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| <b>Policy Title:</b><br>LANGUAGE PROFICIENCY POLICY |   | <b>Policy Section:</b>                           | <b>Policy Number:</b> |
| <b>Approved By:</b><br>Kathy Wilkie, CEO            | <b>Date Approved:</b><br>February 8, 2024 | <b>Date Reviewed/ Revised:</b><br>April 12, 2024 |                       |

## PURPOSE

This policy articulates how applicants to the Health and Supportive Care Providers Oversight Authority (HSCPOA) can meet the language proficiency requirement for registration.

## BACKGROUND

The Registration Regulation under the [Health and Supportive Care Providers Oversight Authority Act, 2021](#), states that applicants for registration must have reasonable fluency in either English or French.

Effective communication is essential for the provision of competent, safe, and quality health and supportive care services. Language fluency enhances public protection by ensuring that registrants can communicate effectively with recipients of their care, other members of the healthcare team, and HSCPOA.

## POLICY

An applicant to HSCPOA may meet the language proficiency requirement in the following ways:

1. The applicant's first language is English or French,
2. The applicant completed their qualifying education program in English or French,

3. The applicant completed a standardized English or French language test approved by HSCPOA within the past two years and achieved the required scores set by HSCPOA, or
4. The applicant provides other compelling evidence of language proficiency acceptable to HSCPOA’s Chief Executive Officer.

An applicant may demonstrate that they have met the language proficiency requirement by doing one of the following:

1. A self-declaration indicating that their first and primary language is English or French.
2. Providing evidence of their successful completion of qualifying education in English or French.
3. Providing test results from an approved standardized language fluency test demonstrating that they have achieved the minimum scores determined by HSCPOA. The applicant must meet the minimum required scores in each area of one test (refer to Table 1 and 2 below). Test results will be considered valid if the test was administered within two years before the date of application to HSCPOA.

**Table 1: Approved English Tests and Minimum Scores Required**

| International English Language Testing System (IELTS) Academic or General              | Test of English as a Foreign Language (TOEFL) iBT only                                  | Canadian English Language Proficiency Index (CELP - General)                        | Pearson Test of English (PTE) Core  | Occupational English Test (OET)   |
|--|---|---|---|---|
| <b>Overall Score: 6</b><br>Writing: 5.5<br>Speaking: 6<br>Listening: 6<br>Reading: 5.5 | <b>Overall Score: 76</b><br>Writing: 18<br>Speaking: 20<br>Listening: 20<br>Reading: 18 | <b>Overall Score: NA</b><br>Writing: 6<br>Speaking: 7<br>Listening: 7<br>Reading: 6 | <b>Overall Score: NA</b><br>Writing: 60-68<br>Speaking: 68-75<br>Listening: 60-70<br>Reading: 51-59 | <b>Overall Score: NA</b><br>Writing: 250<br>Speaking: 250<br>Listening: 250<br>Reading: 250 |

| <b>Table 2: Approved French Tests and Minimum Scores Required</b>      |  |
|--|--|
| <b>Test de connaissance du français pour le Canada (TCF Canada)</b>    | <b>Test d'évaluation de français pour le Canada (TEF Canada)</b>   |
| <p>Writing: 7<br/>Speaking: 10<br/>Listening: 458<br/>Reading: 406</p> | <p>Test taken after December 10, 2023:</p> <p>Writing: 379<br/>Speaking: 456<br/>Listening: 434<br/>Reading: 393</p> <p>Test taken before December 10, 2023:</p> <p>Writing: 400<br/>Speaking: 450<br/>Listening: 450<br/>Reading: 400</p> |

4. Providing HSCPOA with other compelling evidence of language proficiency. This could be, for example, evidence that the applicant completed a university degree in English or French.

**Possible Outcomes:**

1. **Registration with HSCPOA** - If an applicant meets all the other registration requirements.
2. **Language proficiency test requirement** - If an applicant who provides acceptable evidence of language proficiency using one of the four methods listed above is found not to be reasonably proficient in either English or French, the applicant will be required to submit proof that they have obtained the minimum scores determined by HSCPOA on an approved standardized language fluency assessment in Table 1 or 2, in order to complete the registration process.
3. **Registration refused with HSCPOA** - A candidate who cannot provide sufficient evidence of language proficiency will be notified that they cannot be registered until they have met the language proficiency requirement.