



Policy Title: COMPETENCY ASSESSMENT ELIGIBILITY APPEAL PROCESS		Policy Section: REGISTRATION	Policy Number: REG-410
Approved By: Kathy Wilkie, CEO	Date Approved: October 25, 2024	Date Reviewed/Revised: November 18, 2024	

PURPOSE

This policy outlines the appeal process for Personal Support Worker (PSW) applicants who have been deemed ineligible to undergo the Health and Supportive Care Providers Oversight Authority's (HSCPOA's) Competency Assessment process.

BACKGROUND

The [Competency Assessment process](#) offered by HSCPOA establishes whether an applicant's previous personal support provider education and training is substantially equivalent to the education and training that meets the standards set by the [Ontario Ministry of Colleges and Universities \(MCU\)](#) for programs designed to prepare an individual to provide personal support services.

HSCPOA has a mandate to establish and maintain educational and skills-based qualifications for each category of registrants, beginning with Personal Support Workers (PSWs). By applying a risk-based approach, HSCPOA strives to balance the minimum competence and skills required to ensure safe care, while not imposing any unintended barriers on applicants seeking registration as a PSW in Ontario.

POLICY

An applicant has the right to appeal a decision deeming them ineligible to undergo HSCPOA's Competency Assessment as per the [Competency Assessment Process Policy](#).

HSCPOA's Chief Executive Officer (CEO) will review all appeals related to decisions about an applicant's eligibility for HSCPOA's Competency Assessment process. The review will focus on determining whether the existing policies were applied in a manner that is transparent and fair.

PROCEDURE

1. An applicant must submit to HSCPOA a written request for appeal, no more than 30 calendar days after the ineligibility decision was made.
2. An applicant's appeal request must include an explanation for why the appeal is being made, including all relevant documentation demonstrating they have completed a personal support services education program that was at minimum 600 hours in duration, including both class time and practical training time.
3. Requests for appeal must be emailed directly to HSCPOA at: registration@hscpoa.com
4. HSCPOA will acknowledge the appeal from the applicant within 15 business days of receiving the request. The acknowledgement letter will outline the appeal process and the expected timelines.
5. Once all required appeal documentation has been received, HSCPOA's CEO will review the appeal.
6. In considering the appeal, the CEO will determine whether existing policies were applied fairly in determining eligibility for the applicant to undergo HSCPOA's Competency Assessment process.
7. The candidate can withdraw their appeal up until a decision is made.
8. Following the review of the appeal, the CEO will notify the candidate in writing of its decision and the reason(s).
9. If the appeal is granted, the applicant may proceed to complete HSCPOA's Competency Assessment process.
10. If the appeal is refused, the applicant will be advised about other pathways to registration (e.g., completing recognized PSW education in Ontario).

11. If the applicant is not satisfied with the decision of the CEO, they may request a written review by the Health Professions Appeal and Review Board (HPARB).