

Fair Registration Practices Report

Dietitians (2013)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

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

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

*** SAME AS LAST YEAR ***

The following general information applies to all of the subcategories for section 1, but for ease of use, is included only once in this first subcategory. Please refer to this general information, for each subcategory for question 1 (a-p) in addition to the information that is specific to the subcategory.

Availability

The CDO website is the central source for registration information for potential applicants, so that it is available to all potential applicants, worldwide, who have access to the internet. The website has both English and French versions and many of the registration related resources are also available in French. Potential applicants may not be aware of the need for registration with the College or may begin their search for information in a variety of places. The websites of many other organizations include information about CDO and provide a link to our website. Some examples include:

- The Alliance of Dietetic Regulatory Bodies
- Dietitians of Canada
- The Federation of Health Regulatory Colleges
- The Internationally Educated Dietitians Pre-Registration Program (IDPP)
- HealthForceOntario
- The Office of the Fairness Commissioner

Potential applicants who contact the College of Dietitians of Ontario (CDO) for registration information are referred to the College website and invited to contact the appropriate registration staff member if they have additional questions or need assistance. Staff members provide 1:1 assistance for any applicants who call with questions about the registration process or who need assistance in preparing their submission, and refer the potential applicants to the appropriate section of the website to access additional information and download forms and checklists.

User Friendly Information

Applicants who contact the College by phone or email are guided through a few questions, to ensure that they obtain information specific to their situation. The website guides potential applicants through this same series of questions. Once an applicant has gone through the questions, they are directed to a checklist which lists everything that should be included in a complete application package.

The registration landing page on the website lists the nine registration requirements that all applicants must meet. Because the documentation required to demonstrate some of these requirements is different for different groups, applicants are directed to separate pages depending on where their academic and practical training was completed. There are separate pages for applicants:

- currently registered in another province
- educated in Canada
- educated in the US
- Educated Internationally (other than the US)
- Australian Accredited Practising Dietitians (APD)

To ensure that improvements are ongoing, CDO's website includes a link to allow users to provide feedback about the site or its content.

Current and Accurate information

The College updates the website regularly as legislation, policies or tools change. Registration requirements do not change frequently, however when a change is made to requirements or the tools that we use to collect and assess information from our applicants, relevant staff are educated about the change, and the website is updated accordingly. The content of the website forms and checklists are written by registration staff. Prior to being posted on the website, the content is reviewed by the Registrar & Executive Director to ensure that it is current, accurate and in plain language. In addition, the Communications Manager reviews and edits content for clarity, language and readability.

The following information is relevant to how CDO makes information about the registration requirements available to potential applicants in the categories of section b – requirements for registration; section c – how the requirements are met; section d – education or practical experience that must be completed in Canada; section e – requirements that may be satisfied through acceptable alternatives; section g – documentation that must accompany each application:

Availability

Potential applicants are informed about the requirements for registration either from direct communication with CDO staff or on our website.

User Friendly Information

The 9 registration requirements, which are common to all applicants, are listed on the registration landing page. They are repeated on the dedicated landing page for each category of applicant (educated in Canada, US, or internationally). By clicking on any one of the requirements, the applicant is brought to a table which lists each requirement and explains how those requirements are demonstrated by someone in their situation.

There is a separate table for applicants who are:

- educated in Canada (<http://www.cdo.on.ca/en/becomeRD/canada/default.asp>)
- educated in the US (<http://www.cdo.on.ca/en/becomeRD/us/default.asp>) ,
- Internationally educated (<http://www.cdo.on.ca/en/becomeRD/international/default.asp>).

The College also provides potential applicants with application checklists that are individualized; each containing a list of the specific documents that should be provided by someone in their situation. Potential applicants who contact the College by phone or email are guided through a few questions, to ensure that they are directed to the appropriate checklist. For applicants who visit the website first, the website also guides potential applicants through this same series of questions. These checklists outline the alternative documentation that is acceptable for someone in each individual situation. There are 17 checklists in total: 8 Canadian applicants, 8 for US applicants and 1 for all other internationally educated applicants.

There is a separate page with information for Accredited Practising Dietitians (APDs) in Australia. This page outlines the registration process and the documents that must be submitted with an application as a result of the new mutual recognition agreement with the Dietitians Association of Australia, which came in to effect in July of 2012.

Information specific to subsection a) Steps to complete the registration process.

All information related to the steps to initiate the registration process is available on the website, in both French and English. Please refer to the general information about provision of information, above.

In addition, CDO staff members are invited annually to give presentations to Ontario dietetic internship programs, as well as the bridging program. During these presentations, the application process and fees are outlined, and applicants have an opportunity to ask questions.

b) requirements for registration

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

Available, Current, Accurate and User Friendly

- This information is provided to applicants in the table of registration requirements and application checklists that are described in section a, and by CDO staff, by phone or email.
- CDO staff conduct annual presentations to dietetic interns and applicants from the bridging program. In these presentations, the registration requirements are outlined along with the application process, and the applicants have an opportunity to ask questions.
- The College developed a two page fact sheet which summarizes the steps for registration and directs potential applicants to the appropriate section of the College's website. The fact sheet is updated annually and provided to the coordinators of internship/practicum programs, who forward it to their interns/candidates 2-3 months prior to the end of their program. This ensures that potential applicants receive current and accurate information, at the time that it is most relevant to them.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

This information would be provided to applicants in the table of registration requirements and application checklists that are described in section a, or by CDO staff, by phone or email.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

This information would be provided to applicants in the table of registration requirements and application checklists that are described in section a, and by CDO staff, by phone or email.

e) requirements that may be satisfied through acceptable alternatives

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

Because the College has individualized the tables of registration requirements and application checklists, applicants are provided with information only about the acceptable alternatives that would apply to their situation.

f) the steps in the assessment process

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

CDO's website provides applicants and potential applicants with information about the criteria used for assessment (e.g. list of course content that must be covered in undergraduate degree; minimum language test scores)

Distinct steps for applicants are detailed on the registration section of the website and clearly labeled "Step 1..2..3..4." Internationally educated applicants are advised that the entire application process, with the exception of writing the Registration Exam, can be completed from outside Canada. Potential applicants are advised that if they are traveling from abroad, they should try to obtain an official copy of all the documents needed for their application before leaving their country of origin. Some applicants have difficulty obtaining their official documents once they have left their country which causes a delay in their application.

Applicants are advised by letter as to when their applications have been referred to the Registration Committee for assessment of their academic and practical training equivalency, or for assessment of continuing competency, competency attestation, Canadian Academic and Practical Training submissions, or upgrading practicum. In advance of Registration Committee meetings, the website is updated with submission deadlines for upcoming meetings, and Registration Staff advise applicants of these deadlines.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

CDO relies on the table of requirements and application checklists to communicate which documents are required for a complete application. In addition, when an incomplete application package is received, the College provides a letter which lists any further documents that are required to complete the application.

There are three documents that would be required of internationally educated applicants that may not be required of Canadian applicants:

Academic Assessment – CDO requires that applicants provide a copy of an assessment by World Education Service (WES) regarding the level of the degree. CDO considers only those degrees that have been assessed by WES to be equivalent to a university level degree in Canada.

Course Outlines/Descriptions – Any applicant, from Canada or other countries, who has completed a nutrition degree that has not been accredited by Dietitians of Canada or the Commission on Accreditation for Dietetic Education (US) must undergo an academic equivalency assessment. This means that in addition to transcripts, they are required to produce detailed course outlines or descriptions. All non-US internationally educated applicants would fall in to this category. Only some Canadian and US educated applicants fall in to this category.

Language Proficiency Test– May be required of some internationally educated applicants, because CDO's registration requirements include proficiency in either English or French. If the applicant received their dietetics education or training in English or French, they are deemed to meet the language proficiency requirement. Applicants who complete the bridging program (IDPP) are also considered to meet the language proficiency requirement. All others must provide documentation of passing a language proficiency test.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

It is extremely rare that this situation occurs. On the few occasions that it has occurred in the past, the circumstances have been different each time, such that it would be impossible to develop a policy. Currently, should an applicant indicate that, for reasons beyond their control, they are unable to obtain the required documentation, staff work with them to verify the situation and provide personalized assistance to identify appropriate alternatives. The website includes a statement under "Step 2" that invites applicants to contact the College for assistance if they are having difficulty accessing the required documents.

i) how applicants can contact your organization

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

The "Contact Us" section of the website contains general contact information (mailing address, general telephone number, toll free telephone number, fax number and general email information), as well as a list of staff, their roles, and their contact information. Applicants are free to choose the means of contacting the organization that is most convenient for them.

j) how, why and how often your organization initiates communication with applicants about their applications

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

Upon receipt, an application is reviewed by staff to determine whether it is complete (i.e. does it include all necessary documents) and whether the applicant has completed accredited undergraduate and practical training programs. If the applicant has completed accredited undergraduate and practical training programs, the rest of the registration requirements are verified. If the applicant has not completed accredited undergraduate and practical training programs, the application must be referred to the registration committee to determine equivalence. Applicants are also referred to the Registration Committee for assessment of continuing competency if they have not been practicing in the profession within the past 3 years or if there is question about the applicant's suitability to practise.

The communications initiated by CDO for these different scenarios are outlined below.

Communications for applicants who have completed accredited undergraduate and practical training programs:

Application is received, but is incomplete (documentation or information is missing) - CDO sends email to the applicant acknowledging receipt of application and advising of information or documentation that is missing.

Complete file is received, and all registration requirements have been met - CDO sends letter by mail advising applicant that they are eligible to register for the Canadian Dietetic Registration Examination (CDRE). Applicant is also advised of the option to obtain Temporary Registration with the College, which allows the applicant to practice and use RD title until the exam results are received.

Temporary Membership Fees are processed - Applicants are sent a registration package by mail, with membership information and password for members' website.

Registration for CDRE is complete - Applicants are sent exam package by mail, with exam rules, preparation guide, and information regarding date, time and venue of the exam.

Exam results are received - CDO sends exam results by mail. Applicants who have passed the exam are provided with information regarding fees for general membership. Applicants who have failed the exam are asked to contact the College to review their results.

General Membership Fees are processed - CDO sends a letter by mail advising RD of their General Membership status. If applicant did not have a temporary membership, the Registration package is sent at this time.

Communications for applicants who have not completed accredited undergraduate and practical training programs

Application is received, but is incomplete (documentation or information is missing) -CDO sends letter by mail acknowledging receipt of application and advising of information or documentation that is missing. Applicant is given 60 days to provide the missing information or file will be closed.

Deadline passes and applicant has not provided missing information or requested an extension - Registration Coordinator sends letter by mail advising that the application has been deemed inactive and has been closed. The file closure letter includes information about the College's file retention policy and the process for initiating a new application.

Missing documentation is received and file is now complete; referred to Registration Committee- Registration Coordinator contacts the applicant by phone or email to advise that the file is complete and to confirm the date of the Registration Committee meeting at which the file will be reviewed.

Application is received with all required documentation - CDO sends letter by mail acknowledging receipt of application and advising applicant that their file will be referred to the Registration Committee. The applicant is referred to the appropriate sections of the Health Professions Procedures code and advised of their right to submit additional documentation.

Registration Committee Decision: File Refused - CDO sends decision and reasons by mail. The cover letter includes information about appeal process. The applicant is also provided information about where to access courses or practical training that were deemed missing from the applicant's education or training.

Registration Committee Decision: Conditional Admission- CDO sends Decision and Reasons by mail which outlines the requirements that applicant must met before becoming eligible to write CDRE, and the deadline for completion. The applicant is also provided with information about where to access courses that are required and/or the format for submitting information about practical training.

Deadline passes and applicant has not provided documentation or requested an extension - Registration Coordinator sends letter by mail advising that the application has been deemed inactive and the file has been closed. The file closure letter also includes information about the college's file retention policy and the process for initiating a new application.

Throughout the application process, the Registration Coordinator notifies the applicant by email when documents are received at CDO, regardless of whether or not the file is complete.

Registration Committee Decision: Admit - CDO sends letter by mail advising applicant that they are eligible to register for the Canadian Dietetic Registration Examination (CDRE). Applicant is also advised of the option to obtain Temporary Registration with the College, which allows the applicant to practice and use RD title until the exam results are received.

Temporary Membership Fees are processed - Applicants are sent a registration package by mail, with membership information and password for members' website.

Registration for CDRE is complete - Applicants are sent exam package by mail, with exam rules, preparation guide, and information regarding date, time and venue of the exam.

Exam results are received - CDO sends exam results by mail. Applicants who have passed the exam are provided with information regarding fees for general membership. Applicants who have failed the exam are asked to contact the College to review their results.

General Membership Fees are processed - CDO sends a letter by mail advising RD of their General Membership status. If applicant did not have a temporary membership, the Registration package is sent at this time.

k) the process for dealing with documents provided in languages other than English or French

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

Information about translation of documents is provided:

- verbally by Registration Program staff
- on the application checklist
- on the table outlining the fees and potential costs of registration

Documents that are not in English or French must be translated for the application. The applicant is asked to provide the original documents, along with an English translation that has been notarized or certified.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

The role of World Education Service (WES) is described on the landing page for internationally educated applicants. It is also described on the application checklist and the table that lists the 9 registration requirements. This information may also be explained verbally, by registration staff. If the applicant requires further information about WES processes and policies, they are referred to the WES website, as this is the best way to ensure that the information provided is accurate and current.

The IDPP (bridging program) is described on our website on the landing page for internationally educated applicants. It is also referred to in the table that lists the 9 registration requirements. Internationally Educated applicants are encouraged to investigate the program in the letter that CDO sends to acknowledge receipt of their application. Information about IDPP may also be explained verbally, by registration staff. Applicants are referred to the IDPP program website (both of these pages contain links), as this is the best way to ensure that information is accurate and current.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

See information regarding communications to applicants in answer to Subsection 1j

n) the amount of time that the registration process usually takes

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

Potential applicants are advised by CDO staff (verbally or through email) about the amount of time that the registration program usually takes:

- 10-14 days for Canadian and US applicants from accredited undergraduate and internship programs.
- 5-14 weeks for Internationally Educated Applicants or Canadian/US applicants from non-accredited undergraduate or internship programs.

The time lines are calculated from the time that all required documents are received at the College until the application has been reviewed by the Registrar or the Registration Committee and a decision has been issued. It is explained to applicants that the range of 5-14 weeks is dependent on the timing of the next Registration Committee meeting in relation to when all of the required documentation is received. The Registration Committee typically meets every 6-8 weeks. The deadline for submitting a completed application package is four weeks before the meeting. This allows time for the application packages to be sent and reviewed by committee members in advance of the meeting, and allows 10 business days after the meeting for the decision and reasons letters to be drafted, reviewed, signed and mailed to the applicant.

The actual time, from receipt of the application form, to notice of decision and reasons can vary considerably, depending on how long it takes for the applicant to provide the required documentation.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

Information about application and assessment fees is provided in tabular form on the website and on the application form itself. The table includes all other potential costs of Registration.

Information about fees for the Canadian Dietetic Registration Examination (CDRE) is provided on the website. It is also provided in the letter that applicants received once they have been deemed eligible to write the exam.

Each year, CDO staff are regularly invited to give presentations to Ontario dietetic internship programs, as well as the bridging programs. During these presentations, the application process and fees are outlined, and applicants have an opportunity to ask questions.

p) accommodation of applicants with special needs, such as visual impairment

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the general information for provision of registration information, which is included in the response to subsection a, in addition to the information below, which is specific to this question:

CDO rarely encounters requests for accommodation of applicants with special needs during the application process. Requests are sometimes received for accommodation for the exam. As a result, the only accommodation policy that exists is related to the Registration Examination. If a request should be received for accommodation with respect to other application processes, it is dealt with on an individual basis and appropriate arrangements are made to address the needs of the applicant.

There is an accommodation policy for the Canadian Dietetic Registration Examination (CDRE). The CDRE preparation guide advises applicants to contact the College to arrange for accommodation of special needs. This policy addresses accommodation for a variety of special needs, including sight, mobility, learning disabilities, religion, breast feeding, other physical concerns.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Over much of 2013, CDO staff worked on a project to switch to a new Web content Manager. Though most of the web pages (and the information on them) have remained the same, the transition did require some reorganization of how resources (including application forms and information) are presented. The new website/URL was launched on January 21, 2014. Complete details about the changes will be reported in the 2014 FRP (submitting in February 2015).

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Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Fees are based on the resources required to process the application. Applications that require an assessment by the Registration Committee use more resources, and therefore have an additional fee. Effective January 1, 2012, fees were as follows:

- General application fee - \$185.00.
- Academic equivalency assessment - \$300.00
- Practical training equivalency assessment - \$300.00
- Upgrading assessment fee - \$300.00

These fees are the same for Canadian or internationally educated applicants, however, the majority of internationally educated applicants require the academic assessment.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes to fees in 2013.

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Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions?

Applications that are not referred to the Registration Committee:

The timelines are:

- When the application is received until the application file is opened - 2 business days
- When the application file is opened until the decision is made - 3 business days
- When the registration decision is made for an applicant who requests a Temporary Certificate, until the applicant is notified of the decision - 3 business days
- When the registration decision is made for an applicant who does not request a Temporary Certificate, until the applicant is notified of the decision - 2 business days

Applications that are referred to the Registration Committee:

The College's current timeline is 4-12 weeks from the time that all required documents have been received and a decision is made and communicated to the applicant. The CDO website advises applicants of this timeline. The range of 4-12 weeks is dependent on the timing of the next Registration Committee meeting. The Registration Committee typically meets once every 6-8 weeks. The deadline for submitting a completed application (i.e., all of the required documents) is four weeks prior to the meeting. This allows time for the application packages to be sent and reviewed by members of the Committee in advance of the meeting.

- When the application is received to when the file is opened - 2 business days
- When the application is received to when the College mails the file open letter which acknowledges the application, notifies the applicant that their application is being referred to the Registration Committee, and lists any documents that were missing from the application, if applicable. - 5 business days
- When the decision is made to when the decision and reasons is mailed - 10 business days

b) What are your timelines for responding to applicants in writing?

Applicants who are not referred to the Committee (This represents 85% of the applications processed by CDO annually)

The College's timeline is that the file should be opened within 2 business days after the application is received. In 2013, 99% of files were opened within this timeline.

Once all documents have been received, there different timelines, depending on the type of file. The application form asks applicants if they wish to apply for a Temporary Certificate of Registration, if deemed eligible to write the Canadian Dietetic Registration Examination (CDRE). The Temporary Certificate authorizes the member to practise using the RD title, while the applicants waits to write and receive the results of the CDRE.

- If an applicant indicates that they do not want a Temporary Certificate while they await the CDRE, they are notified within 2 business days after the decision is made. The letter that includes the decision and reasons also includes information about obtaining a Temporary Certificate if the applicant's situation changes and they would like to practise while they await the results of the CDRE. This results in a total time of 7 business days from the time that the application is received until the time that notice is sent to the applicant confirming receipt of the application and identifying the missing documents.
- If the applicant does wish to have a Temporary Certificate, they are asked to submit a separate payment for the Temporary Certificate along with their application. The applicant is notified within 3 business days after the decision is made to admit them. The additional day enables the processing of the fees and the Temporary Certificate. This results in a much faster total processing time for the applicant (8 business days from the time the application is received until the time that the notice of the decision is mailed to the applicant), because it eliminates the step of notifying them that they are eligible for the Temporary certificate and waiting for them to pay the Temporary fee.

Applicants who will be referred to the Registration Committee

A file open letter is sent within 5 business days after the application is received at the College. The file open letter includes acknowledges receipt of the application, identifies additional documents that are required (if necessary), and advises the applicant that their file is being referred to the Registration Committee for assessment.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

Applicants who are not referred to the Registration Committee (85% of the applications processed by CDO annually):

There are two scenarios, with different timelines. The application form asks applicants if they wish to apply for a Temporary Certificate of Registration, if deemed eligible to write the Canadian Dietetic Registration Examination (CDRE).

- If an applicant indicates that they do not want a Temporary Certificate while they await the CDRE, they are notified within 2 business days after the decision is made. The letter that includes the decision and reasons also includes information about obtaining a Temporary Certificate if the applicant's situation changes and they would like to practise while they await the results of the CDRE.
- If the applicant does wish to have a Temporary Certificate, they are asked to submit a separate payment for the Temporary Certificate along with their application. The applicant is notified within 3 business days after the decision is made to admit them. The additional day enables the processing of the fees and the Temporary Certificate. This results in a much faster total processing time for the applicant, because it eliminates the step of notifying them that they are eligible for the Temporary certificate and waiting for the Temporary fee.

Applicants who are referred to the Registration Committee

Decision and reasons are mailed within 10 business days after the Committee has made the decision. In 2013, the average time to mail the decision and reasons was 6 business days.

d) Explain how your organization ensures that it adheres to these timelines.

1. The College uses electronic signatures to ensure timeliness of providing written decisions and reasons for applicants whose files are reviewed by the Registration Committee. Once the Panel Chair has reviewed and approved the final draft of the decision and reasons (via secure electronic document portal), their electronic signature added and the decision is printed and mailed immediately. This has eliminated a delay of 2-4 days, because the College no longer needs to wait for the decision and reasons to be delivered to the panel chair, signed and returned by courier.
2. The College reviews the actual performance of registration staff against the timelines stated in the policy through tracking fields within the College's database.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

In 2013, the College made the decision to notify applicants about exam results by email instead of mail. Applicants were contacted by email approximately 10 days before exam results were expected. They were advised of the College's intention to provide exam results by email. Applicants were advised to contact the College if they preferred to receive exam results by mail (due to the perceived lack of security for email communications, or for any other reason). No applicants requested to receive results by mail.

By eliminating the production of hard copy letters, the College was able to reduce the processing time for exam results by 2-3 days. This meant that applicants were able to receive exam results before the College closed for the Christmas holiday, which meant that applicants received exam results about 2 weeks earlier than in previous years. The College will continue to provide results via email, while investigating the possibility of providing exam results via logging in to the website, to provide more assurances of security.

a) Describe how you give applicants access to their own records related to their applications for registration.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Requests for access to records are infrequent as applicants have provided most of the documentation that appears in the file. For documents that are sent directly from a third party (e.g. University transcripts; confirmation of registration with another regulatory body, etc.), an applicant is provided a copy upon request.

b) Explain why access to applicants' own records would be limited or refused.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Applicants are not refused access to any aspect of their records within the limits of the law, specifically,

Section 16 (2) of the Health Professions Procedures Code:

"The Registrar may refuse to give an applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person". 1991, c. 18, Sched. 2, s. 16.

c) State how and when you give applicants estimates of the fees for making records available.

CDO does not charge fees for an applicant's first request to make records available. If requested, the College returns original documents to applicants at no charge, after the application decision has been made. If a former applicant requests a second copy of their documents (after their originals have already been returned), the College charges a fee of \$50, which represents the actual costs to the College of retrieving, photocopying and verifying the authenticity of the documents, in addition to postage. In this rare situation, the applicant is advised of the fee upon making the second request for a copy of their documents.

d) List the fees for making records available.

CDO does not charge fees for an applicant's first request to make records available. If requested, the College returns original documents to applicants at no charge, after the application decision has been made. If a former applicant requests a second copy of their documents (after their originals have already been returned), the College charges a fee of \$50, which represents the actual costs to the College of retrieving, photocopying and verifying the authenticity of the documents, in addition to postage. In this rare situation, the applicant is advised of the fee upon making the second request for a copy of their documents.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

CDO does not charge fees for making records available except in situations where the applicant is requesting a second copy of their documents. In this case, the fee would not be waived, as the College is incurring added expense.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

In 2013, the College instituted a fee for applicants who have already had their original documents returned but request a second copy of their documents. This fee (\$50) represents the actual cost to the College of retrieving, preparing and mailing the requested documents.

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Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

*** SAME AS LAST YEAR ***

Resources for Application

The College has developed a two-page fact sheet which summarizes the steps for registration for applicants from accredited academic and practical training programs. The fact sheet directs potential applicants to the appropriate section of the College's website. The fact sheet is updated annually and provided to the coordinators of internship/practicum programs, who forward it to their interns/candidates 2-3 months prior to the end of their program. This ensures that potential applicants receive current and accurate information, at the time that it is most relevant to them.

Application Checklists have been developed to help applicants ensure that all required documents have been included in the application package. The CDO website guides applicants through a series of questions to determine the appropriate checklist for their situation. There are 17 different checklists, for a variety of different situations.

Course List – Applicants are referred to specific tables that outline the 9 Registration Requirements and how they will be demonstrated. These tables include a list of the courses that must be included in the undergraduate education. (e.g. <http://www.cdo.on.ca/en/viewPages.asp?ID=97#academic>).

CDO Website – contains links to the external resources that an applicant may need to access in order to apply to CDO, for example:

- World Education Services (WES) – for assessment of the degree
- Internationally Educated Dietitians Pre-Registration Program (IDPP) – Bridging program
- Dietitians of Canada website provides a list of Canadian accredited academic and practical training programs
- The Accreditation Council for Education in Nutrition and Dietetics (ACEND) provides a list of accredited undergraduate and practical training programs in the US.

Resources for Applicants who are required to complete Upgrading Courses or Practicum:

Planning and Documenting your Upgrading Practicum- This document outlines the responsibilities of the applicant, lists the learning outcomes that must be achieved, and describes key elements that must be addressed in planning and documenting an upgrading practicum. The document also provides detailed directions for documenting the practicum submission (e.g. formatting, content, and organization), as well as tips for planning a successful practicum.

Supervising/Coordinating an Upgrading Practicum – This document is meant to help registered dietitians who supervise or coordinate an upgrading practicum for an applicant. It provides the forms that dietitians must during the submission process, and describes the expectations of the practicum, and the responsibilities of the RD in this process. The document also outlines the learning outcomes and discusses the key elements that must be addressed during the upgrading practicum.

Sample Learning Diary – This document provides a sample of a learning diary to help applicants reflect on the learning that came from each activity, and help them to plan additional activities to address learning outcomes that have not yet been achieved.

Course Information – Applicants who are asked to complete upgrading courses and who require help in choosing an appropriate course are sent an email with a list of courses that have been previously approved by the

Registration Committee. The list includes courses available on-site, on-line and those that are open to special students (as opposed to those enrolled in a degree program). Because course content and availability changes, applicants are advised not to rely solely on this course list. The email also includes the description of the course content that should be addressed in the course.

Resources for Applicants Who Complete a Canadian Academic and Practical Training (CAPT):

Planning and Documenting your Canadian Academic and Practical Training (CAPT) – This document outlines the responsibilities of the applicant, lists the learning outcomes that must be achieved, and describes key elements that must be addressed in planning and documenting an upgrading practicum. The document also provides detailed directions for documenting the practicum submission (e.g. formatting, content, and organization), as well as tips for planning a successful practicum.

Supervising/Coordinating a Canadian Academic and Practical Training (Practical Component)– This document is meant to help registered dietitians who supervise or coordinate a CAPT practicum for an applicant. It provides the forms that dietitians must use during the submission process, and describes the expectations of the practicum, and the responsibilities of the RD in this process. The document also outlines the learning outcomes and discusses the key elements that must be addressed during the upgrading practicum.

Sample Learning Diary – This document provides a sample of a learning diary to help applicants reflect on the learning that came from each activity, and help them to plan additional activities to address learning outcomes that have not yet been achieved.

Resources for Preparing for the Canadian Dietetic Registration Examination

Canadian Dietetic Registration Examination (CDRE) Preparation Guide – This document is developed and maintained by the Alliance of Canadian Dietetic Regulatory Bodies and is available in PDF format on the CDO website. The guide includes descriptions of the purpose of the exam, general rules for writing the exam; process for requesting accommodations; the competencies on which the exam is based; the exam blueprint; sample questions and a list of resources that may help to prepare for the exam.

CDRE Audio Visual Guide - CDO has produced an audio-visual resource for helping applicants to prepare for the CDRE. It is available on the website. Applicants are notified about the Audio-visual guide in the letter that they receive to confirm that they are registered for the exam.

Resources for Independent Practicum

Applicants who have not completed an accredited internship, practicum or practical training sometimes choose to organize a practical training experience that may be deemed to be equivalent to an accredited internship. CDO provides an Individualized Practicum Guide, which was developed to educate both the applicant and potential supervisors and advisors about what is involved in this process and what are the expectations. There are also several forms that have been developed to help the applicant plan the practicum and to guide the documentation of the practicum that must be submitted to the College. These resources were significantly revised in 2013 in response to new entry to practice competencies (Integrated Competencies for Dietetic Education and Practice) and new standards for accrediting dietetic education programs in Canada.

Resources for Orientation to the Profession

When an applicant is deemed eligible to write the CDRE and applies for a temporary registration, they receive welcome letter that includes a fact sheet with important information for new members and refers them to the website for additional resources, including the College's Jurisprudence Handbook.

CDO Staff

The staff at CDO is the biggest resource for potential applicants. Applicants are encouraged to consult the website to retrieve the appropriate forms and checklists for application; however staff is also available to help applicants who need further clarification or instruction to complete their application. This is done by email, phone or in-person meetings. Additionally, any applicant who does not pass the CDRE is invited to meet with the Registration Manager to discuss the applicant's exam results and help them develop a plan to address deficiencies before the next exam. While these meetings generally take 45 minutes to an hour, some have lasted as long as 2-3 hours or as long as it takes for the applicant to feel comfortable moving forward with exam preparation.

b) Describe how your organization provides information to applicants about these resources.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO's website is the main source of information for applicants. Potential applicants are first guided to the appropriate section of the website where they can access a checklist that applies to their individual situation (there are 17 separate checklists).

Information about the resources for applicants who are required to complete an upgrading or CAPT practicum are provided in writing to the applicant along with their decision and reasons letter. This information is also available on the How to Become an RD section of the website, under Resources and Links.

The Preparation Guide for the CDRE is available on the College's website for anyone to view, at any time, under the heading of Canadian Dietetic Registration Examination. In addition, exam candidates are directed to the guide in the letter that confirms their registration for the exam.

The Audio Visual Guide for preparing for the CDRE is available on the CDO website. There are links to the Guide from the home page of the website, as well as the CDRE page of the website. Applicants are advised about the guide in the letter that they receive to confirm their registration for the exam. Additionally, internship coordinators and the coordinators of the bridging program provide information to potential applicants about the guide.

All new members are advised to consult the Jurisprudence Handbook as well as other resources available on the website, on a fact sheet that is included with welcome letter confirming their new registration.

Any written correspondence provided to applicants advises them about the appropriate CDO staff person to contact if they require further assistance.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The Independent Practicum Guide and associated forms/documents were significantly revised in 2013 to provide a better articulation of the expectations for applicants and to reflect the new entry to practice competencies (CDEP) and the new accreditation standards for dietetic education programs in Canada.

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Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

Internal Reviews

The Registrar has authority to grant a certificate of registration for 3 types of applicants

- Applicants who have completed both academic and practical training programs that have been accredited by either Dietitians of Canada or the Commission on Accreditation for Dietetics Education (US).

The Registrar can only admit applicants in this category who have completed their education and training within the past 3 years, or have practiced safely as an RD in another jurisdiction during the past 3 years. All others must be referred to the Registration Committee to determine whether upgrading is necessary.

- Applicants who are currently registered in another Canadian Dietetic Regulatory body.
- Applicants who are currently registered as Accredited Practising Dietitians (APD) in Australia

The Registrar will refer the applicant to the Registration Committee in the situations noted above, or in any other situation in which she has any doubt as to whether the applicants meets the registration requirements. In these situations, review by the Registration Committee constitutes the original (first) decision.

The Office of the Fairness Commissioner (OFC) has advised the College that they consider any referral to the Registration Committee to be an "internal review". Likewise, the OFC considers any second review of an application - initiated either by the applicant or the College - to be an internal review.

The answers to all questions in section 6 refer only to applications that were referred to the Registration Committee for a first or second review. As set out in the Regulated Health Professions Act, applicants who wish to appeal a registration decision from CDO are referred to the Health Professions Appeal and Review Board (HPARB). The cover letters for all Decisions and Reasons provide applicants with instructions about filing an appeal with HPARB. These letters also include an invitation for applicants to contact the College if they have any questions about their decision. If an applicant has a question about their registration decision that requires interpretation or further explanation, College staff do not have the authority to answer the question. In this case the file would be returned to the same panel for clarification of the decision. Likewise, if an applicant produces additional information or documentation in response to the registration decision, the file will be returned to the original panel to review the new/additional information.

For applicants who will be referred to the Registration Committee

The timeline is 4-12 weeks from the time that the completed application is received, until the Registration committee reviews the file, makes a decision and mails the decision and reasons.

In 2013, the average time from when the application was complete until the decision was made was 33 business days. The average time from when the decision was made until the decision and reasons was drafted and mailed was 6 business days for a total average of 39 business days (roughly 7.8 weeks).

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

1. No files exceeded the timeline of 4-12 weeks from when the completed decision is received until the decision is mailed.
2. 2 applications exceeded the timeline of having the file opened within 2 business days after being received at the College.
3. 6 applications exceeded the timeline of having a file open letter mailed within 5 business days.
4. 6 applications exceeded the timeline for having the decision mailed within 10 business days.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

1. No files exceeded the timeline of 4-12 weeks from when the completed decision is received until the decision is mailed.
2. Of the 2 applications that exceeded the timeline of having the file opened within 2 business days after being received at the College, 1 was international and 1 was Canadian.
3. Of the 6 applications exceeded the timeline of having a file open letter mailed within 5 business days, 4 were international and 2 were Canadian.
4. Of the 6 applications exceeded the timeline for having the decision mailed within 10 business days, 5 were international and 1 was Canadian.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

*** SAME AS LAST YEAR ***
 *** SAME AS LAST YEAR ***
 *** SAME AS LAST YEAR ***

Given that the definition of an "internal review" is a file that is referred to the Registration Committee, the "submissions regarding internal reviews or appeals" are, in fact, the documents in the initial application. See answer to question 1g (provision of information about the documentation of qualifications that must accompany each application).

Additionally, each applicant receives a "File Open" letter, which acknowledges receipt of their application. If the applicant's file is being referred to the Registration Committee, they are advised of this fact in the File Open Letter. The letter also advises the applicant of their right to submit any additional documentation within 30 days, and that the 30 day waiting period may be waived if they wish to be referred to the Committee sooner.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

*** SAME AS LAST YEAR ***
 *** SAME AS LAST YEAR ***
 *** SAME AS LAST YEAR ***

Given that the definition of an "internal review" is a file that is referred to the Registration Committee, the "submissions for internal reviews or appeals" are, in fact, the documents in the initial application. See answer to question 1g (provision of information about the documentation of qualifications that must accompany each application).

Each applicant receives a "File Open" letter, which acknowledges receipt of their application. If the applicant's file is being referred to the Registration Committee, they are advised of this fact in the File Open Letter. The letter also advises the applicant of their right to submit any additional documentation within 30 days, and that the 30 day waiting period may be waived if they wish to be referred to the Committee sooner.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

*** SAME AS LAST YEAR ***
 *** SAME AS LAST YEAR ***
 *** SAME AS LAST YEAR ***

This question is relevant to an appeal but not to an "internal review" as defined by the Office of the Fairness Commissioner (i.e. a file that is referred to the Registration Committee, or a file that is reviewed by the Committee for a second time).

Registration decisions are made by either the Registrar, in the limited scope outlined in the answer to question 6a, or by a panel of the Registration Committee. If a file is referred to the Committee for a second time, it is typically to answer a specific question from the applicant that was not answered in the decision and reasons, or to consider additional information that was supplied by the applicant in response to the decision and reasons. In either of these situations, the file is returned to the original panel for clarification of the decision, or to consider the additional information provided by the applicant along with the rest of the file.

e) Describe your internal review or appeal process.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The Office of the Fairness Commissioner (OFC) has advised the College that they consider any referral to the Registration Committee to be an "internal review". Likewise, the OFC considers any second review of an application - initiated either by the applicant or the College - to be an internal review.

The Registrar has authority to grant a certificate of registration for 3 types of applicants:

- Applicants who have completed both academic and practical training programs that have been accredited by either Dietitians of Canada or the Commission on Accreditation for Dietetics Education (US).

The Registrar can only admit applicants in this category who have completed their education and training within the past 3 years, or have practiced safely as an RD in another jurisdiction during the past 3 years. All others must be referred to the Registration Committee to determine whether upgrading is necessary.

- Applicants who are currently registered in another Canadian Dietetic Regulatory body.
- Applicants who are currently registered as Accredited Practising Dietitians (APD) in Australia

The Registrar will refer the applicant to a panel of the Registration Committee where the Registrar has any doubts about whether the applicant meets the requirements, or if she proposes to refuse the applicant or impose Terms, Conditions, or Limitations on the applicant's certificate of registration.

The panel of the Registration Committee will review the applicant's file and complete an assessment of the equivalence of the academic and/or practical training programs as compared to Canadian accredited academic and/or practical training programs. The panel of the registration committee then reviews the file with respect to all of the other exemptible and non-exemptible requirements, and makes the initial registration decision.

As set out in the Regulated Health Professions Act, applicants who wish to appeal a registration decision from CDO are referred to the Health Professions Appeal and Review Board (HPARB). The cover letters for all Decisions and Reasons provide applicants with instructions about filing an appeal with HPARB. These cover letters also include an invitation for applicants to contact the Registrar & Executive Director if they have any questions about their decision. If an applicant has a question about their registration decision that requires interpretation or further explanation, College staff do not have the authority to answer the question. In this case the file would be returned to the same panel for clarification of the decision. Likewise, if an applicant produces additional information or documentation in response to the registration decision, the file will be returned to the original panel to review the new/additional information.

f.) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

Council Elections and applications for Committee appointment take place in the spring. Committee composition is determined by the Executive Committee at the June Council meeting each year. From January to June of 2013, the Registration Committee was composed of :

- Two elected councilors (members of the profession);
- Two public councilors;
- Five non-Council member (members of the profession).

From June to December of 2013, the Registration Committee was composed of:

- Three elected councilors (members of the profession);
- Three public councilors;
- Five non-Council member (members of the profession).

Composition of the panels follow the provisions of the Health Professions Procedures Code of the Regulated Health Professions Act:

Panels

17. (1) An application for registration referred to the Registration Committee or an application referred back to the Registration Committee by the Board shall be considered by a panel selected by the chair from among the members of the Committee. 1991, c. 18, Sched. 2, s. 17 (1); 2007, c. 10, Sched. M, s. 24 (1)

Composition of Panels

(2) A panel shall be composed of at least three persons, at least one of whom shall be a person appointed to the Council by the Lieutenant Governor in Council. 2007, c. 10, Sched. M, s. 24 (2).

Quorum

(3) Three members of a panel constitute a quorum. 1991, c. 18, Sched. 2, s. 17 (3)

In addition to the provisions of the RHPA, the Registration Committee's policies indicate that each panel must include at least one member of the profession. A panel that will be considering a practical training equivalency must contain at least two members of the profession.

Given that the Registration Committee is composed of elected members of the profession (elected Council members) and members of the profession who have applied for appointment to the Committee, the College does not have a policy that would require an internationally educated member of the profession to be on a panel.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes to the registration practices relevant to this section occurred in 2013.

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Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Decision and Reasons letters are provided to every applicant whose file is reviewed by the Registration Committee. These letters include information about their right to appeal to the Health Professions Appeal and Review Board, the deadline for submitting an appeal, format and content of the appeal, as well as the address and contact person.

The College's website also includes a statement about the applicant's right to appeal to HPARB.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes in the College's practices relevant to this section in 2013

Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The registration requirements for becoming a dietitian in Ontario are:

1. Academic Preparation from an accredited Canadian university program in foods & nutrition or equivalent
2. Practical Training in an accredited practical program in Canada or equivalent
3. Language Proficiency in English or French
4. Record of Ethical and Competent Practice
5. Good Character and Good Conduct
6. Current Dietetic Knowledge and Competence
7. Eligible to Work in Canada
8. Knowledge and practical experience related to the Canadian health care system
9. Pass the Canadian Dietetic Registration Examination (Registration Exam)

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO recognizes the Accreditation Council for Education in Nutrition and Dietetics (ACEND), in the United States. Undergraduate programs and internship practicums that have been accredited by (ACEND) are considered equivalent to undergraduate or internship programs accredited by Dietitians of Canada. Thus no further assessment is required.

CDO also recognizes registration with the Academy of Nutrition and Dietetics's Commission on Dietetic Registration, for the purpose of assessing continuing competence activities.

CDO has a mutual recognition agreement with the Dietitians Association of Australia (DAA) which deems that all members of DAA with the status of Accredited Practising Dietitian are deemed to meet the eligible to write the Canadian Dietetic Registration Examination (CDRE), once the College confirms that the applicant is not the subject of any disciplinary or fitness to practice proceedings in Australia.

With the exception of applicants who are subject to labour mobility or mutual recognition agreements, all applicants (Canadian and international) who have completed an undergraduate degree or internship program that was not accredited by Dietitians of Canada (DC) or ACEND in the US, must have the degree or internship (or both) assessed by the Registration Committee. Undergraduate degrees that have been completed outside of Canada and the US must first be assessed by World Education Service, who will determine the equivalent level of the degree. Only those degrees that are assessed to be equivalent to a university level (bachelor's degree or higher) will be considered by the Committee.

For undergraduate degrees, the Committee reviews the syllabus/descriptions of each course to ensure that the subject matter from the following courses are covered:

Humanities/Social Sciences (12 credits)

Natural Sciences (9 Credits: 3 each in General Chemistry, Organic Chemistry and Microbiology)

Professional Subjects (18 Credits: 3 each in Basic Foods, Advanced Foods, Basic Principles of Management and Communications Arts and 6 in Basic Human Nutrition)

Human Nutrition (9 Credits: 3 each in Advanced, Clinical and Community Nutrition)

Food Service Systems Management (9 Credits: Foodservice systems organizations and Management, Quantity Food Production Management, Foodservice Facilities, Cost Control & Accounting and Personnel)

Supporting Sciences (12 Credits: 9 total in Biochemistry and Physiology and 3 total in Advanced Social Science, Statistics and Computers)

Where an applicant has not completed the subject matter from a particular course, the committee reviews the course content of all courses that have been completed to determine whether the content was covered in other courses, under different titles. If an applicant is missing some of the required courses, they will be asked to complete these courses before they will be eligible to become registered with the College.

For all applicants (Canadian and internationally educated) who have not completed an internship or practicum that is accredited by DC or ACEND, the internship program is assessed by the Registration Committee. The applicant provides documentation from the program which describes the length, the structure of the program, the format for evaluation, and the competencies or learning outcomes that must be demonstrated or achieved for successful completion. These aspects are compared to the standards for accredited Canadian internship programs:

- The program must be a minimum of 1300 hours.
- It must provide supervised practical experience at an appropriate level of complexity (i.e. the activities should represent the activities that would be performed by an entry-level dietitian in Canada, meaning that they should be more complex than the activities that may be assigned to a dietetic technician or assistant in a Canadian healthcare system).
- The competency statements or learning outcomes must address all of the Competencies for the Entry Level Dietitian
- The practical experiences must be supervised by a dietitian who is qualified to practice in the country where the experiences were achieved.
- The practical experiences must address all 3 areas of Canadian dietetic practice (Clinical, Community and Food Services Management).

There are three potential outcomes of a practical training assessment:

The committee may deem the practical training to be equivalent to an accredited practicum or internship in Canada

The committee may determine may ask the applicant to complete additional practical experiences to cover specific competency statements or practice areas, or

The committee may determine that the practical training is not equivalent to an accredited practicum or internship

c) Explain how work experience in the profession is assessed.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Academic and practical training are two separate non-exemptible requirements, under CDO's Registration Regulation. Amendments to the Registration Regulation, which came in to force in May 2012, have enabled the College to use more flexibility in terms of considering work experience toward achievement of these requirements. New policies created as a result of the amended regulation enable the College to give credit for course content that an applicant has taught at the university level. An applicant could also include some work experiences as part of a competency attestation submission. Finally, work experience can be used to inform the Committee regarding the level of competency that was attained during a practicum.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

*** SAME AS LAST YEAR ***

- CDO's Registration Manager regularly participates in the accreditation process for dietetic internship/practicum programs (programs outside of Ontario) as a reviewer.
- CDO maintains current and accurate information on the accreditation processes in both Canada and the US by maintaining copies of the Accreditation Standards for both Dietitians of Canada and the Commission on Accreditation for Dietetics Education.

- The Registration Committee reviews course descriptions from Ontario programs.
- The Registrar & Executive Director also represents CDO in the Partnership for Dietetic Education and Practice. Members of this group represent regulatory bodies, dietetic educators and the professional association from across Canada, and are dedicated to the development of national competency standards (knowledge, skill and judgment) for entry to practice. PDEP will also be developing the new accreditation standards for academic and internship programs in Canada.
- The Registrar & Executive Director also maintains a link with the Dietetic Education Leadership Forum of Ontario, which is an action group comprised of internship coordinators and university course directors within Ontario.
- The Registrar & Executive Director meets with dietetic regulatory bodies within Canada as part of the Alliance of Canadian Dietetic Regulatory Bodies. The Alliance is where policies for the development and administration of the exam are developed and approved, and where qualifications and assessment approaches are discussed. The Alliance has also been the forum where the mutual recognition agreement with the Australian Dietetic Association was discussed and negotiated (though each provincial regulatory body signed the agreement individually, it was discussed and negotiated at the Alliance table).

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO staff identify any previous decisions that would provide past precedent. This may include files from the same jurisdiction or school, but may also include other information or scenarios that are relevant to the file in question. Any relevant files are provided to for review during their assessment.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO considers the content of completed courses from university level institutions in Canada and other countries. We rely on the expertise of World Education Services (WES) to assess whether an applicant's education is at a level equivalent to a university level in Canada. See section 9 c for information on the procedures used by WES for recognition of institutions.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO does not often receive requests for accommodation of special needs. When received, such requests are considered on an individual basis, and appropriate accommodations are made to address the specific needs of both the applicant and the College. Print material can be adapted and special needs are accommodated, as necessary, in the writing of the exam.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

The typical time from the date that a complete application is received to the date that a registration decision is mailed is:

- 3-8 days for applicants who will not be referred to the Registration Committee. This represents 85% of the applications that are processed by this College.
- For applicants whose files are referred to the Registration Committee, the average time from when the application was complete until the decision was made was 33 business days, in 2013. The average time from when the decision was made until the decision and reasons was drafted and mailed was 6 business days for a total average 39 of business days. This represents an increase from the 2012 average, that was not unexpected. Due to the increasing complexity of the files being referred to the Committee, the College changed processes so that files must be complete no later than 4 weeks prior to the meeting (as opposed to 3 weeks). This additional time was needed to ensure adequate preparation time for Committee members to review the files.

i. State whether the average time differs for internationally trained individuals.

There is no difference in the timelines for processing Canadian and Internationally trained applicants whose files are reviewed by the Registrar.

For files reviewed by the Registration Committee:

- The average time from when the application was completed until the decision was made was 37 days for Canadian applicants and 31 days for International applicants.
- There was no difference for internationally trained individuals with respect to the average time from when the decision was made until the decision was mailed (6.3 days for Canadian trained applicants and 6.2 days for International applicants).

The College's practice is that once a file is complete, it is reviewed at the next scheduled meeting. No files are carried over or deferred to the next meeting. Thus any differences in this timeline are due to differences in how far ahead of the timeline the file was completed in relation to the next scheduled committee meeting.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

For applications that are being reviewed by the Registration Committee, the only difference was in the average time between Canadian and Internationally trained individuals was in the time between when all documents have been received by the College and when the decision is made. As the dates for the Committee meetings are fixed, this difference seems to reflect that internationally trained applicants submit their documents closer to the deadline for the meeting than Canadian trained applicants. In 2012, the opposite effect was seen (Canadian applicants submitted final documents closer to the deadline for each meeting).

The average time from when the application is *initiated* until the decision is issued may be longer for internationally trained individuals. Applicants often submit their applications before all of the required documents have been retrieved, thus increasing the time it takes for them to be referred to the Registration Committee (applicants are not referred to the Committee until all documents have been received). For some internationally trained individuals it can take more time to collect the required documents.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

To ensure that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate, CDO relies on the expertise of World Education Services. The first step in the assessment process for a university degree completed outside of Canada is for the degree to be assessed by World Education Service (WES) to determine the level (e.g. baccalaureate, master's, Ph.D.). For information on how WES determines the level of the credential, see the response for question 9(c).

ii. Describe the criteria that are applied to determine equivalency.

*** SAME AS LAST YEAR ***

The criteria for determining equivalency of the undergraduate degree are:

- The degree must be assessed as equivalent to a Canadian University degree
- The formal education must be a minimum of 14 years in length
- The academic degree must not be lacking more than one 3-credit course from the following:
 - Humanities/Social Sciences (12 credits)
 - Natural Sciences (9 Credits: 3 each in General Chemistry, Organic Chemistry and Microbiology)
 - Professional Subjects (18 Credits: 3 each in Basic Foods, Advanced Foods, Basic Principles of Management and Communications Arts and 6 in Basic Human Nutrition)
 - Human Nutrition (9 Credits: 3 each in Advanced, Clinical and Community Nutrition)
 - Food Service Systems Management (9 Credits: Foodservice systems organizations and Management, Quantity Food Production Management, Foodservice Facilities, Cost Control & Accounting and Personnel)
 - Supporting Sciences (12 Credits: 9 total in Biochemistry and Physiology and 3 total in Advanced Social Science, Statistics and Computers)

The following are the criteria used for determining the equivalency of practical training:

- The practicum experience is aligned to the current Canadian standards, and considers advances in technology, and issues related to the profession.
- The practicum is logically constructed to achieve expected learning outcomes
- Evaluation of student/intern performance reflects achievement of the expected learning outcomes.
- The individual responsible for directing the program is a dietitian who has the appropriate credentials.
- Individuals involved in providing practicum placements must be appropriately qualified and free from conflict of interest or bias.

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Academic and practical training are two separate non-exemptible requirements, under CDO's Registration Regulation. Amendments to the Registration Regulation, which came in to force in May 2012, have enabled the College to use more flexibility in terms of considering work experience toward achievement of these requirements. New policies created as a result of the amended regulation enable the College to give credit for course content that an applicant has taught at the university level. An applicant could also include some work experiences as part of a competency attestation submission. Finally, work experience can be used to inform the Committee regarding the level of competency that was attained during a practicum.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

*** SAME AS LAST YEAR ***

The College accepts competency attestation submissions as an acceptable alternative to an accredited internship for meeting the practical training requirement. The applicant prepares a submission that includes documentation of how they achieved and demonstrated the Canadian entry-level competencies, along with attestations from Registered Dietitians who supervised and evaluated the applicant's demonstration of the competencies. The submission also includes documentation of how the practicum was planned and evaluated to ensure currency of the applicant's dietetic knowledge and demonstration of all of the competencies.

To ensure transparency, the evaluation framework for the practicum submission is provided to the applicant on the College's website, along with instructions for completing a practicum in this way.

http://www.collegeofdietitians.org/Resources/Registration/Registration-Requirements/IP_Standards_Worksheet.aspx

The Canadian Dietetic Education Examination (CDRE) provides further validation of the applicant's competency. See section 8 (l) for information regarding the CDRE.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Because of the difficulties in securing sufficient placements, the number of applicants who pursue this route is small. The Committee monitors the performance on the national exam of applicants through this route. In addition, the Committee has considered feedback received from applicants, dietitian supervisors, and educators with respect to this route.

iii. Explain how work experience is used in the assessment of competency.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Academic and practical training are two separate non-exemptible requirements, under CDO's Registration Regulation. Amendments to the Registration Regulation, which came in to force in May 2012, have enabled the College to use more flexibility in terms of considering work experience toward achievement of these requirements. New policies created as a result of the amended regulation enable the College to give credit for course content that an applicant has taught at the university level. An applicant could also include some work experiences as part of a competency attestation submission. Finally, work experience can be used to inform the Committee regarding the level of competency that was attained during a practicum.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

*** SAME AS LAST YEAR ***

The amended Registration Regulation, which came in to effect in May 2012 gives the College more flexibility in terms of using prior learning assessment. Currently, the College uses prior learning assessment in a limited way:

- The College will accept university credits awarded by education institutions as a result of a prior learning assessment.
- Documentation to verify that an applicant has taught a university level course is now considered an acceptable alternative to completion of a course.
- The competency attestation process described in section j could be considered a form of prior learning assessment.

The College has submitted a proposal for funding to develop and implement a formal, comprehensive prior learning assessment for the dietetic profession that would be validated nationally.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Because of the difficulties in securing sufficient placements, the number of applicants who pursue this route is small. The Committee monitors the performance on the national exam of applicants through this route. In addition, the Committee has considered feedback received from applicants, dietitian supervisors, and educators with respect to this route.

iii. Explain how work experience is used in the assessment of prior learning.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Academic and practical training are two separate non-exemptible requirements, under CDO's Registration Regulation. Amendments to the Registration Regulation, which came in to force in May 2012, have enabled the College to use more flexibility in terms of considering work experience toward achievement of these requirements. New policies created as a result of the amended regulation enable the College to give credit for course content that an applicant has taught at the university level. An applicant could also include some work experiences as part of a competency attestation submission. Finally, work experience can be used to inform the Committee regarding the level of competency that was attained during a practicum.

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

*** SAME AS LAST YEAR ***

The Alliance of Canadian Dietetic Regulatory Bodies (the Alliance) is the body that is responsible for the decisions about exam policy and content. The Alliance appoints an exam committee made up of dietitians from across the country to provide content expertise, and contracts an exam company (Schroeder Measurement Technologies, SMT) to provide the technical expertise in exam development, administration and psychometric analysis.

Beginning in May 2013, the exam is now administered by SMT via computer, at approved testing centres across the country. Once the exam has been administered, SMT then:

- performs item analysis and consults the exam committee to determine the cut score
- generates exam pass/fail reports and exam bulletins and distributes them to each regulatory body

If an applicant has concerns about their exam score, they may request that their exam be re-scored. They may also appeal the administration and content of the exam. These appeals are investigated and reviewed by the Registrar and a decision is made in consultation with the Alliance of Canadian Dietetic Regulatory Bodies. A successful appeal would result in a rewrite of the exam at no cost and extension of a temporary certificate of registration permitting a candidate to continue to practice as an RD.

After failing for the first time, the applicant is invited to write the exam for a second time by simply registering for the exam. After failing on the second or subsequent attempt, applicants are required to complete upgrading (in the form of course work and supervised practicum), before they can write the exam again. The purpose of the upgrading requirement is to ensure that applicants have the opportunity to assess their performance and address any learning needs before writing the exam.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The Alliance of Canadian Dietetic Regulatory Bodies (the Alliance) is the body that is responsible for the decisions about exam policy and content. The Alliance appoints an exam committee made up of dietitians from across the country to provide content expertise, and hires an exam company (Schroeder Measurement Technologies, SMT) to provide the technical expertise in exam development, administration and psychometric analysis.

The Alliance is the body that is ultimately responsible for the decisions about exam policy and content. CDO has direct input in to these policies in several ways:

- Direct involvement as a member of the Alliance
- CDO's Registrar & Executive Director represents the Alliance by acting as the "Exam Authority" (i.e. the Alliance's liaison with the exam company)

The Alliance maintains control over the exam through the contract with SMT, which stipulates the expectations and policies for the development and the administration of the exam, including psychometric analysis and reporting.

The exam results have never been below the desired levels.

iii. State how often exam questions are updated and the process for doing so.

The process for reviewing and updating exam question is continuous and ongoing.

The Alliance of Canadian Dietetic Regulatory Bodies (the Alliance) is the body that is responsible for the decisions about exam policy and content. The Alliance appoints an exam committee made up of dietitians from across the country to provide content expertise, and hires an exam company (Schroeder Measurement Technologies, SMT) to provide the technical expertise in exam development, administration and psychometric analysis.

Each examination consists of 220 items, approximately 70 of which are newly developed tested in the first and subsequent examinations. The remaining items that are selected from the bank to be part of the exam are reviewed by the examination development committee as the first step in the development of an examination. Items are reviewed in terms of latest psychometric performance, currency, relevancy and relation to the specified competency. New questions are subject to multiple reviews to ensure clarity, accuracy, regional relevance, and for translation in to French.

Each question on every exam is also subjected to psychometric testing. If a question does not perform well in this testing, it is removed from the exam (i.e. it does not count in the scoring). The question is then either modified before it goes in to the question bank or removed from the bank altogether.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Online administration of the exam began in May 2013. This change in format has a number of advantages:

- Convenience for applicants - the exam is available in more places within Ontario and across the country, reducing the distance that many applicants are required to travel in order to write the exam.
- Faster communication of results - By eliminating the need for the College to collect answer sheets, deliver them to the exam company and have them scanned, processing time for exam results has decreased (by 2 weeks for the May exam and one week for the November exam, which has 3 times more writers).
- Computer administration of the exam will enable The Alliance to investigate different types of questions, which in the future may reduce the number of questions needed to reliably validate applicant's entry-level competence.

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Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

*** SAME AS LAST YEAR ***

CDO relies upon the following organizations in the registration process:

World Education Services – for assessment of the level of the degree

TOEFL - for English language proficiency testing

TESTCan - for French language proficiency testing

The **Internationally Educated Dietitians Pre-Registration Program (IDPP)** – the dietetics bridging program is sometimes relied upon for assessment of language proficiency

Although CDO Administers the Canadian Dietetic Registration Examination (CDRE) in Ontario, the **Alliance of Canadian Dietetic Regulatory Bodies (the Alliance)** is the body that is responsible for the decisions about policies and content for the Canadian Dietetic Registration Examination (CDRE). CDO is a member of the Alliance and has input in to the policy decisions. The Alliance appoints an exam committee made up of dietitians from across the country to provide content expertise, and contracts an exam company (**Schroeder Measurement Technologies, SMT**) to provide the technical expertise in exam development, administration and psychometric analysis.

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The CDO website contains links to some of the third parties on which it relies (WES, IDPP). These websites are reviewed regularly to ensure that applicants are able to find the necessary information. Information about the registration examination is provide directly by CDO (through the preparation guide, the audio-visual guide, and direct communication with applicants).

The WES website includes information about WES services and fees, documentation requirements, and the application process. The on-line status update feature allows applicants to check on their application status 24 hours-a-day, 7-days-a-week, and make changes to their evaluation order. However, many applicants email and call as well. WES commits to a 48 hour response time when electronic or voicemail messages are received. Their dedicated customer service staff is available to answer questions from walk-in applicants during regular business hours; no appointment is required.

Applications are available in several ways: on their website through a real-time application, by printing an application (PDF) from their website and mailing it to WES, or by receiving a printed application through partner agencies. A walk-in service allows applicants to submit applications in person. Depending on availability of staff, walk-in applicants can receive personalized advice about their application. WES acknowledges receipt of application in most cases immediately. In cases if documentation or payment is missing applicants are informed by email or mail (if no email address is available). Evaluation results are communicated through hard copy evaluation reports and on-line status update.

Through partnerships with the Welcome Centres in Ajax and Pickering, and with Newcomer Centre of Peel, WES staff provide regular in-depth advisement to internationally educated individuals on their needs for evaluations and general licensure processes in Ontario and Canada.

ii. utilizes current and accurate information about qualifications from outside Canada

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

IDPP – CDO maintains a complete program binder and the Registration Committee meets with the IDPP Manager and Coordinator once a year. The Registration Committee has reviewed and approved the language assessment system used in the IDPP program (Ryerson University), which is based on CAELS.

WES - evaluation resources and information are stored in a custom-built database that contains information:

- Key details (admission requirements, program length) for more than 19,133 credentials;
- Grade conversions for over 3,273 grading systems;
- Contact details and status of more than 40,396 institutions (including 7,366 universities) in 214 countries and jurisdictions;
- More than 12,653 program majors specific to the level of education; and
- Thus far, in Canada, evaluated over 98,444 credentials and established 253 possible Canadian equivalency outcomes, e.g. B.A. (3 years).

In addition, syllabi from a number of countries and programs are stored in the database. The WES database is controlled and maintained by a team of professionals whose duty is to gather, verify and enter information.

iii. provides timely decisions, responses and reasons to applicants

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The Canadian dietetic regulatory bodies collectively contract with SMT. The contract specifies the timeframe for scoring the CDRE and providing the results. The results are provided to each provincial regulatory body via a secure web portal. CDO (and all of the other provincial regulatory dietetic regulatory bodies) prints the results and notifies their applicants within 1-2 business days after receiving the results.

WES - As a part of the application process, applicants are directed to read about the WES process and about which documents are required for evaluation, in what format and from what source. This information is well-researched and country specific. Based on when WES receives all required documents, the time frame to complete an evaluation report is 7 business days. Any time, prior, throughout the evaluation period, and after it is completed, applicants have an option to enquire about the process or status of their evaluation through email, phone, review their status through self-directed on-line status update feature or by visiting WES office in Toronto in person. WES is committed to a 48 hour response time when electronic or voicemail messages are received. Walk in service is open Monday to Friday, and effective September 4th, 2012, the walk-in service hours are 1 PM to 4:30 PM. On-line status update is available 24- hour-a-day, 7-days-a-week.

Web-based self-serve assessment tools such as grade conversion guide, iGPA Calculator and International Degree Preview (IDP) available on WES website are designed to provide an immediate feedback to applicants and organizational users about credential(s) in question or its elements before formal evaluation process is completed.

iv. provides training to individuals assessing qualifications

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

(Exam) The Canadian Dietetic Regulatory Bodies collectively contract with SMT. The contract details the services to be provided and includes education and direct guidance of those involved in the development of the exam items and process.

(Bridging Program) The bridging program provides orientation to preceptors. In addition, the Registration Committee directly reviews the learning activities of applicants from the bridging program as submitted globally by the program and as submitted by each applicant.

(WES) Formal in-house training of credential evaluators is conducted under the guidance of the Assistant Director and Manager of Evaluation Services. WES Evaluators receive thorough, high quality and systematic training in order to ensure that they produce accurate evaluation reports which are consistent with WES's established evaluation policies and current research.

In addition, to contribute to overall competency of academic credential evaluators, WES offers free Webinars on best practices in document authentication, education systems and evaluation methodologies. The free Webinars are complemented with annual in-person Training Workshops.

Furthermore, WES maintains an extensive library of printed and electronic resources. In addition to the printed and electronic resources, more than 500, 000 individual evaluations and their academic records are archived and constitute an important resource that is electronically accessible to evaluators.

WES publishes WENR (World Education News and Reviews), a monthly electronic newsletter, which is distributed to subscribers around the world. It contains news on international trends in education, offers "how-to" articles on credential evaluation techniques, and profiles educational systems around the world. Evaluators have access to 21 years of articles and information on international comparative education.

WES website contains free Resources, Tools, white papers, and etc., for practitioners in international academic credential evaluations. More recently, WES has established a Research and Advisory Services (RAS) to address the needs of institutions and professional licensing bodies outside of mere evaluation services.

v. provides access to records related to the assessment to applicants

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO directly provides records, i.e. results of the registration examination, rescoring and appeals.

WES - An on-line self-directed status update feature allows applicants to receive information about the evaluation process, including specific details regarding which credentials are being assessed, what documents have been received already and what is still required. As the file moves through the process, the status is continuously updated. Each time WES receives academic documents, records are reviewed and applicant is informed of the result of this review by email or mail. Upon completion of evaluation process evaluation results are posted through on-line status update feature. WES then sends a hard copy of the report to the applicant and any other recipient(s) of their choice. Additional fees are applicable for extra copies. Upon request, applicants may have access to records concerning their file stored in WES office. In some such cases, WES might decide to redact certain elements of the documents prior to being shared with the applicant, in order to protect the verification process.

WES' procedures for handling personal information are in accordance with the Personal Information Protection and Electronic Document Act (PIPEDA).

vi. accommodates applicants with special needs, such as visual impairment

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The CDRE policy for accommodation of special needs is controlled by the Alliance of Canadian Dietetic Regulatory Bodies. CDO's Registrar & Executive Director is the lead for the Alliance on development of policies related to the Exam.

WES applicants may be accommodated on an individual basis, based on identified needs. The WES office adheres to the requirements of Accessibility for Ontarians with Disabilities Act (AODA) which took effect on January 2012. All WES Customer Service and Client Relations staffs are trained in AODA requirements.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The WES credential evaluation methodology is based on the level, scope and intent of the program completed. They consider the admission requirement to the program, the length of the program, the depth and breadth of the curriculum covered, and the options for further study of the degree holder, when formulating equivalencies. In addition, they examine the official status of the degree-granting institution and the program in the home country's education system, as well as any official ratings, when establishing equivalency. These criteria combine and measure credential and educational systemic features to identify if similarities are adequately substantial to grant a Canadian equivalency.

WES evaluation reports reflect organizational policy and are not the point of view of individual evaluators.

ii. Describe the criteria that are applied to determine equivalency.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

CDO relies on World Education Services (WES) to provide a judgment on educational documents and the level of the degree only. Equivalency to an accredited university degree in foods and nutrition in Canada is assessed by CDO's Registration Committee.

When evaluating academic credentials WES considers the level, scope and intent of the program in question. They draw from a variety of resources in the field of comparative education and actively remain abreast with current developments. Resources they use include national and international sources.

WES employs a number of clearly defined factors (length of programs, admission requirements, standing of institutions, presence of quality assurance mechanisms and educational outcomes - see information in section i, above).

iii. Explain how work experience is taken into account.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not Applicable. WES does not evaluate accomplishments outside of actual academic education.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable. CDO does not rely on a third party to conduct competency assessments.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable. CDO does not rely on a third party to conduct competency assessments.

iii. Explain how work experience is used in the assessment of competency.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable. CDO does not rely on a third party to conduct competency assessments.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable. CDO does not rely on a third party to conduct prior learning assessments.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable. CDO does not rely on a third party to conduct prior learning assessments.

iii. Explain how work experience is used in the assessment of prior learning.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Not applicable. CDO does not rely on a third party to conduct prior learning assessments.

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

*** SAME AS LAST YEAR ***

The Alliance of Canadian Dietetic Regulatory Bodies (the Alliance) is the body that is responsible for the decisions about exam policy and content. The Alliance appoints an exam committee made up of dietitians from across the country to provide content expertise, and contracts an exam company (Schroeder Measurement Technologies, SMT) to provide the technical expertise in exam development, administration and psychometric analysis.

The CDRE is a multiple choice exam, consisting of approximately 220 questions. Applicants complete the exam at computer testing sites, approved by SMT. Once the exam has been completed, SMT then:

- performs item analysis and consults the exam committee to determine the cut score
- generates exam pass/fail reports and exam bulletins and distributes them to each regulatory body

If an applicant has concerns about their exam score, they may request that their exam be re-scored. They may also appeal the administration and content of the exam. These appeals are investigated and reviewed by the Registrar and a decision is made in consultation with the Alliance of Canadian Dietetic Regulatory Bodies. A successful appeal would result in a rewrite of the exam at no cost and extension of a temporary certificate of registration permitting a candidate to continue to practice as an RD.

After failing for the first time, the applicant is invited to write the exam for a second time by simply registering for the exam. After failing on the second or subsequent attempt, applicants are required to complete upgrading (in the form of course work and supervised practicum), before they can write the exam again. The purpose of the upgrading requirement is to ensure that applicants have the opportunity to assess their performance and address any learning needs before writing the exam.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The Alliance of Canadian Dietetic Regulatory Bodies (the Alliance) is the body that is responsible for the decisions about exam policy and content. The Alliance appoints an exam committee made up of dietitians from across the country to provide content expertise, and contracts an exam company (Schroeder Measurement Technologies, SMT) to provide the technical expertise in exam development, administration and psychometric analysis.

The Alliance ensures that the examination is valid and reliable by:

- maintaining an exam blueprint, which guides the development of the exam. The blueprint is based on a job analysis of dietetic practice in Canada and shows how each question in the exam is linked to the competencies for the entry-level dietitian (knowledge, skills and judgment).
- reviewing and revising the exam entry-level competencies and the exam blueprint periodically.
- regular evaluation of the exam questions
- using standardized quality control methods
- using the expertise of external consultants
- regular evaluation of the examination

Item Analysis: An item analysis refers to the calculation of statistics for each item on an examination for the purpose of assessing item and exam performance. Typical item statistic calculations include:

- Number and percent of candidates selecting each response
- difficulty index (p-value) for each item and the proportion of examinees selecting the correct answer
- discrimination index for each item (biserial correlation)
- Standard deviation
- Standard error of measurement (SEM)
- mean score for all candidates
- KR-20 estimate of reliability
- distribution of item test discrimination indices
- distribution of item difficulty indices

Item comments from examinees are reviewed along with item statistics. Poorly performing items are either salvaged through a revision process or discarded.

Item Review and Revision: For each item (question), an assessment is made to determine if the item meets the standards for accuracy, clarity, readability, and the inadvertent introduction of bias. Items are reviewed to ensure they fit within the examination test specifications (are content valid), are of appropriate difficulty, and meet program form and grammar standards, and all items are referenced against an approved and published reference listing.

Items are developed by subject matter experts that test specific competencies. Each item is reviewed by 7-10 registered dietitians to ensure that it represents current dietetic practice.

Technical Test Report: The Technical Test report includes information concerning the quality of item banks, and individual examination items and their distribution by domain, classification, difficulty, historic use, and future item writing needs. Information is also provided concerning examination administration history and examination reliability statistics

The exam results have never been below the desired levels.

iii. State how often exam questions are updated and the process for doing so.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

The Alliance holds an item-writing workshop once per year where new questions are generated and where existing questions are revised, as necessary. The items needing review or development are identified through a needs analysis that results from review of data from several sources:

- The exam questions are reviewed after each administration of the exam. SMT (the examination and measurement consultants) provide an Item Analysis. An item analysis refers to the calculation of statistics for each item on an examination for the purpose of assessing item and exam performance. Typical item statistic calculations include:
 - Number and percent of candidates selecting each response
 - difficulty index (p-value) for each item and the proportion of examinees selecting the correct answer
 - discrimination index for each item (biserial correlation)
 - Standard deviation
 - Standard error of measurement (SEM)
 - mean score for all candidates
 - KR-20 estimate of reliability
 - distribution of item test discrimination indices
 - distribution of item difficulty indices
- Item comments from examinees are reviewed along with item statistics. Poorly performing items are either salvaged through a revision process or discarded.
- **Item Review and Revision:** For each item (question), an assessment is made to determine if the item meets the standards for accuracy, clarity, readability, and the inadvertent introduction of bias. Items are reviewed to ensure they fit within the examination test specifications (are content valid), are of appropriate difficulty, and meet program form and grammar standards, and all items are referenced against an approved and published reference listing.
- **Technical Test Report:** The Technical Test report includes information concerning the quality of item banks, and individual examination items and their distribution by domain, classification, difficulty, historic use, and future item writing needs. Information is also provided concerning examination administration history and examination reliability statistics.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Prior to 2013, the multiple choice exam was administered via paper tests with answers submitted on bubble cards, which were returned to SMT for scanning and scoring. Beginning with the 2013 administration, the CDRE is now administered via computer, at secure testing facilities approved by SMT. Answers are submitted directly to SMT, electronically, for scoring.

The change to computer administration has a number of advantages:

- Convenience for applicants - the exam is available in more places within Ontario and across the country, reducing the distance that many applicants are required to travel in order to write the exam.
- Faster communication of results - By eliminating the need for the College to collect answer sheets, deliver them to the exam company and have them scanned, processing time for exam results has decreased (by 2 weeks for the May exam and one week for the November exam, which has 3 times more writers).
- Computer administration of the exam will enable The Alliance to investigate different types of questions, which may reduce the number of questions needed to reliably validate applicant's entry-level competence.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Registration decisions are made by the Registrar & Executive Director, and by the Registration Committee. All staff involved in registration participate in orientation and training as do members and the Chair of the Registration Committee.

When the Registrar & Executive Director and Program Manager are hired, they receive an orientation to the College, including relevant legislation, policies and procedures. They receive a resource manual for registration policies and procedures to aid in making consistent, fair and impartial decisions. They also periodically attend conference sessions related to registration practices.

The Registrar & Executive Director and Registration Program Manager are trained to handle applications from applicants who have completed accredited undergraduate degrees and accredited practical training programs within the past three years, as well as applicants who are registered in other provinces and are applying through the Mutual Recognition Agreement. This training includes:

- Verifying that transcripts indicate completion of the degree
- Verifying that transcripts and other documents are sent directly from the originating source
- Verifying the accreditation status of academic and practical training programs and the source of verification of completion of the practical training that is not part of a university program transcript
- Review of declarations and documents verifying good character and good standing
- Verifying completion of application including signature of the applicant
- Verifying name against documents or verification of a name change

On an ongoing basis, complicated files are reviewed and discussed by the Registrar with program staff. This supports ongoing training and consistency in handling applications, and provides a means to continuously test policies and practices.

Registration Committee Members

New members to the Registration Committee receive an orientation before participating in any registration decisions. The orientation includes a review of:

- the roles of staff, committee chair, and committee members
- authority and accountability under the relevant legislation
- addressing bias and conflict of interest
- resource binder for committee members
- tools, checklists, and criteria used for assessment
- policies and procedures for file assessment
- sample files

After the orientation is complete, new committee members participate in the review of several application files as an observer only. They review and score the file and participate in the discussion, but do not participate in the final registration decision. Observing the review of these files allows the new committee member to ask questions and improve their knowledge in specific areas before assuming the responsibility of reviewing an application file for decision. Additionally, new committee members are typically paired with experienced committee members on review panels. This allows the new member to discuss any questions about standards or process with the experienced committee member.

At each Registration Committee meeting, time is set aside for the panels to discuss any unusual or difficult files with the entire committee. This ensures ongoing education of the committee and ensures consistency in the application of policies and procedures.

Staff and Registration Committee Members

Ongoing education for staff and Committee members is also facilitated through communication with legal Counsel.

- The College receives regular communications from legal counsel with assessment of relevant HPARB decisions and court rulings. These communications are shared with appropriate Registration staff and the Committee for consideration and ongoing learning.
- Legal counsel is consulted during the policy review and/or development process.
- Where appropriate, legal counsel is brought in for more formal Committee education during the policy development process.

ii. individuals who make registration decisions

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Please refer to the answer provided for question 10 (a) (i).

iii. individuals who make internal review or appeal decisions

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

As discussed in the answer to question 6e, the Registration Committee does the assessment and makes the initial registration decisions for any applicant that has not completed accredited undergraduate or accredited practical training programs within the past 3 years, or in any situation where the Registrar has doubts about whether the applicant meets all of the registration requirements. CDO does not make appeal decisions.

Please refer to the description of the orientation for Registration Committee members outlined in the answer to question 10 a (i).

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Accreditation Council for Education in Nutrition and Dietetics (ACEND; formerly the Commission on Accreditation for Dietetics Education, or CADE)

The Canadian Alliance of Dietetic Regulatory bodies has been working with the American Dietetic Association (now called the Academy of Nutrition and Dietetics) since 2008 to develop a formal reciprocity agreement. In the absence of such an agreement, CDO recognizes academic and practical training programs that have been accredited by ACEND

Labour Mobility

The profession of dietetics in Canada enjoys perfect labour mobility as a result of having common competency and educational foundations. The provincial and federal labour mobility laws have removed all administrative and policy barriers that existed previously.

Australia/Canada Mutual Recognition Agreement

A mutual recognition agreement between the Dietitians Association of Australia and the Alliance was signed in early 2012 and came in to effect on July 1, 2012. This agreement allows applicants who are registered as Accredited Practising Dietitians in Australia to be deemed to have met the academic and practical training requirements in Ontario without undergoing further assessment. These applicants must still demonstrate the remaining 7 requirements, including successful completion of the national exam.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

*** SAME AS LAST YEAR ***

Canadian Labour Mobility

Dietitians registered with a Canadian dietetic regulatory body are deemed to have met the academic, practical training and examination requirements for an equivalent certificate of registration.

Accreditation Council for Education in Nutrition and Dietetics (ACEND)

The impact of recognition of ACEND accreditation is that applicants who have completed their undergraduate degree or internship/practical training at ACEND accredited programs are deemed to meet the academic and/or practical training requirements in Ontario without undergoing further assessment. These applicants must still demonstrate the remaining 7 requirements.

Dietitians Association of Australia (DAA)

The impact of the mutual recognition agreement with DAA is that applicants who are registered as Accredited Practising Dietitians in Australia are deemed to meet the academic and practical training requirements in Ontario without undergoing further assessment. These applicants must still demonstrate the remaining 7 requirements.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Data Collection (12 / 13)

Languages in which application information materials are available

a) Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

Paid staff employed by your organization

b) In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, 1 full-time employee and 1 part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	13
Staff involved in appeals process	3
Staff involved in registration process	5

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants¹ were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
India	10
Iran	9
U.S.	8
Jordan	5
Lebanon	4
Pakistan	3
Australia	2
Turkey	2
n/a	
n/a	

¹Persons who have applied to start the process for entry to the profession.

Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members² were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					Total
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	
Members on December 31st of the reporting year	2456	806	90	193	0	3545

² Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

This data includes both General and Temporary members, as both are able to use the protected title of RD.

Applications your organization processed in the past year

e) State the number of applications your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	168	70	8	44	0	290
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	15	6	2	32	0	55
Inactive applicants (applicants who had no contact with your organization in the reporting year)	2	4	0	8	0	14
Applicants who met all requirements and were authorized to become members but did not become members	6	1	0	1	0	8
Applicants who became FULLY registered members	213	52	9	22	4	300
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	3	0	0	1	0	4
Applicants who were issued an alternative class of licence³	140	31	3	18	0	192

³ An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

	Class of licence	Description
a)	Temporary	Members in this class have met all registration requirements with the exception of the registration exam. Members in this class may practice using the title of Registered Dietitian, but may not supervise another dietitian.
b)		
c)		
d)		
e)		
f)		
g)		
h)		
i)		
j)		

Reviews and appeals your organization processed in the past year

f) State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)
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from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	8	5	1	47	0	61
Applicants who initiated an appeal of a registration decision	1	0	0	0	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

The appeal was withdrawn by the applicant in early 2013.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Certification (13 / 13)

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
 - all information required to be provided in the Report is included; and
 - the information contained in the Report is accurate.

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

Title:

Date:

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