

Fair Registration Practices Report

Veterinarians (2008)

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

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

The CVO web site contains:

Licence application form

Application coversheet checklist of requirements

CVO exam brochure

CVO Legislation

National Board Exams flowchart and web address

Link to the VSTEP bridging program

OFC Report on Registration Practices

Links to the regulatory bodies in other provinces

Career Map and Info Sheet about Registration

Current Mobility Agreement

Candidates also request information and licensing packages by phone, email, in person or in writing. Within Ontario licensing packages are sent by courier, outside Ontario by mail.

b) requirements for registration

Veterinary degree from accredited or non-accredited school.

Proof of passing applicable national board exams.

Proof that applic can work legally in Canada.

Proof of English and spoken English proficiency (or French) if undergraduate veterinary education not conducted in English or French.

CVO jurisprudence exam passed within 2 years of application.

Sworn Statutory Declaration (affidavit).

Letters of standing from jurisdictions where app. has been licensed.

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

Accredited vet schools are 4 in Canada, 27 in USA, Utrecht in The Netherlands, Glasgow, Edinburgh, Dublin and London in UK, Massey in NZ, Murdoch, Sydney and Melbourne in Australia.

Acceptable non accredited vet schools must provide an undergraduate program of veterinary medicine leading to a basic degree that includes at least 125 week of instruction over a minimum of 32 months.

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	Not applicable
e) requirements that may be satisfied through acceptable alternatives	Rescricted licence may be requested by applicants who have not met all national board exam requirements if they are board certified in one of the American Specialty Boards, are employed in a professorial or research position at OVC of the Univ of Guelph, or enrolled in an internship, residency, DVSc or other graduate program at OVC of the Univ of Guelph, eg PhD. Also possible in a non specialty board discipline with exceptional academic accomplishments, refereed publications after basic veterinary degree.
f) the steps in the assessment process	Successful completion of the applicable national board exams administered through the National Examining Board of the Canadian Veterinary Medical Association in Canada or the American Veterinary Medical Association in the USA. Registration with those organizations to appear for exams requires submission of documents similar to those required to accompany a licence application, but those documents are not forwarded to licensing bodies.
g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants	Veterinary graduates from outside Canada must present original vet degree or notarized copy. Domestic grads photocopy only. Proof of English and spoken English (or French) proficiency if undergraduate veterinary education not in English or French. Proof of ability to work in Canada legally. Proof of passing applicable national board examinations. Proof of identity.
h) alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control	Original vet degree unavailable? Notarized copy of degree or if not available, notarized copy of transcript of undergraduate veterinary program.
i) how applicants can contact your organization	In person, By mail or email By telephone Initially, through a 3rd party
j) how, why and how often your organization initiates communication with applicants about their applications	Be email or telephone to confirm receipt of documents, to advise passing CVO exam if done outside CVO office, to discuss next steps. Average frequency once per applicant.
k) the process for dealing with documents provided in languages other than English or French	Applicant provides certified translation. An official English version of veterinary degrees often come with the native language version.
l) the role of third-party organizations, such as	The National Examining Board of the Canadian

qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

Veterinary Medical Association administers the national board exam in Canada on behalf of all provinces and each US State administers the NAVLE, while the American Veterinary Medical Association administers the BCSE and CPE in the USA. All three assess veterinary qualification by verifying degree is from accredited or recognized non-accredited school as part of the application process to appear for the national board examinations. No other assessment of veterinary degrees is required.

Bridging Program: VSTEP participation is voluntary and one prerequisite requirement is having passed BCSE or NAVLE. Program takes place at the OVC of the Univ of Guelph May through August, followed by field placements. Graduation in November. If they have not already passed the CPE, Graduates may apply to CVO Registration Committee for a licence restricted to practice under indirect supervision for up to 25 months while waiting to complete the CPE.

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

CVO jurisprudence exam results are good for 2 years if not licenced. If time expires, applicant must retake CVO exam.

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

1 month.

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

**Application fee \$50.00 (GST applied to all fees)
Initial licensure fee \$50.00
CVO exam fee \$100.00, retakes \$100.00
Annual licence fee \$675.00, based on callendar year, pro rated quarterly to \$507 Apr 1st, \$338 July 1st, \$169 Oct 1st**

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

**Wheel chair access to the CVO building
Extended time upon request
Separate, quiet room available
Visual impairment has never been an issue, eg, surgery, physical exams**

Amount of Fees (2 / 13)

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

No

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

a) What are your timelines for making registration decisions

Applications that meet all requirements, 1 - 5 days, because they are approved 'in house' by registrar.

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

Most commonly by email in 1 - 2 days.

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

Written reasons for Applications undergoing internal review/appeal by Registration Committee are mailed 1 month after committee review if not tabled for further information.

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

Reporting to applicants on Registration Committee decisions is a priority. Committee members must review and approve final written decision before mailing to applicant.

Access to Records (4 / 13)

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

Upon request an applicant may view their own record in person at the CVO office, with appropriate identification. Upon request of applicant, some documents have been photocopied for the applicant or photocopied and mailed, or faxed to another licensing body (requests are infrequent).

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

Only if the identity of the person requesting was in question, thereby breaching confidentiality of the applicant's record.

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

There is no charge.

d) List the fees for making records available.

There is no charge.

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

There is no charge.

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.

National Examining Board provides application guides for veterinarians applying to take exams, sample exams can be purchased and sample question are available on National Board Examination Committee (NBEC) website. NBEC is the exam provider.

VSTEP bridging program is available but optional after passing initial written exam. VSTEP can accommodate 40 candidates per session. Training is classroom and hands on. VSTEP is independent of CVO, OVMA and OVC although their board of directors is made up of reps from those 3 organizations. Information is on VSTEP web site.

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

CVO web site, by telephone, email and in person.

Internal Review or Appeal Processes (6 / 13)

This section refers to initial internal reviews or appeals.

<p>a) List your timelines for completing internal reviews or appeals of registration decisions.</p>	<p>From receipt of completed application to mailing of registration committee decision - 2 months.</p>
<p>i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.</p>	<p>2 - additional information sought from applicant</p>
<p>ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.</p>	<p>2</p>
<p>b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.</p>	<p>Submissions can be made in writing by mail, fax, in person or electronically. This includes copies of documents.</p>
<p>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.</p>	<p>Orally, in person or by phone, email, fax or by Mail. Additional forms by which to make the submissions are often provided to accompany the information about how to proceed.</p>
<p>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.</p>	<p>The Registration Committee makes decisions for internal review/appeal. The committee is comprised of 4 veterinarians who are elected to CVO council and 1 public member appointed by provincial government. They are only party to the applications sent to them for review, and are only in the CVO office to attend meetings. Declarations of prejudice are request at the meeting from committee members who know the applicant or the situation.</p> <p>The initial registration decision is made by the Registrar who is only a resource person for committee requests at the meeting, with no voice in committee decisions.</p>
<p>e) Describe your internal review or appeal process.</p>	<p>The applicant submits an application and supporting documentation along with a written request for the desired exemptions and restricted licence. A summary of the applicants qualifications and requested exemptions is drafted. The application is placed on the agenda for the next Registration meeting. All applicant files are photocopied in full for the meeting package couriered to the committee members 1 week before the meeting. Each application is reviewed and discussed by the committee members, motion for decision made, voted on and carried. Committee members who have made a declaration of prejudice leave the room for the duration of review and decision of the particular application. Following the meeting preparation of reasons for decision for applicants begins.</p>
<p>f) State the composition of the committee that</p>	<p>The committee is comprised of 4 veterinarians</p>

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.

who are elected members of CVO council and 1 public member appointed by provincial government. Total 5 committee members. At this time, none of the committee members are internationally trained veterinarians.

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.

A cover letter accompanies the Registration Committee's reasons for decision advising the applicants of their right to an appeal review or hearing by the Health Professions Appeal and Review Board (HPARB). The letter also provides the name and address where the appeal should be sent and the time frame for appeal.

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.

Veterinary degree from an accredited school and proof of passing NAVLE in not more than 2 attempts (or Certificate of Qualification) OR Veterinary degree from a recognized non-accredited school and proof of passing the BCSE, NAVLE and CPE (or Certificate of Qualification). Before may 2007 it would be NAVLE and CPE. Graduates of accredited schools who have failed the NAVLE more than once need to pass NAVLE and the CPE.

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

Veterinary schools on the World Health Organization/American Veterinary Medical Association (WHO/AVMA) list of recognized schools represents the veterinary schools that are recognized as such by the government of their country. In addition, the CVO Regulation states that the school of graduation must have provided and undergraduate program of veterinary medical education leading to a basic degree that includes at least 125 weeks of instruction scheduled over a minimum of 32 months.

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

The Basic and Clinical Sciences exam tests basic and clinical sciences knowledge. The NAVLE tests veterinary knowledge and problem solving skills. The clinical proficiency exam tests practical hands-on skills.

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.

The AVMA has a process of information requirements that are invited from a veterinary school that is not on the recognized list, to allow a vet school to be added to the list, so that an applicant from that school would be

allowed to take the national board examinations. Canada and the USA are partners in these processes.

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

All applicants from a school that has been recognized, eg Punjab Agricultural University, are considered eligible to take the national board examinations.

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

The criteria of the World Health Organization is that the veterinary school be recognized as such by the government of its own country. If so, the school is on the recognized list and the veterinary degree of the applicant is recognized for purposes of taking the national board exams.

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

Special needs applicants in veterinary medicine are rare, particularly visual impairment, since undergraduate training involves clinical practice - medicine, surgery, anesthesia, physical examinations, not only on companion animals, but on horses , cattle, swine, poultry, etc.

Wheel chair access is available to the CVO building, additonal time for CVO exam can be given, or a quiet room.

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.

For an applicant meeting all licensing requirements, 1 - 2 weeks.

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

No

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.

n/a

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.

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

iii. Explain how work experience is taken into account.

j) If your organization conducts competency assessments:

i. Describe the methodology used to evaluate competency.

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

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

k) If your organization conducts prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

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

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

l) If your organization administers examinations:

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

CVO administers the provincial jurisprudence exam - rules and regulations for practising in Ontario.

The exam is on paper, 130 True/False questions. One mark for each correct answer. Pass is 60%.

Re-writes are permitted but have not yet been required.

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

In most cases a short clause or phrase is taken from the legislation and a true or false question created pertaining to that clause in the legislation. Questions on Federally reportable diseases reflect items on the list of 32 diseases produced by the Canadian Food Inspection Agency. Recognition of the name of the disease is tested.

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

Questions are updated when changes in legislation are passed. The person responsible for that part of the legislation, eg, complaints, discipline, accreditation, advertising, drafts a question. The question is reviewed by other staff and added to the exam database. Periodically the various sections of the exam are distributed to the appropriate staff member to review the questions.

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.

**Recognized English proficiency examiners, TOEFL & TSE, ibTOEFL, CAEL, IELTS, MELAB
Veterinary credentials to take national board exams assessed by the National Examining Board of the Canadian Veterinary Medical Association on behalf of all Canadian**

Provinces.

Veterinary credentials also assessed by American Veterinary Medical Association and individual States administering NAVLE

National board exams can be taken in Canada or USA or both, and are recognized equally for licensing in both countries.

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

NEB provides applicant guide and has information re exams on their web site which is copied to or linked to CVO web site. Material has been reviewed and frequently used as a resource. NEB/CVMA web site is available to anyone www.canadianveterinarians.net. Likewise, information on the AVMA web site with lists of recognized schools is excellent resource and available to anyone. Both are updated regularly.

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

It is in their own best interest to do so, since the NEB is working on behalf of the Provinces. Same with the AVMA, to hold the leadership position, it must be a leader in information.

iii. provides timely decisions, responses and reasons to applicants

Applicant feedback would indicate timely responses. Since the NEB board only meets 3 or 4 times a year, applicants appealing national board exam results need to wait until their request has been reviewed at a meeting.

iv. provides training to individuals assessing qualifications

Checking a vet degree against the list of recognized schools seem straight forward, but some research is required when international universities change their names as the politics of the country changes.

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

NBE advises that applicants may access their own records.

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

Requests for accommodation backed with medical reports are accepted and every effort is made to accommodate the applicant through available means. Two exams are computerized, multiple choice and on is hands-on practical involving surgery, anesthesia, reading slides and radiographs, physical exam and diagnosis of cow and horse.

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.

A veterinary degree is a veterinary degree.

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

If the school of graduation is on the list of recognized or accredited schools, the veterinary degree is recognized.

iii. Explain how work experience is taken into account.

It is not part of the recognition of the veterinary degree

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

i. Describe the methodology used to evaluate competency.

National Board Examinations

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

The question bank of the computerized exams are continually worked on by Item writers employed by the National Board Examination Committee, creators of the exam. They try to avoid over exposure of exam content and always have a block of 'test' questions on each exam that they are trying out. Candidates do not know which questions they are and are not scored on those questions, they are used for feed back.

The Clinical Proficiency Exam has a team of veterinarians from Canada and USA assessing candidate results and refining the process for the practical exam on an ongoing basis.

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

The candidates results on all of the National Board Exam will be effected by the candidates work experience. Negative results on the CPE indicates they need to upgrade areas of their practical experience.

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

i. Describe the methodology used to evaluate prior learning.

National Board Exams.

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

Same as part d)

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

Same as part d)

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

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

A re-take process is in place and multiple retakes are allowed over specified periods.

BCSE and NAVLE are multiple choice computerized exams taken by appointment at Prometric Test Centers. Scoring is computerized.

The Clinical Proficiency Exam is a hands on, Practical Exam given at an accredited CPE site, mostly at accredited veterinary schools in Canada and USA, except for the site in Las Vegas which is an independent accredited site. It is a one-on-one exam with the candidate, the animal and the examiner. Clinical skills as well as communicating what you are doing, thought

process toward diagnosis, problem solving, diagnosis. Successful completion of surgical procedure or anesthesia process is monitored during and post surgically.
 Re-take of up to 3 of the 6 sections of this exam are allowed. Failing more than 3 sections means retaking full exam.

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

See d)ii

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

Ongoing, as in d)

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

not applicable

ii. individuals who make registration decisions

Registrar, Administrator, Registration - through CVO legislation and involved in orientation for Registration Committee and review of precedents. Have a Policy and Procedures Manual.

iii. individuals who make internal review or appeal decisions

CVO legislation, Orientation for committee and review of precedents.

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.

Agreement on Mobility of Veterinarians Within Canada, 2001

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

A small number of veterinarians who graduated before the national board examinations were mandatory in Canada were granted general licence in Ontario because they held general licence in another province, without having to do NAVLE. The rest of the licensing process remains the same,.

Data Collection (12 / 13)

Languages in which application information materials are available

a) Indicate the languages in which application information materials are available.

Language	Yes/No
English	Yes

French	No
Other (please specify)	

Paid staff employed by your organization

b) State the number of paid staff employed by your organization in the following categories.

Category	Staff
Total staff employed by the regulatory body	13
Staff involved in appeals process	2
Staff involved in registration process	4

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Countries where internationally educated applicants were initially trained

c) List the countries where your internationally educated applicants* were initially trained in the profession, and the number of applicants trained in each country.

Applicants	Country of training (Canada excluded)	Number of applicants**
Largest number	India	18
Second-largest number	Iran, Pakistan, France, Australia, UK, USA	4
Third-largest number	Egypt	3
Fourth-largest number	Belgium	2
Fifth-largest number	11 countries	1

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

**Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members* were initially trained in the profession (use only numbers, do not enter commas or decimals).

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Jan. 1 to Dec. 31						
Total Members	2971	343	78	536	n/a	3928

Non-practising members	n/a	n/a	n/a	n/a	n/a	0
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* Persons who are currently able to use the protected title or professional designation of your profession.
 Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

Applications your organization processed in the past year

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

Jan. 1 to Dec. 31	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	111	32	4	107	0	254
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1	0	0	11	0	12
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	23	0	23
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	19	0	19
Applicants who became members	110	32	4	54	0	200
Applicants who were authorized to receive an alternative class of license* but were not issued a license	0	0	0	0	0	0
Applicants who were						

issued an alternative class of license*	0	0	1	7	0	8
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Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

	Class of License	Description
a)	Restricted	9 indirect supervision
b)	Restricted	2 clinical pathology
c)	Restricted	1 Equine

Reviews and appeals your organization processed in the past year

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

Jan. 1 to Dec. 31	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	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	3	0	0	14	0	17
Applicants who initiated an appeal of a registration decision	1	0	0	3	0	4
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

I hereby certify that:

- - I have reviewed the information submitted in this Fair Registration Practices Report (the "Report")
- - 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:

Karen Gamble

Title:

Administrator, Registration

Date:

February 28, 2009