



Policy Title: COMPETENCY ASSESSMENT RESULTS APPEAL PROCESS		Policy Section: REGISTRATION	Policy Number: REG-420
Approved By: Kathy Wilkie, CEO	Date Approved: October 25, 2024	Date Reviewed/Revised: November 18, 2024	

PURPOSE

This policy outlines the process for Personal Support Worker (PSW) applicants to appeal their results of 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 that resulted in a finding of *Not Substantially Equivalent* through HSCPOA's Competency Assessment process as outlined in the [Competency Assessment Process Policy](#).

HSCPOA's Chief Executive Officer (CEO) will review all appeals related to decisions of *Not Substantially Equivalent* through HSCPOA's Competency Assessment process. The review will focus on determining whether the existing processes were applied in a fair and objective manner.

PROCEDURE

1. An applicant must submit to HSCPOA a written request for appeal, no more than 30 calendar days after the *Not Substantially Equivalent* decision was made.
2. An applicant's appeal request must include an explanation for why the appeal is being made, including evidence that the applicant has completed education/training and/or has work experience that provides evidence of addressing the identified gaps in their competency assessment results substantial equivalence report.
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, in light of any new documentation received, whether existing policies and processes were applied fairly in assessing the applicant's substantial equivalence.
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 apply for registration after successful completion of HSCPOA's Competency Assessment process.
10. If the appeal is refused, the applicant will be advised about how to fill the identified gaps identified in HSCPOA's Competency Assessment process (e.g., completing recognized PSW education courses).
11. If the applicant is not satisfied with the decision of the CEO, they may request a written review by the Health Professions Review and Appeal Board (HPARB).