the language requirement.
- 4) The language testing agency must submit the official language scores.

- 5) Test results must be less than two years old when the language scores are submitted to The Alliance directly by the language testing agency.
- 6) The Alliance can begin credentialling assessments before receiving proof of language proficiency in English or French, but cannot complete the assessment or distribute the Final Results Letter until proof of language proficiency has been provided.



2.3 Fraudulent/Irregular Documents and Cheating

Date Effective: February 25, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: This policy has been designed in accordance with the *Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications* principles of fairness, transparency, timeliness, and consistency, and in consideration of the Alliance core values of protecting the public interest.

Purpose

To promote safety and quality of physiotherapy in Canada, all documents and test results submitted to the Alliance as part of the credentialling process will be checked to confirm that they are valid and authentic.

Policy

All documents and test results submitted to the credentialling process by an applicant or on his or her behalf will be examined by a credentialling officer to confirm that they are authentic.

Fraudulent/Irregular Documents or Cheating

If a credentialling officer has reason to believe that documents or results are forged, fraudulent, altered, irregular, or involved cheating, then the Alliance shall investigate. The applicant will be contacted to verify the information. If the applicant cannot provide a satisfactory explanation, the file will be closed. All documents received become the property of the Alliance, and the Alliance will notify the applicants or their representative and the credentialling agencies the Alliance is partnered with. The Alliance also reserves the right to inform its member Canadian regulators and the educational institution that supposedly issued the credentials.

If an application has been closed due to the finding of an irregular document or cheating, then the applicant is allowed to appeal the finding through the Administrative Reconsideration/Appeals process. Individual credentialling officers will be able to give instructions should applicants choose to apply for administrative consideration or appeal.

Degree Mills or Diploma Mills

The Alliance does not accept physiotherapy credentials from 'degree mills' or 'diploma mills'. Degree mills use names of non-existent universities, or establish a university without proper authorization, to sell documents that are not backed by appropriate study or examinations, and diploma mills sell documents not backed by appropriate study or examinations and operate without the supervision of a state or professional agency. Applicants found to possess physiotherapy credentials from such institutions will be subject to the penalties above.

If an applicant is found to have cheated or committed fraud in a way that does not impact the documents needed for credentialling, the Alliance will continue the document assessment but will still notify its partners as stated above.



2.4 Notarized Copies

Date Effective: February 25, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: The credentialling process requires the submission of authentic diplomas, degrees or certificates in order to ensure only qualified individuals are deemed eligible to attempt the physiotherapy competency examination. Although original documents are least alterable, the acceptance of these documents can reduce the efficiency of the credentialling process.

Purpose

Issues with storage, security, potential damage to, and the return of original documents result in less efficient processing of applications. The purpose of this policy is to outline acceptable document authentication methods for copies in place of original documents.

Policy

The Alliance does not accept original documents. All documents sent into the Alliance, unless otherwise noted, must be notarized copies of original documents that have been made by a notary public. A notary public is an official who is authorized by the government to certify that copied documents are true copies of the original by applying his or her official signature and seal. A notary public will normally hold the specific title of notary public.

Notary Public is a specialized role that is recognized internationally. The following are NOT EQUIVALENT to a notary public:

- Justices of the Peace
- Commissioners of Oaths

- Commissioners of Declarations
- Embassy Officials
- Pharmacists
- Police Officers

In order to be acceptable to the Alliance a notarized copy must include both the signature and seal of the notary public, along with information such as his or her address and phone number should the Alliance need to contact them.

Alternatives

In situations involving applicants from countries which lack a notary public, the Alliance will find an alternative method to verify copies of original documents, usually through having documents certified by the Canadian Embassy in that country. No applicant will be penalized for receiving their physiotherapy education in a country without a notary public.

The Alliance makes no guarantees concerning original documents it has received, and will consider applications that include original documents instead of notarized copies as 'incomplete'.



2.5 Translated Documents

Date Effective: February 25, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: The Alliance receives documents and applications from all over the world. The credentialling process requires the submission of authentic and true translations into English or French in situations where the documents were not originally produced in either of these languages.

Purpose

As documents in languages other than English or French are often used to determine the competency and training of an internationally-educated physiotherapist, having authentic and dependable translations is necessary to ensure the correct information is considered.

Policy

There are three ways that translated documents can be submitted to the Alliance:

1. Applicants, or their representatives, can have the documents that would normally be acceptable to be received from the applicant (e.g. degree, identity documents) translated by a certified translator and then sent to the Alliance.

2. A university can forward documents translated by that university's official translator, along with the documents in the original language, directly to the Alliance.
3. A university can forward **un-translated** documents, which will then be forwarded to the applicant to be translated by a certified translator and then sent directly to the Alliance.

The Alliance will not accept notarized copies of translations. All translations received by the Alliance must be originals.

Definitions

The Alliance will only accept translations performed by a certified translator, who are usually certified by a government organization, such as the Association of Translators and Interpreters of Ontario. For international translators, the Alliance standard is a translator who has been certified by a member organization of the International Federation of Translators.

In some countries a certified translator may be called an 'official' translator.

For further information, please refer to the *Credentiailling Application Process Guide*.



2.6 Incomplete Applications

Date Effective: February 25, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: Complete documentation is required to assess credentials. Receiving multiple documents separately slows down the credentialling process for all applicants.

Purpose

All applications to the Alliance credentialling program must be full and complete, with all documents required to be submitted by the applicant included in the proper format.

Policy

To streamline the credentialling application process and improve overall response times, applications will not be processed by the Alliance until all materials are received. Credentialling applications must be accompanied by all supporting documentation required from the applicant in order to be accepted. This does not include documents sent to the Alliance directly from schools or language testing agencies. Incomplete applications will be returned to the applicant.



2.7 Graduation Verification

Date Effective: February 25, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: Applicants may have finished all degree requirements and thus be eligible to apply for the credential assessment but may not have the degree in their possession due to the timing of graduation ceremonies. Factors such as this, which are beyond the applicant's control, should not create an unnecessary barrier to the applicant.

Purpose

The Alliance requires verification of an applicant's graduation status prior to processing their application. This is normally provided through the receipt of a notarized copy and translation, where required, of the applicant's degree; however it is possible for an applicant to apply for the credentialling process after he or she has graduated but before receiving a diploma or degree.

Policy

With the Graduation Verification Form or official letter, the Alliance may commence the credentialling assessment prior to receiving the final degree or diploma, but the assessment cannot be completed without the final degree or diploma. Assessment results letters cannot be released until the degree/diploma has been submitted, as the assessment is incomplete without this information.



2.8 Distance Learning

Date Effective: February 25, 2013

Date Revised: May 8, 2014

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: The nature of the profession of physiotherapy requires that physiotherapists gain both clinical and theoretical knowledge and the ability to apply practical skills in the treatment of the patient.

Purpose

Distributed education and distance learning are becoming more common with advancing technology. This policy sets out the position of the Alliance with respect to the use of these approaches in physiotherapy education programs.

Definitions

Distributed education is a broad concept that encapsulates all attempts to move education partway or completely away from the standard concept of a centralized campus. This includes methods such as virtual classrooms or setting up off-site classes.

Distance learning is a subset of distributed education that refers to information-technology assisted learning that occurs between professors and students who are separated by time or space.

Background

Distributed education can make education more accessible, and has been used successfully within Canadian physiotherapy training programs; Physiotherapy Education Accreditation Canada has released a set of standards and guidelines dealing with distributed and distance learning. The most important of these is the principle of *substantive equivalency*, which states that even though there are unavoidable differences between traditional and distributed (including distance) learning, tools must be developed to ensure that students are evaluated equally. While this is possible with theoretical material it would be very difficult for courses that teach clinical material through hands-on experience, and The Alliance has not yet been presented with an example of it being done successfully.

As clinical material is vital to the training of a physiotherapist, the Alliance has concluded that an acceptable entry-level physiotherapy program cannot be taught entirely by distance learning methods.

Policy

It is the position of the Alliance that an entry-to-practice physiotherapy degree cannot be entirely taught by distance learning. Courses in physiotherapy clinical practice must have onsite, in person laboratory components with the presence of an instructor. Additionally, clinical supervised practice placements or practicums must be delivered onsite with direct supervision.

Where an applicant has a recognized entry-to-practice level degree/diploma in physiotherapy, upgrading courses such as bridging or degree completion courses may be accepted if delivered by distance learning where these courses are not clinical practice courses.

This policy is not meant to discourage physiotherapy training institutions from integrating distributed learning components into traditional physiotherapy programs, and should not be interpreted as a stance against distributed learning itself.



2.9 Expiration of Credentialling Results

Date Effective: February 25, 2013

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: The nature of the profession of physiotherapy requires that internationally educated physiotherapists maintain the currency of their skills and knowledge. The time a physiotherapist spends out of practice must also be minimized to ensure a greater chance of success on the PCE and in the profession.

Purpose

It is important that an applicant attempt the exam as soon as possible after they successfully finish the credentialling process. This helps to ensure that an applicant's skills and the Alliance's assessment remain current.

Policy

The results of a credentialling assessment remain valid for a period of two years. A credentialling applicant must address any outstanding issues and attempt the Physiotherapy Competency Examination (PCE) within two years of receiving a credentialling results letter. If an applicant fails to complete their first attempt of the written component of the PCE within this period, their file will be closed.

There are certain cases in which an applicant may be unable to attempt the exam within the two year period, such as financial inability to pay for the exam, or the inability to obtain a visa to come to Canada within the stated time period. Such applicants who have had the validity of their results expire will be required to apply for a New File Review in order to re-assess their eligibility to attempt the exam. A fee shall be charged for a New File Review and the file will be assessed using the most current standards in place at the time of the New File Review. Due to changing standards, there is no guarantee that the applicant will continue to be eligible as a result of the New File Review.



2.10 Supervised Clinical Practice Hours

Date Approved: May 9, 2013

Date Effective: May 9, 2013

Date Revised: October 27, 2014

Scope: This policy applies to all internationally-educated physiotherapists applying to the Alliance's credentialling process.

Principles: Minimum requirements for supervised clinical practice hours are necessary to ensure that clinical practical skills were attained and evaluated and represent the skills expected of a university trained graduate across the scope of practice present in the Canadian healthcare system.

Purpose

To provide clarity regarding the minimum requirements an applicant must have with respect to supervised clinical practice hours.

Definition

Supervised clinical practice consists of supervised and evaluated experience as a physiotherapist-in-training within an entry to practice program, where the student gains practical experience and engages in a range of professional opportunities in various settings, for the purpose of learning and applying physiotherapy knowledge, skills, behaviours and clinical reasoning. Supervised clinical practice does not include academic classroom hours or practice on other students or staff. (Adapted from the 2011 Clinical Education Guidelines for Canadian University Programs.)

Policy

An applicant's entry to practice, university level physiotherapy degree must have a component of supervised clinical practice that consists of:

- A minimum of 1025 hours supervised clinical education in total, with
- A minimum of 100 hours in musculoskeletal, 100 hours in neurological and 40 hours in cardiorespiratory conditions.

Where an applicant has an entry-to-practice, university level degree in physiotherapy, the supervised clinical practice hours may be accepted from the following sources:

- The entry-to-practice, university level degree in physiotherapy from a recognized/accredited university;
- A college program in physiotherapy, whether recognized/accredited or not, but where the hours have been explicitly accepted as transfer credit by the recognized/accredited entry-to-practice, university level degree program in physiotherapy;
- A non-entry-to-practice Master's degree in physiotherapy from a recognized/accredited university.

Where an applicant does not meet the required hours of supervised clinical practice, they may be eligible to address these gaps by having worked hours as a physiotherapist recognized as prior learning when the applicant has:

- A minimum of 820 hours of supervised clinical education in total, and
- A minimum of 80 hours in musculoskeletal, 80 hours in neurological and 40 hours in cardiorespiratory conditions.



APPEALS POLICY FOR EVALUATION SERVICES

Approved April 20, 2005

Updated February 23, 2006

Updated June 2008

**Canadian Alliance of
Physiotherapy Regulators**

**Alliance canadienne des
organismes de
réglementation de la
physiothérapie**

1243 Islington Avenue
Ste.501
Toronto, Ontario
M8X 1Y9

Tel: (416) 234-8800
Fax: (416) 234-8820

www.alliancept.org

Contents

Section 1: Background	3
Section 2: Interpretation	3
Section 3: Applicant/Candidate Options.....	4
Section 4: Grounds for Administrative Reconsideration or Appeal	4
Section 5: Method of Administrative Reconsideration or Appeal	5
Section 6: Administrative Reconsideration Procedures	5
6.1 Credentialing	5
6.2 Examination	6
Section 7: Appeal Procedures	7
7.1 Credentialing	5
7.2 Examination	6
Appendix I: Terms of Reference for Appeals Resource Group	
Appendix II: Terms of Reference for Appeal Panel	
Appendix III: Job Description for Chair of Appeal Panel	

Section 1: Background

This document describes the administrative reconsideration and appeal process that may be initiated by candidates whose credentials have not been recognized by The Alliance or who have failed a component of the Physiotherapy Competency Examination.

Section 2: Interpretation

In this document the following definitions shall apply:

“Administrative reasons” for credentialing means errors in the review of the applicant’s educational credentials that negatively impact the applicant’s credentialing result, or other issues beyond the control of the applicant. Administrative reasons may include, but shall not be limited to, errors or omissions that deviate significantly from The Alliance’s credentialing standards or procedures.

“Administrative reasons” for the examination means circumstances which could reasonably be expected to negatively impact the candidate’s exam result or place the candidate at a disadvantage relative to other candidates as the circumstances relate to demonstration of competence. Administrative reasons may include, but shall not be limited to, examination day occurrences or omissions that deviate significantly from The Alliance’s examination administration standards or procedures.

“Applicant” means an applicant for Credentialing.

“Candidate” means a candidate for an examination component.

“Lack of due processes” means that the applicant’s application was not dealt with in a fair manner.

“Inappropriate assessment of credentials” means that the applicant is of the view that a wrong decision was made, based on the documents submitted by the applicant and/or documents received or requested by The Alliance from the applicant’s educational institution.

“Chief Executive Officer” is the Chief Executive Officer of The Alliance, or a person designated to act in his or her capacity.

“Extraordinary circumstances” means situations outside of the control of the candidate and shall be determined to be extraordinary in the sole discretion of the Investigator or Chief Executive Officer. Extraordinary circumstances may include family emergencies.

“Investigator” is the individual appointed to conduct an Administrative Reconsideration in accordance with this policy. The Chief Executive Officer cannot be the Investigator.

“Appeals Resource Group” is a pool of individuals appointed by the Evaluation Services Committee of The Alliance to provide membership to 3-member Appeal Panels that hear appeals of credentialing and examination decisions.

“Appeal Panel” is the panel appointed from the Appeals Resource Group to hear a particular appeal. The Chief Executive Officer facilitates but is not a member of an Appeal Panel.

“The Alliance” is the Canadian Alliance of Physiotherapy Regulators.

Section 3: Applicant/Candidate Options

3.1 Upon receiving notice that credentials are not recognized, credentialing applicants have the following options:

- a. **Re-evaluation:** Any applicant who receives notice that his/her educational credentials are not accepted due to insufficient evidence may forward additional documentation with a written request within sixty (60) days of release of results in order to have his/her file reviewed considering those additional documents.
- b. **Prior Learning Assessment and Recognition (PLAR):** Any applicant who receives notice that his/her educational credentials are not accepted due to small gaps in his/her educational program, may apply for the PLAR program in order to provide evidence of prior learning and/or upgrade to meet The Alliance's credentialing requirements.
- c. **Administrative Reconsideration or Appeal:** An applicant may also seek an Administrative Reconsideration and then an Appeal of the credentialing results, in accordance with the procedures set out below.

3.2 Upon receiving notice of a failing grade, examination candidates have the following options:

- a. **Re-examination:** Any candidate who fails a component of the examination may repeat the failed component two times. The attempts must occur within two years of the failed examination. Any candidate who fails a component of the examination three times shall not be eligible to retake the component a fourth time unless the candidate completes further preparation deemed satisfactory by the Director of Examinations. Any candidate who fails a component of the examination four times shall not be eligible to retake the component a fifth time unless the candidate completes further preparation deemed satisfactory by the Director of Examinations and the Board of Examiners.
- b. **Re-scoring:** A candidate may deliver a written request to have his/her examination re-scored within thirty (30) days of the release of the results. The written request must be accompanied by a certified cheque or money order for the re-scoring fee. If the re-scoring changes the result from a fail to a pass, the fee is refunded.
- c. **File Review:** The purpose of the file review is remedial in nature and involves a thorough review of the examination result. The intention of the file review is to assist the candidate in preparing to take the examination component on another occasion.
- d. **Administrative Reconsideration or Appeal:** A candidate may also seek an Administrative Reconsideration and then an Appeal of the examination result, in accordance with the procedures set out below.

Section 4: Grounds for Administrative Reconsideration or Appeal

4.1 Applicants may seek an administrative reconsideration or appeal of decisions concerning the refusal to recognize an applicant's credentials in the following circumstances:

- a. Where the applicant believes that there were administrative reasons that affected the processing of the applicant's application; or
- b. Where the applicant believes that there was a lack of due process because the applicant's application was not processed or considered in a fair manner; or

- c. Where the applicant believes that his/her credentials have been evaluated incorrectly, such that a wrong decision has been made.

4.2 Candidates may seek an administrative reconsideration or appeal of examination result in the following circumstances:

- a. Where the candidate experiences ill health and there is a reasonable possibility that the candidate's ill health negatively affected the candidate's examination result; or
- b. Where the candidate believes that there are administrative reasons which negatively affected the candidate's examination result or placed the candidate at a disadvantage relative to other candidates as the circumstances relate to demonstration of competence. (See the definition of administrative reasons in section 2); or
- c. Where extraordinary circumstances exist where there is a reasonable possibility that the extraordinary circumstances negatively affected the candidate's examination result. (See the definition of extraordinary circumstances in section 2).

Section 5: Method of Administrative Reconsideration or Appeal

All requests for Administrative Reconsideration or Appeal shall be set out in writing, detailing the reason(s) for the request and all particulars necessary to allow the Administrative Reconsideration or Appeal to be adjudicated, together with the applicable fee in the appropriate amount, as set out in the credentialing materials or Candidate Handbook.

Section 6: Administrative Reconsideration Procedures

6.1 Credentialing

- 6.1.1 If an applicant's credentials are not accepted, and the applicant is not satisfied with the initial decision of a Credentials Officer, then the applicant may request an Administrative Reconsideration by forwarding a letter to the Director of Credentialing outlining the reasons he/she believes the decision of the Credentials Officer is incorrect. The request for Administrative Reconsideration must be accompanied by a certified cheque or money order for the Administrative Reconsideration fee. The request for Administrative Reconsideration must be received in The Alliance office within thirty (30) days of the date of the initial decision of the Credentials Officer.
- 6.1.2 The applicant may also submit any additional information to be considered during the course of the Administrative Reconsideration, which may include, but is not limited to the following:
 - a. Curriculum/course descriptions for courses taken;
 - b. Evidence that there is a course missing from the applicant's transcripts;
 - c. Additional coursework taken;
 - d. Clinical education certificates.
- 6.1.3 Additional information must be provided directly to The Alliance from the issuing institution.
- 6.1.4 The Director of Credentialing shall appoint a Credentials Evaluator to conduct the Administrative Reconsideration. The Credentials Evaluator will not be the same person as the Credentials Officer who made the initial decision. The Credentials Evaluator shall consider the following information:

- a. The original file material containing the applicant's application and all information submitted;
 - b. Any additional information provided by or on behalf of the applicant;
 - c. The decision of the Credentials Officer; and
 - d. Any additional information obtained by the Credentials Evaluator.
- 6.1.5 Upon reviewing the request for Administrative Reconsideration, and any additional information submitted by the applicant or obtained by the Credentials Evaluator, the Credentials evaluator may:
- a. Determine that the applicant's education is substantially equivalent to that of Canadian-educated physiotherapists in accordance with The Alliance's Credentialing standards; or
 - b. Determine that the applicant's education is not substantially equivalent to that of Canadian-educated physiotherapists in accordance with The Alliance's Credentialing standards.
- 6.1.6 The Credentials Evaluator shall provide written reasons for his/her decision to the applicant and the Director of Credentialing as soon as possible upon completing the Administrative Reconsideration. The written reasons will summarize the information considered by the Credentials Evaluator including any additional information obtained by the Credentials Evaluator.
- ## **6.2 Examinations**
- 6.2.1 Required documentation and a certified cheque or money order for the Administrative Reconsideration fee must be delivered to The Alliance office to the attention of the Director of Examinations within the following timeframes:
- a. Requests for Administrative Reconsideration based on ill health on the day of the examination must be received in The Alliance office within fourteen (14) days of the date of the examination;
 - b. Requests for Administrative Reconsideration for grounds other than ill health must be received in The Alliance office within thirty (30) days of release of examination results.
- 6.2.2 Requests for Administrative Reconsideration must be accompanied by supporting documentation as follows:
- a. Requests based on ill health on the day of the examination must be accompanied by documentation from a licensed/registered practitioner;
 - b. Requests based on administrative reasons or extraordinary circumstances must be accompanied by any available supporting documentation relevant to the circumstances.
- 6.2.3 The Director of Examinations shall appoint an Investigator to conduct the Administrative Reconsideration. The Investigator shall obtain and review any additional materials, and may interview any individuals the Investigator deems necessary for the proper disposition of the Administrative Reconsideration. Information about performance on undergraduate placements or letters of reference will not be considered as part of the Administrative Reconsideration process and will be returned to the candidate.
- 6.2.4 In order to succeed on an Administrative Reconsideration, the candidate must demonstrate that the issues identified would have significantly affected the candidate's result; that is, the ill

- health, administrative reasons or extraordinary circumstances must be causally linked to the candidate's result.
- 6.2.5 The Investigator, upon reviewing all of the information gathered may:
- Determine that the result of the examination under review should stand unchanged; or
 - Permit the candidate to re-write the examination component without the reviewed examination component being counted as a failure.
- 6.2.6 The Investigator may refund the candidate's Administrative Reconsideration fee in the event that administrative reasons are the deciding factor in granting the Administrative Reconsideration.
- 6.2.7 The Investigator may waive examination fees for a repeated examination component in the event that administrative reasons are the deciding factor in granting the Administrative Reconsideration.
- 6.2.8 The outcome of an Administrative Reconsideration will not include overturning a fail to a pass.
- 6.2.9 The Investigator shall provide the candidate and the Director of Examinations with an Administrative Reconsideration report which includes the summary of the information gathered, the decision of the Investigator and the written reasons for the Investigator's decision.

Section 7: Appeal Procedures

7.1 Credentialing

- 7.1.1 If the applicant is not satisfied with the decision of the Credentials Evaluator, he/she may appeal the result of the Administrative Reconsideration to the Appeals Resource Group.
- 7.1.2 The applicant shall forward written reasons for his/her Appeal, together with any additional information the applicant wishes the Appeal Panel to consider. The request for Appeal must be accompanied by a certified cheque or money order for the Appeal fee. The request for Appeal must be received in The Alliance office to the attention of the Chief Executive Officer within thirty (30) days of the date of the Administrative Reconsideration decision.
- 7.1.3 Upon receiving written notice of an Appeal, the Chief Executive Officer will appoint a member of the Appeals Resource Group to chair an Appeal Panel.
- 7.1.4 The Chair of the Appeal Panel shall appoint 2 additional members of the Appeals Resource Group to the Appeal Panel, for a total of 3 members on the Appeal Panel. Appeal Panel members will be appointed by the Chair taking into consideration the issues of the Appeal, and the skills and experience of the Appeal Panel members.
- 7.1.5 The Appeal Panel may request legal counsel if, in the opinion of the Appeal Panel members, there are issues that require legal input to ensure appropriate disposition of the Appeal. Legal counsel may also be requested to review the draft report.
- 7.1.6 No member of the Appeal Panel shall have participated as a Credentials Officer or Credentials Evaluator with respect to the applicant's application or Administrative Reconsideration or have any other conflict of interest with respect to the appellant or the appeal issues.

- 7.1.7 The applicant shall be entitled to receive copies of documents/notes used in the Administrative Reconsideration process. Where necessary, information on such copies may be blinded to prevent breach of confidentiality.
- 7.1.8 The applicant shall be entitled to submit additional information or written submissions for consideration by the Appeal Panel by a deadline set by the Chair of the Appeal Panel. Information about performance on undergraduate placements or letters of reference will not be considered as part of the Appeal process and will be returned to the appellant.
- 7.1.9 The Appeal Panel will consider the original documents, the Administrative Reconsideration report and any additional information provided by the applicant. The Appeal Panel may obtain any information, and may interview any individuals the Appeal Panel deems necessary for the proper disposition of the Appeal.
- 7.1.10 In the event that the Appeal Panel obtains any additional information not in the Administrative Reconsideration report or not provided by the applicant, the Appeal Panel shall provide a summary of the information and copies of any documents obtained to the applicant, and shall provide the applicant with an opportunity to respond to the additional information, within the time period provided for by the Appeal Panel.
- 7.1.11 In order to succeed on an Appeal, the applicant must demonstrate that the issue identified likely would have significantly altered the result (i.e., the issues identified must be causally linked to the original result).
- 7.1.12 The Appeal Panel will have access to the decisions of past Appeal Panels.
- 7.1.13 Upon reviewing all of the information, the Appeal Panel may make the following decisions:
 - a. Determine that the applicant's education is substantially equivalent to that of Canadian-educated physiotherapists in accordance with The Alliance's Credentialing standards; or
 - b. Determine that the applicant's education is not substantially equivalent to that of Canadian-educated physiotherapists in accordance with The Alliance's Credentialing standards.
- 7.1.14 The Appeal Panel may refund fees for the Administrative Reconsideration and/or the Appeal.
- 7.1.15 The Appeal Panel will strive for consensus; however, where consensus is not possible, all members including the Chair shall vote, and the decision shall be by majority rule.
- 7.1.16 The Appeal Panel shall provide the applicant, the Credentials Evaluator, the Credentials Officer, the Director of Credentialing, and the Chief Executive Officer with a written Appeal report. The report will include the result of the Appeal and written reasons for the decision.
- 7.1.17 An Appeal to the Appeals Resource Group shall be the final level of Appeal, and the decision of the Appeal Panel shall be final and binding upon the applicant and not subject to any further reconsideration or appeal by any body or Court.
- 7.1.18 No action lies against the Credentials Officer, the Credentials Evaluator, Appeals Resource Group, the Appeal Panel, The Alliance, or The Alliance staff for anything done while acting under the authority of this policy.

7.2 Examination

- 7.2.1 If the candidate is not satisfied with the decision of the Investigator, he/she may appeal the result of the Administrative Reconsideration to the Appeals Resource Group.

- 7.2.2 The candidate shall forward written reasons for his/her Appeal, together with any additional information the candidate wishes the Appeal Panel to consider. The request for Appeal must be accompanied by a certified cheque or money order for the Appeal fee. The request for Appeal must be received in The Alliance office to the attention of the Chief Executive Officer within thirty (30) days of the date of the Administrative Reconsideration decision.
- 7.2.3 Upon receiving written notice of an Appeal, the Chief Executive Officer will appoint a member of the Appeals Resource Group to chair an Appeal Panel.
- 7.2.4 The Chair of the Appeal Panel shall appoint 2 additional members of the Appeals Resource Group to the Appeal Panel, for a total of 3 members of the Appeal Panel. Appeal Panel members will be appointed by the Chair taking into consideration the issues of the Appeal, and the skills and experience of the Appeal Panel members.
- 7.2.5 The Appeal Panel may request legal counsel if, in the opinion of the Appeal Panel members, there are issues that require legal input to ensure appropriate disposition of the Appeal. Legal counsel may also be requested to review the draft report.
- 7.2.6 No member of the Appeal Panel shall have participated as an Investigator with respect to the candidate's application or Administrative Reconsideration or have any other conflict of interest with respect to the candidate or the appeal issues.
- 7.2.7 The candidate shall be entitled to receive copies of documents/notes used in the Administrative Reconsideration process. Where necessary, information on such copies may be blinded to prevent breach of confidentiality.
- 7.2.8 The candidate shall be entitled to submit additional information or written submissions for consideration by the Appeal Panel by a deadline set by the Chair of the Appeal Panel. Information about performance on undergraduate placements or letters of reference will not be considered as part of the Appeal process and will be returned to the appellant.
- 7.2.9 The Appeal Panel will consider the original documents, the Administrative Reconsideration report and any additional information provided by the candidate. The Appeal Panel may obtain any information, and may interview any individuals the Appeal Panel deems necessary for the proper disposition of the Appeal.
- 7.2.10 In the event that the Appeal Panel obtains any additional information not in the Administrative Reconsideration report or not provided by the candidate, the Appeal Panel shall provide a summary of the information and copies of any documents obtained to the candidate, and shall provide the candidate with an opportunity to respond to the additional information, within the time period provided for by the Appeal Panel.
- 7.2.11 In order to succeed on an Appeal, the candidate must demonstrate that the issue identified likely would have significantly altered the result (i.e., the issues identified must be causally linked to the original result).
- 7.2.12 The Appeal Panel will have access to the decisions of past Appeal Panels.
- 7.2.13 Upon reviewing all of the information, the Appeal Panel may make the following decisions:
- Determine that the result of the examination under Appeal should stand unchanged; or
 - Permit the candidate to re-write the examination without the reconsidered examination being counted as a failure.
 - The Appeal Panel may also, after consultation with the Board of Examiners, change the candidate's failing grade to a passing grade. This may only occur where it is determined

that the candidate would have passed the examination in the absence of administrative reasons, ill health, or extraordinary circumstances.

- 7.2.14 The Appeal Panel may refund fees for re-examination, the Administrative Reconsideration and/or the Appeal.
- 7.2.15 The Appeal Panel will strive for consensus; however, where consensus is not possible, all members including the Chair shall vote, and the decision shall be by majority rule.
- 7.2.16 The Appeal Panel shall provide the candidate, the Investigator, the Director of Examinations, and the Chief Executive Officer with a written Appeal report. The report will include the result of the Appeal and written reasons for the decision.
- 7.2.17 An Appeal to the Appeals Resource Group shall be the final level of Appeal, and the decision of the Appeal Panel shall be final and binding upon the candidate and not subject to any further reconsideration or appeal by any body or Court.
- 7.2.18 No action lies against the Investigator, the Appeals Resource Group, the Appeal Panel, The Alliance, or The Alliance staff for anything done while acting under the authority of this policy.

Appendix I

Terms of Reference for Appeals Resource Group

Background

The Appeals Policy was approved in 2004 and implemented in 2005 to address the needs of credentialing applicants and examination candidates. The Appeals Resource Group, created in 2005, was formed to provide a pool of qualified individuals who can assist the Chief Executive Officer in the administration of the Appeals Policy.

Composition

- Eight-ten members
- Membership should be derived from the following groups:
 - major stakeholder groups of the physiotherapy community in Canada (regulators, academics, professional association, accreditation)
 - other members to provide expertise as required (e.g. credentialing, psychology, etc.)
- Members should represent a mix of backgrounds and areas of expertise
- A background in physiotherapy is not required for membership; however, an understanding of regulation and the mandate of protection of the public is essential
- Members should represent all areas of Canada utilizing The Alliance evaluation services
- Fluency in French is an asset

Recruitment and Appointment

- Recruitment is through the Regulator Members, the educational programs and the professional association.
- Appointment is by the Evaluation Services Committee.

Term of Office

- Because of the specialized nature of the work done by the Appeals Resource Group members, appointments will be made for an undefined term. Appointments will be re-confirmed every two years.

Roles and Responsibilities

Members of the Appeals Resource Group will:

- Provide membership for Appeal Panels

Meeting Format

Accountability

Through the Chief Executive Officer to the Evaluation Services Committee.

Appendix II

Terms of Reference for Appeal Panel

Background

Appeal Panels are constituted from members of the Appeals Resource Group, to adjudicate Appeals.

Composition

Each Appeal Panel will consist of:

- Chair, selected by the Chief Executive Officer based on background and experience relative to the Appeal issues
- 2 other members selected for their background and experience relative to the Appeal issues

Recruitment and Appointment

- From the Appeals Resource Group
- Chair appointed by the Chief Executive Officer
- Members appointed by the Chair

Term of Office

An Appeal Panel is appointed to adjudicate a specific Appeal. The Panel is dissolved on completion of the Appeal Report.

Roles and Responsibilities

- Review the file information from The Alliance office
- Participate in teleconference(s) as scheduled to discuss the information provided
- Determine if further information needed
- Participate in interviews, gather information as required or direct Alliance staff to gather information as needed
- Make a decision on the Appeal issues
- Review and approve the written Appeal report
- Maintain confidentiality of all materials, discussions and decisions

Meeting Format

Meetings will be by teleconference scheduled by the Chair

Accountability

Through the Chief Executive Officer to the Evaluation Services Committee

Appendix III

Job Description for Chair of Appeal Panel

Responsible To:

Evaluation Services Committee

Reports Through:

Chief Executive Officer

Working Relationship:

Staff support is provided by the Director of Examinations or Director of Credentialing

Recruitment and Appointment:

Recruitment is through the Regulator Members, the educational programs and the professional association.

Appointment is by the Chief Executive Officer based on background and experience relative to the Appeal issues.

Term of Office:

Until completion of a specific Appeal

Primary Responsibility:

To coordinate the activities of an Appeal Panel

Roles and Duties:

The Chair of the Appeal Panel will:

- Chair the Panel; with secretariat support from The Alliance office
- Set timelines for processes, receipt of information
- Draft the decision with input from other members
- Ensure the completion of the report and circulation as required by the policy
- Keep the Chief Executive Officer and Evaluation Services Committee informed of progress and needs