



FAIRNESS COMMISSIONER

COMMISSAIRE À L'ÉQUITÉ

OFFICE OF THE FAIRNESS COMMISSIONER

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Fair Registration Practices Report 2020

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

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

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

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

Organization: College of Dietitians of Ontario

Name of the regulated profession: Registered Dietitians

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Qualitative Information

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

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

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

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

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

a. Requirements for registration, including acceptable alternatives

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

No changes.

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

No changes.

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

No changes.

**b. Assessment of qualifications****i) Describe any improvements/changes implemented in the last year**

Formerly, *Policy 3-30: Currency for Applicants* specified currency requirements for applicants who had not completed their training or last practiced dietetics over the preceding three years. In 2020, the Registration Committee revised [Policy 3-30](#) to better align with section 6.(2)(c) of the College's [Registration Regulation](#) (and the College's practice hour requirement for members), to specify a minimum practice hour requirement and registration with a dietetic regulator. If an applicant (other than a Canadian labour mobility applicant) has not completed their training or practiced dietetics while being registered with another dietetic regulator in another jurisdiction for at least 500 hours over the preceding three years prior to their application to the College, they must demonstrate currency through one of the options listed in Policy 3-30.

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

With the exception of Canadian labour mobility applicants, all applicants are subject to the same currency requirements. Applicants are clearly informed of their currency requirements through Policy 3-30, website information, and both email and oral communication with College staff.

Applicants who have not completed their training or last practiced dietetics while being registered with a dietetic regulatory body within the preceding three years from the date of their application are not eligible for a temporary certificate of registration with the College until they demonstrate currency as per one of the relevant options outlined in Policy 3-30. This policy change will (in some cases) result in a longer time frame for applicants to be registered with the College due to the timing of the exams to demonstrate currency or the next Registration Committee meeting to review the portfolio of continued competence activities.

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

The College is assured that an applicant has current dietetic knowledge and competence through the verification of practice hours and prior oversight of the applicant while being registered with another dietetic regulatory body (as applicable). Staff and the Registration Committee have clear direction on the College's currency requirements, including the information collected for an



applicant to demonstrate currency, and to consistently and efficiently direct applicants to Policy 3-30 for their options to demonstrate currency.

Historically, few applicants select the option to submit a portfolio of continued competence activities (which has been in place for several years) to demonstrate currency. It is therefore anticipated that minimal additional workload on the staff and Registration Committee will be required to implement these policy changes, since most of these applicants select to write the national licensing exam to demonstrate currency, or will be required to complete the PLAR process, as applicable.

c. Provision of timely decisions, responses, and reasons

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

Application files that are not referred to the Registration Committee are reviewed more efficiently; within an average of one business day in 2020 to render an application decision vs. an average of three business days in 2019.

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

Applicants are eligible to obtain registration with the College faster.

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

The delegation of responsibility for application reviews in 2019 from the Registrar to the Manager of Registration (now the Director of Registration due to a title change in June 2020) has resulted in better workload management for all staff involved in this process in 2020. Registration staff also receive fewer inquiries from applicants regarding the status of their application for registration.

d. Fees

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

During the pandemic, application and membership fees were waived for returning to practice applicants if they were *specifically* applying to assist the



Ontario healthcare system during the Covid-19 pandemic. This applied to former members who were deemed current to return to practice (they meet the currency requirements as per *Policy 3-30: Currency for Applicants*). This information was communicated in the College's newsletter, on the College's returning to practice web page, and the returning to practice application form was updated accordingly.

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

Returning to practice applicants were informed of the fee waiver via the College's website and on the application form. Applicants who were deemed current and who were applying to assist the Ontario health care system during the pandemic were not required to pay the application and membership fees.

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

If the applicant indicated they were returning to practice to assist the Ontario health care system during the pandemic, and staff verified their currency, the application was processed accordingly, and fees were waived. The College only received one application of this nature in 2020. This applicant was required to fulfill a quality assurance requirement prior to reinstatement (pending completion in April 2021). As such, the financial impact on the College of this change was minimal.

e. Timelines

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

- a) Application files that are not referred to the Registration Committee are reviewed more efficiently; within an average of one business day in 2020 to render an application decision vs. an average of three business days in 2019.
- b) The May 2020 Canadian Dietetic Registration Examination (CDRE) was cancelled due to the closure of exam testing centres during the Covid-19 pandemic. The November 2020 CDRE was moved to an online remote-proctored format administered from a candidate's personal computer. The exam was held over two days, vs. six days previously (in person).



- c) The July 2020 Performance Based Assessment, part of the College's Prior Learning Assessment and Recognition (PLAR), was cancelled due to the closure of exam testing centres during the Covid-19 pandemic.

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

- a) Applicants obtain registration with the College faster.
- b) Applicants were not able to write the CDRE in May 2020 and had to wait until November 2020. Applicants were required to write the November 2020 CDRE via an online remote-proctored format via their personal computers over one of two days, versus 6 days previously when the exam was offered in-person. Extensions to Temporary Certificates of Registration were granted as required (without fee) to permit registrants to continue practicing while waiting to write the November 2020 CDRE and receive the results. Registration with the College was delayed for applicants who chose not to obtain a temporary certificate, or who were not eligible (e.g. writing the CDRE to demonstrate currency).
- c) Applicants were not able to take the PBA in July 2020 which, if they were successful, has delayed their registration with the College.

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

- a) The delegation of responsibility for application reviews in 2019 from the Registrar to the Manager of Registration (now the Director of Registration due to a title change in June 2020) has resulted in better workload management for all staff involved in this process in 2020. Registration staff also receive fewer inquiries from applicants regarding the status of their application for registration.
- b) Workload of staff increased to manage the impact of the May 2020 CDRE cancellation and the shift to the online remote-proctored CDRE for the November 2020 administration. This included answering emails and phone inquiries related to the cancellation of the May 2020 CDRE and the new administration format of the November 2020 CDRE, drafting broadcast communications to all eligible candidates, updating website information, issuing refunds, and transferring all candidates to the November 2020 administration, as requested.



- c) Workload of staff increased to inform all PBA eligible candidates of the July 2020 cancellation and to update the College's communications accordingly. Staff have been spending significant time researching options to move the PBA online, which has proved to be challenging due to the oral portion of the exam. However, we have now established a plan and are confident that we can deliver the PBA via an online remote-proctored format in 2021.

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

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

Processes:

a) *Operating a Virtual College Office*

Beginning March 16, 2020, due to the Covid-19 pandemic, the College been operating an entirely virtual office for all operations, including Council and Committee meetings. Prior to the pandemic, the College was planning an organization-wide telework project for all staff to work from home in varying capacity. This resulted in a fairly seamless transition to operating virtually during the pandemic.

b) *Changes to Fee Payment Options*

During the Covid-19 pandemic, the College is not accepting cheques to avoid the need for staff to physically go to the bank to make cheque deposits. However, in addition to online credit card payments, fees can now be paid online via e-transfer.

c) *Cancellation of the May 2020 Canadian Dietetic Registration Examination (CDRE) and shift to an online November 2020 CDRE administration*

The College has two annual administrations of the CDRE in May and November. The May 2020 administration of the CDRE was cancelled due to the closure of exam testing locations during the Covid-19 pandemic. The November 2020 CDRE moved to an online remote-proctored format administered through via a candidate's personal computer. Candidates who were unable to write the November 2020 exam were able to write the May 2021 exam, if they so chose.



d) *Cancellation of the 2020 Performance Based Assessment*

The July 2020 Performance Based Assessment (PBA) was cancelled due to the closure of exam testing centres related to the Covid-19 pandemic.

Policies:

Note: The following items relate to policy changes. The College's Registration Policies can be found [here](#).

e) *Revisions to Policy 2-11: Approving Supervisory Dietitians and Policy 2-12: Practicum Advisory Dietitian:*

Policies 2-11 and 2-12 were both revised to enhance the criteria that the Registration Committee will use to approve dietitians who:

- supervise and evaluate applicants completing practical training experiences for submission to the College, outside of an accredited program (e.g. Independent Practicum; Upgrading Activities);
- supervise Temporary Members who failed the registration examination on their first attempt; and
- act as Advisory Dietitians for applicants completing Independent Practicums.

The criteria outlined in policies 2-11 and 2-12 includes ensuring that the Supervisor/Advisor:

- is not the subject of a current referral to a College committee;
- has not been issued an oral or written reminder/caution/warning from any College Committee within one (1) year preceding commencement of supervision;
- is not currently completing a Specified Continuing Education or Remediation Program (SCERP); and/or
- has not been the subject of a finding of professional misconduct, incompetence, or incapacity within five (5) years preceding commencement of supervision.

f) *Revisions to Policy 2-10: Assessing Academic and Practical Training*

The revisions to Policy 2-10 include a statement that specifies a panel will consider all relevant and objective evidence when assessing an applicant's



academic and/or practical training equivalence, including the outcome of the Prior Learning Assessment and Recognition (PLAR) process.

g) *New Policy 2-90: Courses Approved by the Registration Committee*

Policy 2-90 was established to specify that the committee will accept the completion of a course from the College's approved course list if directed to do so in a previous decision letter to demonstrate academic equivalency, and/or to demonstrate completion of specific practicum performance indicators.

h) *Revisions to Policy 4-20: Applicants from Accredited Programs in the United States*

Policy 4-20 was revised to clearly specify that graduates from Accreditation Council for Education in Nutrition and Dietetics (ACEND) academic and practical training programs in the United States, including Puerto Rico, are recognized by the College as being equivalent to programs accredited in Canada.

i) *Revisions to Policy 4-40: Canadian Orientation and Assessment for Internationally Trained Applicants*

Policy 4-40 was revised to specify that the academic and practical training courses required of applicants are approved by the Registration Committee as per Policy 2-90 (noted above). These revisions also align Policy 4-40 with Policy 2-90.

j) *Revisions to Policy 4-50: Language Proficiency*

Policy 4-50 was revised to indicate that the type of International English Language Testing System (IELTS) test required by the College is Academic vs. General.

k) *Revoked Policy 5-20: Temporary Certificate of Registration Following Failure of the Exam (CDRE)*

Policy 5-29 was revoked because it was duplicative of what is stated in the Registration Regulation.



- l) *Revisions to Policy 5-30: Upgrading Following Second Failure of the Canadian Dietetic Registration Examination (CDRE) and Policy 5-40: Approval of Supervision Plans for Temporary Members Following First Failure of the CDRE*

Policies 5-30 and 5-40 were both revised to specify that the supervising dietitian must comply with the criteria as outlined in Policy 2-11 (noted above).

Policy 5-30 was also revised to include a maximum time limit of three years for when practicum upgrading must be completed prior to attempting the CDRE for a third and final time.

- m) *Revisions to Policy 6-10 Eligibility for Prior Learning Assessment and Recognition (PLAR)*

Revisions to Policy 6-10 specify:

- that a language proficiency test result must be valid (not expired) on the date the candidate writes the PLAR assessment exams, as applicable; and
- an exception to the eligibility criteria in the policy which states the applicant must have completed an undergraduate degree at the bachelor's level that is reasonably related to dietetics, food, or nutrition. The exception permits applicants who have not completed an actual Accreditation Council for Education in Nutrition and Dietetics (ACEND) accredited degree (from the United States) but have completed another bachelor's degree plus additional courses to obtain an ACEND verification letter of equivalence are permitted to take the PLAR assessment exams.

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

- a) *Operating a Virtual College Office*

Applicants are not able to send documentation via courier while the College is operating a virtual office, as no staff are physically on-site, and re-routing of these packages is not possible. Minor Canada Post delivery delays have been experienced by applicants related to the pandemic and the College's re-routing of mail and subsequent scanning.

Otherwise, the shift to a virtual office has had a minimal impact on applicants. The College has been able to carry out our registration processes



as usual, including virtual Registration Committee meetings. In some cases, applications have been processed faster during the pandemic as there is reduced reliance on mail since the College now accepts transcripts via both secured university sites and PDF-protected email (the latter being newly implemented) directly from programs. Applicants will not receive wall certificates until staff can safely be on-site at the College office.

b) *Changes to Fee Payment Options*

Applicants do not have the ability to pay by cheque during the Covid-19 pandemic. However, in addition to online credit card payments, applicants now have the ability to pay their fees online via e-transfer.

c) *Cancellation of the May 2020 Canadian Dietetic Registration Examination (CDRE) and shift to an online November 2020 CDRE administration*

Applicants had to wait an additional six months to write the November CDRE. However, the College has a means to permit eligible applicants to be registered with the College (via temporary certificates of registration) and practice dietetics while awaiting to write the CDRE and receive the results. Extensions of temporary certificates of registration were granted (without charge), as needed, until the results of the November 2020 CDRE were disseminated. Applicants had to ensure that they read through and fully understand the online remote-proctored CDRE format/process and that they have the necessary technological requirements. Overall, the move to an online remote-proctored format of the CDRE in November 2020 went smoothly.

d) *Cancellation of the 2020 Performance Based Assessment*

Applicants did not have an opportunity to write the Performance Based Assessment (PBA) in 2020, which is the second step in one of the approved pathways of the College's Prior Learning Assessment and Recognition (PLAR) process. For successful candidates, the cancellation of the PBA in 2020 has delayed their ability to become registered with the College.

e) *Revisions to Policy 2-11: Approving Supervisory Dietitians and Policy 2-12: Practicum Advisory Dietitians*

Applicants were previously required to obtain a Supervisor, but the criteria for eligible Supervisors/Advisors was revised to include more robust



compliance criteria. Applicants must ensure that all Supervisors/Advisory Dietitians comply with policies 2-11 and 2-12. If the Supervisor/Advisor is not in compliance with policies 2-11 and 2-12, the applicant must find an alternate Supervisor /Advisor who is. The latter scenario may slow down the applicant's application review timelines.

f) *Revisions to Policy 2-10: Assessing Academic and Practical Training*

The policy revisions provide greater transparency so applicants are aware that a panel of the Registration Committee will consider all relevant and objective evidence when assessing their file for a credential assessment, including the outcome of the Prior Learning Assessment and Recognition (PLAR) process examinations (as applicable).

g) *New Policy 2-90: Courses Approved by the Registration Committee*

Policy 2-90 gives assurance to applicants that a panel of the Registration Committee will accept successful completion of academic and practical training courses, as directed in a previous decision letter prior to January 2017, provided the courses were taken from the College's approved course list.

h) *Revisions to Policy 4-20: Applicants from Accredited Programs in the United States*

Applicants from Accreditation Council for Education in Nutrition and Dietetics (ACEND) programs in Puerto Rico will be registered with the College more efficiently as they will not be required to undergo further academic/practical assessment.

i) *Revisions to Policy 4-40: Canadian Orientation and Assessment for Internationally Trained Applicants*

Policy 4-40 provides better transparency to applicants that the College will honour previous Registration Committee panel decision letters prior to January 2017, and also aligns Policy 4-40 with Policy 2-90 (noted above).

j) *Revisions to Policy 4-50: Language Proficiency*

The revisions to Policy 4-50 provide clarity to applicants that the type of International English Language Testing System (IELTS) language proficiency test required by the College is Academic not General.



k) *Revocation of Policy 5-20: Temporary Certificate of Registration Following Failure of the Exam (CDRE)*

The revocation of Policy 5-20 has no impact on applicants as it was duplicative of what is stated in the Registration Regulation.

l) *Revisions to Policy 5-30: Upgrading Following Second Failure of the Canadian Dietetic Registration Examination (CDRE) and Policy 5-40: Approval of Supervision Plans for Temporary Members Following First Failure of the CDRE*

Revisions to policies 5-30 and 5-40 inform applicants that their supervising dietitian must comply with the criteria as outlined in *Policy 2-11: Approving Supervisory Dietitians*. Applicants must also attempt the national licensing exam within three years after completing practicum upgrading to help ensure currency of their knowledge and competence to facilitate greater success in passing the CDRE for a third and final time.

m) *Revisions to Policy 6-10: Eligibility for Prior Learning Assessment and Recognition (PLAR)*

Revisions to Policy 6-10 inform applicants that their language proficiency test result must be valid (not expired) on the date they write the PLAR assessment exams. In addition, applicants who have not completed an actual Accreditation Council for Education in Nutrition and Dietetics (ACEND) accredited degree but have completed another bachelor's degree plus additional courses to obtain an ACEND verification letter of equivalence are permitted to take the PLAR assessment exams. In the past, these applicants were referred to the Registration Committee for a paper-based credential assessment. The outcome of the PLAR process is a more fair and valid assessment of the applicant's current dietetic knowledge and skills which may result in faster registration with the College.

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

a) *Operating a Virtual College Office*

Prior to the Covid-19 pandemic, most College staff had the ability to work remotely (either on a regular or occasional basis). In addition, the College was planning to implement a more robust organization-wide telework program for staff in April 2020. This resulted in the ability for the College to shift, quite seamlessly, to operating a virtual office as of March 16, 2020. The



College has also been operating a primarily paperless organization for several years, which has enabled staff to easily access registration files while operating virtually. Mail is being re-routed during the pandemic, and subsequently scanned and distributed to the appropriate staff. The printing of wall certificates has been put on hold until staff can safely be on-site at the College office.

b) *Changes to Fee Payment Options*

There is a small increase in workload for staff to manage receiving online e-transfers since these payments must be manually entered into the College's database. However, to date, the additional workload has been minimal since only a few applicants have chosen to pay via e-transfer. The majority of applicants are able to pay their fees online via credit card, which is a more automated process for receiving fee payments.

c) *Cancellation of the May 2020 Canadian Dietetic Registration Examination (CDRE) and shift to an online November 2020 CDRE administration*

College staff experienced increased workload following the cancellation of the May 2020 CDRE. Communications were emailed to all those registered for the May 2020 CDRE as well as eligible applicants/members and stakeholders about the cancellation of the exam. Those who were registered for the May 2020 CDRE were then registered for the November 2020 administration, unless a request was made to defer to May 2021. Website content was updated, and template letters were revised accordingly for all new CDRE eligible applicants.

d) *Cancellation of the 2020 Performance Based Assessment (PBA)*

College staff communicated with eligible PBA applicants to inform them of the July 2020 exam cancellation. The College has also kept applicants informed of the progress on the next PBA administration, including answering inquiries. Staff have been spending significant time actively researching options to deliver the PBA via an online remote-proctored process. This has proved to be challenging due to the oral component of the PBA. However, we are confident we have a plan in place to administer the PBA remotely in 2021.



e) *Revisions to Policy 2-11: Approving Supervisory Dietitians and Policy 2-12: Practicum Advisory Dietitians*

The revisions to policies 2-11 and 2-12 have resulted in increased workload for staff when preparing an application file for review as it requires the vetting of Supervisors/Advisors. However, a standardized process has been established to build in efficiencies for staff to inquire with other programs (e.g. Quality Assurance, Inquiries, Complaints and Reports, and the Registrar) to ensure compliance with these policies and include this information in the applicant's file for review.

f) *Revisions to Policy 2-10: Assessing Academic and Practical Training*

Staff must ensure all relevant information is included in the applicant's file for review by the Registration Committee and Director of Registration, as applicable. The impact on staff workload regarding this policy revision is minimal.

g) *New Policy 2-90: Courses Approved by the Registration Committee*

Staff can clearly direct applicants to Policy 2-90 for reference. As staff have maintained a list of approved courses by the Registration Committee previously, the impact of this policy change on workload is minimal.

h) *Revisions to Policy 4-20: Applicants from Accredited Programs in the United States*

Staff can refer applicants to Policy 4-20 to help manage inquiries. The time to prepare application files will be reduced since applicants from Puerto Rico will not be required to undergo further academic/practical training assessment before being deemed eligible for registration with the College and/or to write the national licensing exam.

i) *Revisions to Policy 4-40: Canadian Orientation and Assessment (COA) for Internationally Trained Applicants*

There is a minimal impact of Policy 4-40 change on the organization as the continued existence of this policy serves to capture any applicants who may still be completing a COA to fulfill their registration requirements with the College. The revisions also align Policy 4-40 with Policy 2-90.



j) *Revisions to Policy 4-50: Language Proficiency*

The Academic International English Language Testing System (IELTS) test provides the College with a better reflection of language proficiency for applicants who wish to pursue work or training in a professional field. Revisions to this policy also align Policy 4-50 with Policy 6-10. Staff can direct applicants to Policy 4-50 on the College's website which clearly specifies the language proficiency test required by the College. It is anticipated that this policy change will reduce applicant inquiries asking about the type of IELTS test required.

k) *Revocation of Policy 5-20: Temporary Certificate of Registration Following Failure of the Exam (CDRE)*

The revocation of Policy 5-20 has minimal impact on the College as it was duplicative of what is stated in the Registration Regulation.

l) *Revisions to Policy 5-30: Upgrading Following Second Failure of the Canadian Dietetic Registration Examination (CDRE) and Policy 5-40: Approval of Supervision Plans for Temporary Members Following First Failure of the CDRE*

Staff can direct applicants to policies 5-30 and 5-40 so they are informed of the requirement to ensure their supervising dietitian complies with the criteria as outlined in Policy 2-11 (noted above), and that applicants must also attempt the national licensing exam for a third and final time within three years after completing practicum upgrading (for Policy 5-30).

The revisions to these policies have resulted in increased workload for staff when preparing an application file for review as it requires the vetting of Supervisors. However, a standardized process has been established to build in efficiencies for staff to inquire with other programs (e.g. Quality Assurance, Inquiries, Complaints and Reports, and the Registrar) to ensure compliance with these policies and include this information in the applicant's file for review.

m) *Revisions to Policy 6-10 Eligibility for Prior Learning Assessment and Recognition (PLAR)*

Staff must verify that a language proficiency test result is valid (not expired) on the date the applicant writes the PLAR assessment exams.



The workload of staff and the Registration Committee will be reduced as applicants with Accreditation Council for Education in Nutrition and Dietetics (ACEND) verification statements are not reviewed by the Registration Committee. Staff can refer applicants to Policy 4-20 and inform those with ACEND verification letters of equivalence that they are required to take the PLAR assessment exams.

g. Resource for applicants

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

a) *Applicants Webpage*

During the Covid-19 pandemic, the Applicants webpage included information about the College operating a virtual office until further notice. Information stated that registration processes are proceeding as usual, and registration staff will endeavour to process applications within the usual timelines. The webpage also specified that couriered packages will not be received at the College as all staff are working remotely and regular mail will be rerouted by Canada Post to an alternate address. Information about submitting academic transcripts electronically was also included.

b) *Updated information about the Canadian Dietetic Registration Exam (CDRE) webpage and Updated CDRE Preparation Guide*

Information about the CDRE is updated on the College's website for each exam administration which includes the CDRE Preparation Guide. The CDRE Preparation Guide is developed and maintained by the Alliance of Canadian Dietetic Regulators. The guide is updated regularly to incorporate changes to any policies, procedures, and to clarify information related to the exam. In 2020, both the College's CDRE webpage and the CDRE Preparation Guide were updated with information related to CDRE, including the online remote-proctored format of the exam during the Covid-19 pandemic.

c) *Welcome New Members Module posted on Applicants webpage*

A link to the New Members Module was included on the Applicants page to help prepare applicants to understand their professional obligations once they are registered with the College.



d) *New Application Fees and Associated Costs webpage*

A new fees webpage was developed for applicants listing the College's application fees and associated costs (e.g. credential assessment fees, prior learning assessment and recognition exam fees, Canadian Dietetic Registration Exam fee, etc.).

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

a) *Applicants Webpage*

The information on the Applicants webpage assures applicants that the College is continuing to operate its registration processes virtually during the pandemic. The webpage also informs applicants of their payment options and how to submit documentation to the College during the pandemic.

b) *Updated information about the Canadian Dietetic Registration Exam (CDRE) webpage and Updated CDRE Preparation Guide*

Applicants can be assured that the information on the CDRE webpage and within the CDRE Preparation Guide posted on the College's website contains the most current information regarding the next exam sitting.

c) *Welcome New Members Module posted on Applicants webpage*

By reviewing the *New Members Module* applicants are more prepared to meet their professional obligations once they are registered with the College.

d) *New Application Fees and Associated Costs webpage*

Provides greater transparency for applicants to be aware of the application fee and other associated costs for any applicable assessments when seeking registration with the College.

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

a) *Applicants Webpage*



Posting information on the Applicant webpage about the College's registration processes during the pandemic has resulted in fewer inquiries of this nature. Staff can also refer applicants to the information online, as necessary, to provide efficient and consistent messaging.

b) *Updated information about the Canadian Dietetic Registration Exam (CDRE) webpage and Updated CDRE Preparation Guide*

Staff post information about the CDRE and the current CDRE Preparation Guide on the College's website and direct applicants to these resources when responding to inquiries related to the licensing exam. The CDRE webpage and the CDRE Preparation Guide helps ensure inquiries are handled as efficiently and effectively as possible by staff.

c) *Welcome New Members Module posted on Applicants webpage*

Staff can easily refer applicants to the module if they have specific questions about their professional obligations. This helps manage staff workload and ensures consistent messaging.

d) *New Application Fees and Associated Costs webpage*

It is anticipated that workload will be reduced for staff moving forward as applicants can refer to the webpage on the College's website. Staff also have a means to efficiently direct applicants to the fees webpage to ensure consistent and current information is being relayed.

h. Review or appeal processes

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

Appeals for the Canadian Dietetic Registration Examination (CDRE), the national licensing examination, are now reviewed and decided upon by a committee of representatives from the Alliance of Canadian Dietetic Regulatory Bodies. Formerly, exam appeals were decided individually by the Registrars of each provincial dietetic regulatory body.



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

The rationale for the change in the CDRE appeal review process is to ensure a more standardized and fair appeal process across Canada for all candidates. There is now greater consistency in how CDRE appeals are reviewed. Appeal decisions are now also provided in a standardized template letter to each candidate.

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

Overall, staff time spent on the appeal process is reduced. College staff compile the documentation from a candidate that is required for the CDRE appeal committee's review, but College Registration staff are not involved in the actual appeal review and decision process.

i. Access to applicants' records

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

The College now accepts transcripts via password protected PDFs directly from the academic institutions. We previously only accepted electronic transcripts through a secured university site.

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

Applicants make their request to the academic institution to send either an electronic transcript through a secured site or an emailed PDF-protected transcript to the College. The College has been receiving transcripts faster, enabling faster registration with the College, provided all other documentation has been received.

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

Staff workload has been reduced as the College has received fewer mailed transcripts which require scanning. The number of inquiries from applicants related to the status of their transcripts has also reduced.



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

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

The Registration Coordinator & Project Lead, the Director of Registration, and the Registrar attended Touchstone Institute's 2020 Perspectives Symposium (in-person prior to the pandemic) titled: *Perspectives on Standard Setting*.

The Registration Administrator, Registration Coordinator & Project Lead, the Director of Registration, and the Registrar attended several online education sessions related to equity, diversity, and inclusion, racism, effective leadership during and after a crisis (e.g. a pandemic), conflict management, coping with registration examinations during a pandemic, and virtual exam delivery.

All College staff attended an online education session on *Equity, Diversity, and Inclusion (EDI)*, facilitated by the College's EDI Consultant Dr. Javeed Sukhera

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

Applicants receive information they need about the College's registration practices/processes in a more culturally competent, sensitive, and respectful manner. Applicants can be assured that staff are informed of the regulatory practices, challenges of regulating professionals, and administering exams during the Covid-19 pandemic.

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

Staff have enhanced their understanding of issues surrounding equity, diversity, and inclusion, racism and potential barriers experienced by applicants seeking registration with the College. The knowledge gained from these training sessions has helped staff to communicate in a more sensitive and respectful manner with both applicants and colleagues.

Staff are also more aware of the current regulatory practices and challenges of regulating professionals and administering exams during the Covid-19 pandemic.



k. Mutual recognition agreements

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

No changes this year.

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

No changes this year.

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

No changes this year.

l. Other (include as many items as applicable)

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

No changes this year.

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

No changes this year.

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

No changes this year.

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

No changes.

Provide any additional information:

Not applicable.



Quantitative Information

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

a. Languages

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

Language	Yes/No
English	Yes
French	Yes

Other (please specify): N/A

b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	21
Female	299
None of the above	0

Additional comments: N/A

c. Gender of members

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

Gender	Number of members
Male	129
Female	4134
None of the above	1

Additional Comments: Total = 4,264

One member identified as Queer on their application form. The College is committed to being an inclusive regulator and has updated our application forms to include "Other" as an option for applicants to declare their gender. The College has also sent a letter to the Ministry of Health to request the Health Professions



Database (HPD) create a third gender option for anyone who does not identify as either "male" or "female." Currently, HPD only accepts data via male or female gender.

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

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

d. Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
193	59	11	57 (see list below)	0	320

Other International (List of Countries and # of Applicants)

Country	# of Applicants
Australia	4
Bangladesh	1
Brazil	1
Cameroon	1
Egypt	1
Germany	1
Ghana	1
India	17
Iran	7
Lebanon	4
Mexico	2
Pakistan	3

Philippines	1
Qatar	1
South Africa	3
Sudan	1
Syrian Arab Republic	1
Taiwan	1
United Arab Emirates	2
United Kingdom	3
Venezuela	1
Total	57

Additional comments: N/A

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

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
312	68	11	15 (see list below)	0	406

Other International (List of Countries and # of Applicants)

Country	# of Applicants
Australia	3
Lebanon	2
United Kingdom	2
Cameroon	1
China	1
India	1
Iran	1



Italy	1
Jordan	1
Pakistan	1
Philippines	1
Total	15

Additional comments: Registered members includes both Temporary and General members.

f. Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
3001	876	111	276 (see list below)	0	4264

Other International (List of Countries and # of Applicants)

Country	# of Applicants
Argentina	2
Australia	8
Bangladesh	1
Belgium	1
Brazil	7
Cameroon	1
Chile	1



China	6
Colombia	8
Congo	1
Germany	1
Ghana	1
Hong Kong	4
India	86
Iran	54
Ireland	1
Isreal	3
Italy	1
Jamaica	1
Jordan	2
Kazakhstan	1
Lebanon	12
Mexico	4
Netherlands	2
New Zealand	1
Nigeria	2
Pakistan	16
Philippines	11
Poland	2
Portugal	1
Qatar	1
Somalia	2
South Africa	4
South Korea	5
Sri Lanka	1
Sudan	2



Syrian Arab Republic	1
Taiwan	1
Tanzania	1
Turkey	1
Ukraine	1
United Arab Emirates	1
United Kingdom	12
Venezuela	1
Total	276

g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	193	59	11	57	0	320
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	39	12	7	51	3	112
Inactive applicants. Those who had no contact with your organization in the reporting year.	1	0	1	4	1	7
Applicants who met all requirements and	1	0	0	0	0	1



were authorized to become members <u>but did not</u> become members						
Applicants who became <u>fully</u> registered members	163	57	6	9	0	235
Applicants who were authorized to receive an alternative license <u>but were not</u> issued a license	0	0	0	0	0	0
Applicants who were issued an alternative class of license*	149	11	5	6	0	171

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

Additional comments:

- Temporary Certificates of Registration was included as an alternative class of license.
- The national registration exam is administered in two sittings annually in May and November/December, with the majority (2/3) of applicants writing in November. The results of the November 2019 exam were received in January 2020, so despite writing the national exam in 2019, these applicants/Temporary Members became General Members of the College in 2020 and are included in this data.

h. Classes of certificate/license

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

#	Certification	Description
1	Temporary Certificate of Registration	Applicants who have met all registration requirements except the national registration examination are eligible to receive a Temporary Certificate of Registration only if: <ul style="list-style-type: none"> • they have not previously held a Temporary Certificate of Registration;



		<ul style="list-style-type: none"> • they have applied to write the next available national registration exam; or • they have written the national registration exam and are waiting for their results. <p>An individual holding a Temporary Certificate of Registration may practice using the title "Registered Dietitian" but may not supervise another dietitian.</p> <p>A Temporary Certificate of Registration is issued for up to 16 months, provided the member is actively attempting the successful completion of the national registration exam.</p> <p>If a member holding a Temporary Certificate fails the exam on their first attempt, an additional condition is added to their certificate which requires that they practice under the supervision of a member holding a General Certificate of Registration.</p> <p>A Temporary Certificate automatically expires if a member fails the exam for a second time.</p>
2	Provisional Certificate of Registration	Applicants who have been assessed by the College to require additional education and/or training in only one area



		<p>of dietetic practice may be eligible to receive a Provisional Certificate of Registration only if:</p> <ul style="list-style-type: none"> • a panel of the Registration Committee is satisfied that the applicant will become competent in that area of practice within 18 months after being issued the provisional certificate; and • a panel of the Registration Committee is satisfied that the applicant can practise safely in all other areas of practice. <p>An individual holding a Provisional Certificate of Registration may practice using the title "Registered Dietitian" but may not supervise another dietitian. A Provisional Certificate is issued for up to 18 months, provided:</p> <ul style="list-style-type: none"> • the provisional member does not practice dietetics in the area where they are required to undertake additional education or training; and • the provisional member actively pursues the education or practical training activities required.
3	General Certificate of Registration	When candidates receive a General Certificate of Registration from the College, it means that they have met all the registration requirements to

practice dietetics in Ontario. This is the full practising class.

Additional comments: N/A

i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	2	0	0	10	0	12
Applicants who initiated an appeal of a registration decision	4	0		3	0	7
Appeals heard	4	0	0	3	0	7
Registration decisions changed following an appeal	3	0	0	3	0	6

Additional comments:

Appeals Breakdown:

Six (6) candidates appealed the results of the national registration exam:

- Two (2) appeals were granted due to irregularities in the exam administration process at the exam testing centre.



- Two (2) appeals were granted due to irregularities in the exam administration process, specifically, the incomplete implementation of accommodation requests.
- One (1) appeal was granted due to extraordinary, unforeseen, personal, and not pre-existing circumstances that occurred on the day of the exam.
- One (1) appeal request that was based on a claim of extraordinary, unforeseen, personal, and not pre-existing circumstances that occurred on the day of the exam was denied as the candidate's circumstances were pre-existing.
- One (1) candidate appealed the results of the Knowledge and Competence Assessment Process (KCAT), a component of the College's Prior Learning Assessment and Recognition process. The appeal was granted due to irregularities in the examination administration process, related to internal College processes. This successful appeal resulted in the candidate being permitted to take the KCAT again (no charge) without this attempt being counted towards the maximum number of attempts.
- No Health Professions Appeal and Review Board (HPARB) appeals were received.

j. Paid Staff

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

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

Category	Number of staff
Total number of staff employed by the regulatory body	14
Number of staff involved in the appeals process	3
Number of staff involved in the registration process	4

Additional comments: N/A

Submission

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

Melisse Willems, MA, LLB, LLM

Title: Registrar & Executive Director

Date: April 28, 2021