

Fair Registration Practices Report

Certified General Accountants (2008)

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 Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- 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

CGA Ontario provides information on registration practices to individuals who are applying or intending to apply for registration, through publications such as the CGA Ontario Program of Professional Studies booklet as well as through accessible websites such as: the CGA Ontario website and the Ontario Government Career Map website. CGA Ontario's business development team also provides information sessions throughout Ontario and client service advisers are available by phone during regular business hours.

b) requirements for registration

Applicants who meet the criteria for enrolment are required to submit an application for enrolment with applicable fees by the established deadlines as outlined in the Program of Professional Studies booklet as well as in the CGA Ontario Student Handbook. The CGA Ontario website also includes this same information. Interested applicants may also receive registration requirement information by speaking with a CGA Ontario client service adviser by calling 1-800-668-1454.

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

Requirements for registration are met by meeting one of the following criteria : a Canadian bachelor degree or equivalent; Canadian college diploma or equivalent; partial post secondary studies; secondary school diploma; mature student; professional designation. Length of time and required courses to complete is determined through a transfer credit assessment based on prior education.

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

The degree requirement and work experience requirement is an exit requirement for obtaining the CGA Ontario certification, not an entrance requirement.

e) requirements that may be satisfied through acceptable alternatives

Degree requirement may be satisfied through integrated degree opportunities with post-secondary institutions such as Laurentian University. This information can be found in the Program of Professional studies, Student Handbook, CGA Ontario website and speaking with a client service adviser.

f) the steps in the assessment process

Submission of the application for transfer credits with required documentation which is listed in the Program of Professional Studies and online at www.cga-ontario.org.

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

For assessment purposes, CGA Ontario requires official sealed transcripts to be forwarded directly from domestic and international post-secondary institutions and professional organizations. Alternately individuals may attach an official sealed transcript (unopened post-secondary envelope). Official proof of name change is required. If individuals applying to the program of professional studies hold a designation, an official membership letter indicating 'active member in good standing' is also required. If an individual is seeking transfer credits for courses completed outside of Canada, the Association may request an evaluation report of these documents from a Canadian university to determine Canadian degree equivalency. If additional information is required (i.e., syllabus, course descriptions) the individual will be contacted. These requirements are specified on the CGA Ontario website and written in the Program of professional studies. This information is also communicated through client service advisers.

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

Alternately individuals may forward an official sealed transcript (unopened post-secondary envelope). A waiver form is available for individuals who cannot obtain the required documentation for reasons beyond their control to which an explanation is required. The above information is provided through email and phone communication with client service advisers, admission and registration staff and front desk personelle.

i) how applicants can contact your organization

CGA Ontario contact information is provided on the CGA Ontario website, through other affiliate websites as well as it is written on CGA Ontario publications. Contact may be made by phone, in person, email and by letter.

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

CGA Ontario has daily contact with prospective applicants by email, phone or letter. Enrolment deadline reminder emails are sent to prospective students four times per year prior to each enrolment deadline as well.

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

If official transcript is not in the English individuals are requested and required to have transcript translated by a certified translation agency or notary. This is verbally mentioned to individuals who call our contact center and is mentioned in the program of professional studies as well as the CGA Ontario website.

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

CGA Ontario may utilize third party organizations for comparison of international post-secondary education to Canadian post-secondary studies. CGA Ontario recognizes third parties reputable assessment services for

degree equivalency by World Education Service (WES), University of Toronto Comparative Education Service, NARIC and IQAS

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

This information is clearly stated in Program of professional studies, Student Handbook, on the CGA Ontario website. Timelines of evaluation and processing periods is stated on all application forms. Client service advisers also communicate this information to the public. There are four enrolment deadlines per academic year that individuals must adhere to. The deadlines are available in publications and on CGA Ontario's website.

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

Timelines of evaluation and processing periods is stated on all application forms. Transfer credit assessments timeframe is approximately 20 business days. Hardcopy application for enrolment timeframe is approximately 15 business days; online enrolment is instant due to real time once applicable fee is paid. For students who require an assessment prior to enrolment; the entire registration process is approximately 35 business days.

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

Information for all fees associated with registration, initial application, exams and exam rewrites, course enrolment or certification requirements can all be found in Program of Professional Studies, Student Handbook, CGA Ontario website and through person contact with client service advisers.

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

The CGA Ontario program is an online program and individuals are required to have their own computers and software support for their special needs. As an individual's special needs vary, CGA requires official verification from a physician outlining the special need. Depending on the special need, special examination requirements would be established for that individual.

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

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Amount of Fees (2 / 13)

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

No

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

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

a) What are your timelines for making registration decisions?

Timelines of evaluation and processing periods is stated on all application forms. Transfer credit assessments timeframe is approximately 20 business days once all documentation is provided. Hardcopy application for enrolment timeframe is approximately 15 business days; online enrolment is instant due to real time once applicable fee is paid. For students who who require an assessment prior to enrolment; the entire registration process is approximately 35 business days.

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

Usually within 5 business days provided all relevant information is received and a decision has been made.

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

Appeals are reviewed and a decision letter provided within 8 weeks.

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

Measurements are in place to adhere to timelimes as follows: - deadlines established - electronic document tracking - random sampling of processed registrations - registrations are handled on a first received first served basis If required, additional support by staff is used closer to deadlines or due to large volumes of registration.

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

Access to Records (4 / 13)

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

CGA Ontario provides prospective students as well as students who are enrolled in the program of professional studies access to view academic status and document tracking. To view hard copy files, written request are required.

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

CGAO complies with the Fair Access to Regulatory Practices Act (FARPA) Access to Records, Article 12,

subsections 1 and 2.

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

Students have access to their academic records and documentation tracking online at no charge. Estimates are not provided as set fee schedules are available in the Student Handbook as well as the CGA Ontario website.

d) List the fees for making records available.

Fee for official transcript of CGA Ontario academic record for current students: \$15 Fee for official transcript of CGA Ontario academic record for current lapsed students: \$25 Fee for a status Letter for current students: \$10

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

CGAO may waive fees due to association errors or due to an extenuating circumstances. Management of the Student Services Department approves fee waivers to ensure fairness.

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

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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.

Exam blueprints, Program Professional Studies Handbook, Website, Online learning environment, application guides, orientation and information session to the profession are available.

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

Information is available in publications, online and by phone.

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

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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.

An appeal is reviewed and a written response provided within 8 weeks.

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

Per annum, approximately 2100 application for transfer credits are reviewed and processed. Per annum, approximately 360 appeals are received by CGA Ontario that relate to transfer credits. This number equates to 17% of the total number of applications that are processed throughout the year. Approximately 18 appeals which equates to 5% of appeals per annum, may exceed timelines.

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

Approximately 12 of the 18 appeals that exceeded the timelines were from internationally trained applicants.

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

Applicants are given the opportunity to make appeal submissions through a formal letter format or through various email addresses. This information is included on their transfer credit report and on the CGA Ontario website.

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.

This information is included on transfer credit reports and on the CGA Ontario website.

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.

Academic credential coordinators make initial assessment decisions. If an individual appeals a decision made by an academic credential coordinator, a written appeal is then brought forward to The Registration Appeal Panel which consists of Senior Level Management.

e) Describe your internal review or appeal process.

Transfer credit appeals are addressed to the attention of the Registration Management Appeals Panel. The appeal letter must: •Be word-processed, signed, dated, and submitted by regular mail, fax or email •State which additional transfer credit(s) the individual is appealing •Include all pertinent details, stated clearly and concisely •Be accompanied by supporting documents (course descriptions, syllabus, etc...) Appeals are usually reviewed by the Registration Management Appeals Panel on a monthly basis. Decision letters are forwarded by regular mail to the appellant within 8 weeks from the date of submission. A maximum of two appeals relating to the same course is permitted only if additional information or documentation is provided.

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.

The Registration Management Appeals Panel has three members from the Senior Management Team of Student Service Department. Currently there are no CGAs or internationally trained members of the profession. The structure of the current process is under review by a board committee.

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

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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.

CGAO advises applicants by letter. An initial appeal option as well as a second and final appeal option is available to all individual and communicated on the transfer credit report, website and client service advisers.

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

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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.

To be eligible for admission to membership as Certified General Accountant, individual must meet the requirements as prescribed by the CGA Ontario board of governors • Pass the academic requirements • Satisfy the university degree requirement • Met the practical work experience requirement

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

Regardless of one's prior academic qualifications, all individuals must satisfy membership requirements by completing mandatory CGA academic requirements. CGA has national transfer credit policies in place for most International Professional Accounting bodies which are continually assessed by a national transfer credit workgroup to ensure CGA course content equivalency.

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

Once a student has 5 or fewer courses to complete a Practical Experience Assessment Questionnaire is required. Practical experience is assessed on the basis of professional competencies in full time positions. Before qualifying for certification, every candidate must satisfy the Association that s/he has progressed to a position which requires a well-rounded knowledge of accounting or finance and/or a high degree of responsibility. Every candidate must have a minimum of 24 months work experience of which 12 months must be at a professional level. Where prior experience is accepted by the Committee to satisfy all or a substantial portion of the practical experience requirement, but where the prior experience was obtained other than in Canada, it shall be a pre-requisite for certification that the candidate has a minimum of one year of professional level employment experience in Canada in accounting and/or related functions, the suitability of which shall be determined by the Committee.

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.

CGA has national transfer credit policies in place for most International Professional Accounting bodies which are continually assessed by a national transfer credit workgroup to ensure CGA course content equivalency. For international post-secondary studies CGA may ask for a comparative evaluation of a degree or diploma by a reputable organization such as WES, University of Toronto, IQAS or NARIC. Once a Canadian equivalency is determined transfer credits would be evaluated on a course by course basis similar to Canadian colleges and/or universities.

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

Transfer credit policies are updated each academic year due to annual reviews of post-secondary institutions and professional associations.

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

The status of the institution in its home country may affect recognition as in certain countries some institutions are run by the state or province. This may impact the regulation of the quality of education.

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

As an individual's special needs vary, CGA requires official verification from a physician outlining the special need. Depending on the special need, special examination requirements would be established for that individual.

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.

Transfer credit assessments timeframe is approximately 20 business days once all documentation is provided. Hardcopy application for enrolment timeframe is approximately 15 business days; online enrolment is instant due to real time once applicable fee is paid. For students who who require an assessment prior to enrolment; the entire registration process is approximately 35 business days.

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

There is no registration timeframe difference between domestic and internationally trained individuals as all applications are handled on a first received, first served basis.

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.

CGA Ontario has a database containing several years of comparative evaluation education service documents which are utilized to determine the equivalency of an international degree to a Canadian degree. If the information is not available in the CGA Ontario database or through an online evaluation service, an assessment would have to be requested by the individual through a reputable credentials assessment service such as WES or University of Toronto.

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

Determining if a degree, diploma has been conferred; year the education was completed; grades obtained; country education obtained i.e. commonwealth country

iii. Explain how work experience is taken into account.

Work experience is not normally used in the assessment of prior education as this is a separate requirement within the CGA program of professional studies. However, if an individual's post-secondary education is outdated, work experience may be reviewed to determine if the individual's current job responsibilities require the knowledge of their past academics and then appropriate transfer credits would be granted.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

Practical work experience competencies are required for certification.

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

There are three steps to validate work experience for each student who submits a practical experience assessment questionnaire: - Employee signing off on work experience competencies listed on form - Employer verifying the information contained is accurate and true - Third party assessors who are CGAS from different employment sectors review competencies for the specific position as provided by the student and employer

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

There are set national work experience guidelines for competencies that are evaluated through a standardized form. Questions related to specific competencies in both current and past employment are reported by the student with verification and comments also being provided by employers. Based on the information submitted a scoring system for each level of experience is completed. Third party assessors then evaluate the score and provide their input and decision of acceptability of work experience. Random samplings are also reviewed by a board committee.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

N/A

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

validated.

N/A

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

N/A

l) If your organization administers examinations:

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

Exam format varies for different courses and may contain a mixture of question styles; i.e. multiple choice; short answer questions; true and false questions, number crunching questions; and longer written response questions. A final grade of 65% is required in order to pass a CGA exam. A grade between 50 and 64% on a sessional exam allows the student to write a supplemental exam (does not have repeat course assignments re-writes the exam at the next available offering). A maximum of four unsuccessful exam attempts is permitted for a course.

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

National examiners who are qualified academics from the university community or well-recognized practitioner in the discipline of study prepare the exam questions. Exams are then reviewed by provincial exam workgroups consisting of CGAs in different provinces that specialize in the subject matter for validity and reliability. Recommendations for changes to exam questions or rewording are provided to the examiner. For written exams where results are below desired levels, a National Education Committee meets, thoroughly reviews and discusses results. Consensus by the committee must occur before adjusting marks.

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

Examination development and review Each year a complete examination set (that is, all examinations required for a course throughout the year) and the corresponding suggested solutions are prepared by a CGA course examiner. Each CGA examiner is a highly qualified academic from the university community or a well-recognized practitioner in the discipline of study. In some cases, the examiner is also the course author. In collaboration with the course author, the examiner prepares a practice examination for the current academic year. Once an examiner has prepared the complete examination set and the corresponding suggested solutions, the documents are reviewed by subject matter experts. These reviews include independent content and quality control reviews by CGA-Canada staff. In addition, reviews of certification examinations are performed by two separate committees of subject matter experts administered by provincial/territorial affiliates. The purpose of these reviews is to ensure each examination has appropriate content coverage, relationship to course material, form, accuracy, and clarity. A designated committee chair is responsible for resolving any difficulties directly with the examiner.

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

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

WES, University of Toronto Comparative Education Service, International Qualifications Assessment Service, National Recognition Information Centre.

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

Comparisons of one third party assessment with another third party assessment to ensure consistency. Contact parties if discrepancies are found.

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

Randomly review assessments from third party organizations compared to another third party assessment.

iii. provides timely decisions, responses and reasons to applicants

Timeframes for third party assessments differ by organization. The timeframes for responses are listed on third party websites as often there are expediated services for a higher fee. NARIC an online services has an instant response timeframe.

iv. provides training to individuals assessing qualifications

CGA Ontario is not familiar with training and/or hiring qualifications for third party organizations.

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

N/A

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

As CGA Ontario utilizes third party agencies for assessment of educational documents only there would not be a need for accommodating special needs as exams or test are not being completed in the assessment of educational documents.

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.

Based on the organization's knowledge, experience and database in place. Certain guidelines and criteria are established by the third party.

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

Official sealed documents from degree, diploma programs completed or incomplete; grades or marks obtained; year of studies; length of time of program; country of studies i.e. commonwealth country, etc.

iii. Explain how work experience is taken into account.

N/A

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

i. Describe the methodology used to evaluate competency.

Practical Work Experience competencies are evaluated by a third party.

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

Third party assessors who are CGAs in different employment sectors review completed evaluations forms and provide their input and decision of acceptability of work experience. Random samplings are also reviewed by a board committee to ensure consistency and accuracy.

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

There are set national work experience guidelines for competencies that are evaluated through a standardized form. Questions related to specific competencies in both current and past employment are reported by the student with verification and comments also being provided by employers. Based on the information submitted a scoring system for each level of experience is completed. There are set national work experience guidelines for competencies that are evaluated through a standardized form. Questions related to specific competencies in both current and past employment are reported by the student with verification and comments also being provided by employers. Based on the information submitted a scoring system for each level of experience is completed.

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

i. Describe the methodology used to evaluate prior learning.

N/A

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

N/A

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

N/A

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

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

N/A

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

N/A

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

N/A

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

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

CGA Ontario ensures that persons assessing qualification attend international assessment workshops such as the "Training Workshop for Canadian Regulatory Bodies or Professional Licensing Associations." Staff are provided with process manuals, transfer credit policies and international educational structures guides for comparisons to the Canadian education structure.

ii. individuals who make registration decisions

CGA Ontario ensures that persons assessing qualification attend international assessment workshops such as the "Training Workshop for Canadian Regulatory Bodies or Professional Licensing Associations." Staff are provided with process manuals, transfer credit policies and international educational structures guides for comparisons to the Canadian education structure.

iii. individuals who make internal review or appeal decisions

Attending International assessments workshop and participating on national transfer credit workshops which assess international designations and educational institutions.

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

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.

CGA Canada has two mutual recognition agreements in place: ACCA/CGA and CPA Australia/CGA

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

Adjustments and/or changes in processes or procedures would be implemented for direct entry to membership

if criteria in agreement met.

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	No
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	83
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	319
China	221
Philippines	130
U.S.	117
Pakistan	72

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)
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	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	15658	n/a	n/a	1760	1447	18865

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:

*Other Canadian provinces are included with Ontario figures. **USA is included with international figures.

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 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	1194	n/a	n/a	911	32	2137
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	5214	n/a	n/a	2399	112	7725
Inactive applicants (applicants who had no contact with your organization in the reporting year)	438	n/a	n/a	524	23	985
Applicants who met all requirements and were						

authorized to become members but did not become members	n/a	n/a	n/a	n/a	n/a	0
Applicants who became FULLY registered members	564	n/a	n/a	365	31	960
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	n/a	n/a	n/a	n/a	n/a	0
Applicants who were issued an alternative class of licence³	n/a	n/a	n/a	n/a	n/a	0

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:

*Other Canadian provinces are included with Ontario figures. **USA is included with the international figures.

	Class of licence	Description
a)	N/A	<input type="text" value="N/A"/>
b)	N/A	<input type="text" value="N/A"/>
c)	N/A	<input type="text" value="N/A"/>
d)		<input type="text"/>

e)		<input type="text"/>
f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>
j)		<input type="text"/>

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).

from January 1 st to December 31 st of the reporting year	Jurisdiction where applicants 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	n/a	n/a	n/a	n/a	n/a	0
Applicants who initiated an appeal of a	n/a	n/a	n/a	n/a	360	360

registration decision						
Appeals heard	n/a	n/a	n/a	n/a	360	360
Registration decisions changed following an appeal	n/a	n/a	n/a	n/a	120	120

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:

Appeals figures noted relate to assessments not enrolment as all applicants who meet the entrance requirements are permitted enrolment into the CGA Ontario program. CGA Ontario does not currently track appeals received by international and domestic. The number above is a mixture of domestic and international appeals for transfer credits.

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: Carol Costa

Title: Manager, Admissions and Registration

Date: March 1, 2009

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