

# HEALTH and SUPPORTIVE CARE PROVIDERS

## Oversight Authority

### 2025 Fair Registration Practices Report

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Prepared for the Office of the Fairness Commissioner (OFC)



**FAIRNESS** COMMISSIONER  
COMMISSAIRE À L'ÉQUITÉ

## Content

1. Background
  2. Organization information
  3. Registration requirements
  4. Third party assessments
  5. Accomplishments, risks and mitigations
  6. Changes to registration practices
  7. Membership and application data
  8. New legislative and regulatory requirements
  9. Registration Timelines
- Glossary of terms



# 1. Background

Under section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA), which is substantially similar to section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA),

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 23 of FARPACTA and Section 22.9 of Schedule 2 of the RHPA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its annual Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2025.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

## 2. Organization information

<b>Organization name</b>	HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority
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## 3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority

Licensing requirements (brief description for each requirement listed):

<b>Profession/ Trade Name</b>	Personal Support Worker
<b>Academic requirement</b>	Completion of a personal support worker (PSW) education program in Ontario on or after July 1, 2014, that meets the Ministry of Colleges and Universities (MCU) PSW Standards, an equivalent program recognized through Labour Mobility, or a program that has been assessed to be

	equivalent through HSCPOA's Competency Assessment Substantial Equivalence Process.
<b>Experience requirement</b>	<p>Path 1: Ontario PSW Education: Graduation from an Ontario PSW education program on or after July 1, 2014, that meets the Ministry of Colleges and Universities' (MCU) PSW Standards. Programs must be at least 600 hours in duration including both class time and practical training time. No other experience required for this registration pathway.</p> <p>Path 2: Employed as a PSW in Ontario: Two options: A. Employed as a PSW (or equivalent) within the past three years and worked a minimum of 600 hours in Ontario (this includes those without formal PSW education but learned skills on the job), OR B. Employed as a PSW (or equivalent) within the past three years and worked less than 600 hours in Ontario but completed a 600-hour personal support services education program, within or outside of Canada. This includes those educated in Ontario as a PSW before July 1, 2014, who would not be eligible through Path 1.</p> <p>NOTE: Path 2: Employed as a PSW in Ontario is HSCPOA's legacy/grand-parented pathway to recognize PSWs who have been actively contributing to the PSW workforce in Ontario. As per the Registration Regulation, this registration pathway will remain open until December 1, 2027.</p> <p>Path 3: Labour Mobility: Applicants currently registered with the British Columbia Care Aide &amp;</p>

	<p>Community Health Worker Registry, the College of Licensed Practical Nurses and Health Care Aides of Alberta (formerly the Alberta Health Care Aide Directory), or the Nova Scotia Continuing Care Assistant Registry. Applicants must have also provided personal support care in the three years before applying for registration with HSCPOA. Path 4: Competency Assessment: Completed a personal support services education program outside of Ontario that was a minimum of 600 hours in duration, including both class time and practical training time. This includes applicants educated internationally, those educated in the United States, and those educated within Canada not eligible to apply through the labour mobility.</p>
<p><b>Language requirement</b></p>	<p>As per HSCPOA's Language Proficiency Policy: 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 other post-secondary education in English or French. 4. 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 as outlined in HSCPOA's Language Proficiency Policy. 5. The applicant provides other compelling evidence of language proficiency acceptable to HSCPOA's Chief Executive Officer (CEO).</p>

<p><b>Additional information on licensing requirements (may include links to appropriate page on regulator website):</b></p>	<p>HSCPOA also has a Recognition of Nurses and Midwives Policy: Nurses and midwives are eligible for registration as a PSW with HSCPOA if they meet the requirements outlined in HSCPOA's Recognition of Nurses and Midwives Policy. This includes applicants who are: • an internationally educated nurse or midwife, • a current nurse or midwife registered with a regulatory body in Canada, • a former nurse or midwife who was previously registered with a regulatory body in Canada, OR • a recent graduate of a nursing or midwifery program in Canada. Good Character and Conduct: 1. Criminal Record Check as per HSCPOA's Criminal Record Check Policy: Valid (within 12 months) Criminal Record and Judicial Matters Check or a Vulnerable Sector Check. 2. Letter of Standing if an applicant is currently or was previously registered with any regulatory body within or outside of Ontario. 3. Declarations about conduct, offences, health on the online application form.</p>

**4. Third party assessments**

Third party organizations that assess qualifications on behalf of the regulator.

<b>Organization name</b>	<b>Function</b>
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Competency Assessment Assessors	Competency-based assessment
World Education Services (WES), Comparative Education Service (CES), International Qualifications Assessment Service (IQAS), International Credential Assessment Service (ICAS), International Credential Service (ICES), Validential	Academic credential evaluation
Certn	Other
National Nursing Assessment Service	Academic credential evaluation

Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority takes the following measure(s) to ensure fair and timely assessments:

HSCPOA ensures privacy, confidentiality, and best practices for criminal record checks (Certn), credential assessments, and NNAS report confirmation are met and appeal mechanisms are in place, through agreements and secure portals to access documentation and/or password protected documents. HSCPOA's Competency Assessment Assessors are trained annually on fair, timely and transparent assessments, including avoiding potential bias. Assessors have secure access to applicant documentation through unique login credentials, understand the expected timelines for completing their assigned files, and mechanisms to ask questions to build efficiencies and quality improvements. HSCPOA also has appeal mechanisms in place through HPRAB written reviews, and internal reviews (for eligibility to undergo a competency assessment).

## 5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

## A. Accomplishments

1	<p>Efficient Processing of Applications for Registration – HSCPOA monitors the volume of applications submitted daily to identify increasing trends and to onboard new staff as needed. This has resulted in a typical application approval timeline between 1-3 business days of deeming a file complete (all documentation received). A total of 7,990 applicants were registered in 2025. Efficiencies have also been incorporated for applicants who do not have a valid criminal record check and opt to undergo a check with HSCPOA’s vendor partner. Of the more than 2,500 criminal record checks completed through HSCPOA’s application form in 2025, 98% were completed within 24 hours and the remaining 2% within 7 days.</p> <p>Path 2 Employer Assistance – Employers with several PSW employees who are eligible for registration with HSCPOA through Path 2: Employed as a PSW in Ontario, can complete a downloadable spreadsheet template available on HSCPOA’s website to avoid completing the Confirmation of Employment and Personal Support Worker Skills Form for each individual PSW employee. This has reduced the workload for employers and applicants through Path 2.</p> <p>Website Content - HSCPOA transparently communicates the documentation requirements on our website for each pathway to registration. Regular updates have been made to clarify information based on questions and inquiries received, which has improved understanding for PSW applicants. In addition, new resources include a webpage for acceptable ID documentation, criminal record check options, and distinctly communicating the two phases of the competency assessment process. The online application form also guides applicants through the process and links to relevant HSCPOA website resources (e.g., Application Guide, policies, etc.).</p>
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## B. Risks and Mitigations

Risk	Mitigation Measure
Voluntary Registration – Unpredictable Volume of Registration	HSCPOA began registering PSWs as of December 1, 2024, and has been monitoring the trends in application volume to estimate when additional registration staff should be recruited to assist with managing our increased application volume. Plans to recruit

	<p>additional staff members as needed are in place. A new staff member was hired in 2025, and additional staff will be recruited as needed. HSCPOA continues to liaise with the Ministry of Health regarding any decision-making surrounding timelines for mandatory registration for PSWs in Ontario so we can effectively scale our staffing complement to meet the future application volume.</p>
<p>Limitations to HSCPOA's Competency Assessment Substantial Equivalence Process</p>	<p>HSCPOA's current Competency Assessment Substantial Equivalence process considers an applicant's previous education, professional development, and employment experience. It also incorporates an online course developed by HSCPOA that consists of five modules to orient successful competency assessment, and Recognition of Nurses and Midwives Policy applicants without Ontario PSW work experience, to PSW care delivery within Ontario's health care system. While HSCPOA's current competency assessment process has served a need, it presents some disadvantages for applicants who are unable to submit detailed documentation about previous education, professional development, and work experience. HSCPOA is currently working to remedy this by developing an online, accessible competency assessment process that would assess what an applicant currently knows and can do. This assessment will eventually be made</p>

	available to applicants through an online remotely proctored platform which would be accessible to applicants from any location with stable internet access.
Prescribed Employer Limitation	In the Registration Regulation, under the HSCPOA Act, 2021, there is a list of prescribed employers that are permitted to sign the employer confirmation forms for those PSW applicants applying through Path 2: Employed as a PSW in Ontario. Some private PSWs and PSW's employed with staffing agencies do not fall under the list of prescribed employers as outlined in HSCPOA's Registration Regulation. The development of an online competency assessment process (noted above) can help solve this, but it would require a legislation change in the Registration Regulation to expand the current criteria for applicants eligible to undergo a competency assessment. HSCPOA has been in discussions with the Ministry of Health about this.

## 6. Changes to registration practices

During the January 1 to December 31, 2025 reporting period, HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

### A. Registration requirements and practices

<b>Registration process</b>	<b>Changes Made (Yes / No)</b>	<b>Description</b>
Timelines for registration, decisions and/or responses	No	
Changes to internal review or appeal process	No	
Assessment of qualifications, including competency-based assessments and examinations	No	
Registration requirements either through regulation, by-law or policy	Yes	<p>Competency Assessment Substantial Equivalence applicants and those registered under the Recognition of Nurses and Midwives Policy are required to complete an Orientation to PSW Care in Ontario course if they do not have any prior Ontario PSW work experience. The course serves to orient these applicants to the expectations for the delivery of safe, ethical, and competent care in the Ontario healthcare context. HSCPOA established a new policy: Recognition of National Association of Career Colleges (NACC) PSW Education Programs Outside Ontario Final Theory Exam. Applicants who have successfully completed a NACC PSW education program outside Ontario and passed the NACC final theory exam, can apply through HSCPOA's competency assessment pathway. These applicants are not formally assessed for substantial equivalence under the competency assessment pathway since the PSW education programs have</p>

		demonstrated they follow the Ontario MCU PSW Standards. This expedites application approvals for these individuals. HSCPOA also established a policy so applicants may appeal the outcomes of decisions related to this new policy.
Documentation requirements for registration	Yes	HSCPOA's Recognition of Nurses and Midwives Policy was revised to accept documentation that confirms the nursing education is approved or recognized in the jurisdiction in which it was taken to qualify as a nurse in that jurisdiction. This policy change means internationally educated nursing/midwifery applicants do not need to undergo a WES or other accepted agency credential assessment report.

**B. Training, policy and applicant supports**

<b>Registration process</b>	<b>Changes Made (Yes / No)</b>	<b>Description</b>
Anti-racism and inclusion-based policies and practices	Yes	All staff receive training in reviewing application documentation in the database and responding to registration-related inquiries. A focus on respectful, patient, and compassionate communication is applied to assist applicants to successfully complete their application for registration. Simple, clear language is used to facilitate understanding. Staff also attended the following education sessions in 2025: - Bhasin Consulting Inc. (BCI) - We've Got This: Navigating DEI Leadership During this Difficult Time; The Must-Dos for Creating Cultures of Belonging in this Difficult Moment; Navigating Generational Challenges in the Workplace (Registration Manager) - Canadian Network of Agencies for Regulation

		(CNAR) - Beyond the Numbers: Enhancing Purposeful Demographic Data Collection and Use by Regulators (Registration Manager and Registration Coordinator); Reconciliation in Practice: A Learning Journey to Build Commitment and Competence (Registration Manger and Registration Coordinator) - Health Profession Regulators of Ontario (HPRO) and the Office of the Fairness Commissioner (OFC) – Collection and Analysis of Demographic and Race-based Data to Advance Fair Registration Practices – Regulator Success Stories (Registration Manager) - College of Dietitians of Ontario - Truth and Reconciliation in Dietetic Practice - Part 1 & 2 (with transferability to PSW sector) (Registration Manger)
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**C. System partners**

<b>Registration process</b>	<b>Changes Made (Yes / No)</b>	<b>Description</b>
Steps to increase accountability of third parties	Yes	HSCPOA's WES agreement was updated to ensure privacy, confidentiality, access to records, and appeals processes are in place. Confirmation of privacy and confidentiality measures have been included in the agreement with HSCPOA's third party criminal record check provider. Regular discussions with HSCPOA's Credential Assessment Assessors emphasize the importance of privacy, confidentiality, timeliness of assessments, and managing bias during assessments. Bias training with Assessors is provided annually.
Mutual recognition agreements	No	

Accreditation of educational programs	No	
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**D. Responsiveness to changes in the regulatory environment**

<b>Registration process</b>	<b>Changes Made (Yes / No)</b>	<b>Description</b>
Steps to address labour issues (minister/stakeholders consultations, check demand-supply gap, etc)	Yes	HSCPOA has revised its Recognition of Nurses and Midwives Policy to reduce barriers and improve access to applicants who wish to register as PSWs under the policy, given many internationally educated nurses work as PSWs in Ontario. HSCPOA regularly meets with the Ministry of Health to discuss unintended barriers for PSW applicants to become registered under the current Registration Regulation. The upcoming development of a new competency assessment process has the potential to expand options for PSWs to become registered. Discussions are ongoing to also consider options for additional regulation amendments to expand PSW eligibility for registration.
Other	No	

**7. Membership and application data**

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. Information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year.

## A. Race-based data collected

	<b>Race-based data collected? (Yes or No)</b>
Members	No
Applicants	No

Additional description:

In the future, once we have registered the majority of PSWs in Ontario and the Ministry of Health has made registration for PSWs mandatory.

## B. Other identity-based or demographic data collected

	<b>Other identity-based or demographic data collected? (Yes or No)</b>
Members	Yes
Applicants	Yes

Additional description:

Age and languages of care. Age is used to ensure applicants/members are at least 18 years of age and to report to the Ministry of Health for the Health Professions Database. Languages of care is collected for display on HSCPOA's Public Register of PSWs (as required in HSCPOA's Register Regulation), and for reporting to the Ministry of Health for the Health Professions Database. Note: age of registrant is not displayed on HSCPOA's Public Register of PSWs.

## C. Languages of service provision

HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority makes application materials and information available to applicants in the following languages.

<b>Language</b>	<b>Yes / No</b>
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English	Yes
French	Yes
Other (please specify)	

#### D. Membership Profile

Profession Name	Total Number of Members
Personal Support Worker	8405

Class of License	Total Number of Members	Number of Internationally Educated Members
Full / General/ Independent Practice	8405	583

Gender	Number of Members
Male	1721
Female	6670
X (includes trans, non-binary, and two-spirit people)	7
Other / not collected	7

Jurisdiction of Initial Training	Number of Members
Ontario	5881
Other provinces and territories	996
United States	2
Other International	581
Multiple Jurisdictions	0
Other/not collected	945

Country of Initial Training	Number of Members
Canada	6877
Philippines	230
India	176
Nigeria	22
Nepal	16
Ghana	15
China	13
Uganda	11
Pakistan	10
Eritrea	7
Iran	7
Taiwan	7
Australia	5
Ethiopia	5
Kenya	5
Sri Lanka	5
United Kingdom	5
Cameroon	3
Gambia	3
Jamaica	3
Russia	3
Brazil	2
Colombia	2
Finland	2
Guyana	3
United States of America	2
Cuba	1
Denmark	1
Egypt	1
Germany	1
Honduras	1
Ireland	1
Israel	1
Mauritius	1
Mexico	1

Peru	1
Poland	1
Sierra Leone	1
South Africa	1
Tanzania	1
Thailand	1
Trinidad and Tobago	1
Turkiye	1
United Arab Emirates	1
Ukraine	1
Zimbabwe	1
Other Countries	945
Cote d'Ivoire	1

Official language of preference	Number of Members
English	8392
French	13

Racial identity (optional)	Number of Members
Not collected	8405

## E. Data Notes

For A3 the data for Other/Not collected includes those 945 registrants who did not complete formal PSW education programs but learned skills on the job (experience only). That said, these 945 applicants noted under Other Countries, could be classified as trained in Ontario (experience only, on the job trained).

## F. Applicant Profile

<b>Profession Name</b>	<b>Total Number of Applicants</b>
Personal Support Worker	<b>10248</b>

<b>Gender</b>	<b>Number of Applicants</b>
Male	2074
Female	8157
X (includes trans, non-binary, and two-spirit people)	10
Other / not collected	7

<b>Jurisdiction of Initial Training</b>	<b>Number of Applicants</b>
Ontario	5925
United States	1
Other International	2909
Multiple Jurisdictions	0
Other/not collected	592
Other provinces and territories	821

<b>Country of Initial Training</b>	<b>Number of Applicants</b>
Canada	6746
Philippines	241
India	187
Nigeria	23
Ghana	18
Nepal	18
China	15
Pakistan	14
Taiwan	10

Uganda	10
Eritrea	7
Ethiopia	6
Australia	5
Iran	5
Kenya	5
Sri Lanka	5
United Kingdom	5
Brazil	4
Cameroon	4
Ukraine	4
Colombia	3
Gambia	3
Jamaica	3
Russia	3
Turkiye	3
Finland	2
Guyana	2
Haiti	2
Peru	2
United States of America	2
Cuba	1
Denmark	1
Egypt	1
Germany	1
Honduras	1
Ireland	1
Israel	1
Cote d'Ivoire	1
Mauritius	1
Mexico	1
New Zealand	1
Sierra Leone	1
South Africa	1
Tanzania	1
Thailand	1
Trinidad and Tobago	1
United Arab Emirates	1

Zimbabwe	1
Other Countries	2873

Official language of preference	Number of Applicants
English	10208
French	40

Racial identity (optional)	Number of Applicants
Not collected	10248

### G. Data Notes

For B3 there was no option for 'Not Applicable.' Other Countries was selected to indicate those applicants who applied through the experience only registration pathway. These applicants have not completed a formal PSW education program but learned skills on the job in Ontario. That said, these 2,873 applicants noted under Other Countries, could be classified as trained in Ontario (experience only, on the job trained).

### H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2025. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
Ontario	5630	0	0
United States	2	2	0
Other International	569	7	0

Multiple Jurisdictions	0	0	0
Other/not collected	832	0	299
Other provinces and territories	957	3	0

### Applications with decisions pending

The table below summarizes the inventory of applications in progress as of December 31, 2025. Again, some of these applications may have been received in the previous year.

Jurisdiction of initial training	Incomplete	Complete	Total
Ontario	1102	0	1102
United States	0	0	0
Other International	371	0	371
Multiple Jurisdictions	0	0	0
Other/not collected	772	0	772
Other provinces and territories	13	0	13

### I. New Registrants

For the 2025 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants	Number of internationally educated registrants
Full / General/ Independent Practice	7990	568

### J. Data Notes

For B8 Other/not collected includes those applicants who applied through the experience only registration pathway. These applicants have not completed a formal PSW education program but learned skills on the job in Ontario. That said, these 772 applicants could be classified as trained in Ontario (experience only, on the job trained).

## K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Ontario	0	0
Other provinces and territories	0	0
United States	0	0
Multiple Jurisdictions	0	0
Other/not collected	0	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
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Ontario	0	0
Other provinces and territories	0	0
United States	0	0
Multiple Jurisdictions	0	0
Other/not collected	0	0

**Issues raised in reviews and appeals** can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals

**Internationally trained applicants** face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. Incomplete application documentation	472
2. Not substantially equivalent	10
3. Awaiting completion of application through Phase 2 of the Competency Assessment	3

## L. Data Notes

B11-12 - No appeals received in 2025.

## 8. New legislative and regulatory requirements

In 2024, the government introduced legislative and regulatory amendments to FARPACTA that create four new legal obligations that come into effect on **January 1<sup>st</sup>, 2026**. These obligations relate to:

- Assessment of Qualifications
- Third Party Accountability
- Alternative Documentation Policies
- Parallel Processing Plans

The following are steps that **HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority** has taken during the reporting period to meet these legal obligations.

### A. Assessment of Qualifications

These provisions outline specific steps that a regulated profession must take to ensure that its assessment of applicant qualifications is done in a way that is transparent, objective, impartial and fair. They require regulators to:

- a. Provide clear and accurate information regarding the assessment of qualifications, including information about assessment criteria, methods, timelines and costs.
- b. Ensure that assessment approaches are competency-based, non-duplicative and unbiased.
- c. Make examinations and other types of assessments available at least three times per year where there is sufficient demand.

- d. Communicate assessment decisions in writing, within 10 business days after an assessment decision is made, with reasons for the decision and details of competency gaps in cases of negative decisions.
- e. Provide a process for applicants to request an appeal or review of an assessment decision.

The following are steps that HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority has taken to date to meet this new legal obligation.

a. HSCPOA's website contains information about each of the four pathways to registration and the Recognition of Nurses and Midwives Policy. Within each webpage eligibility criteria is listed along with the documentation requirements and how applicants will be assessed. b. Assessments of all pathways to registration are based on one standard, the Ministry of Colleges and Universities (MCU) PSW Standards. Applicants meet the requirements for education/experience if they demonstrate completion of a recognized program that meets the MCU's PSW Standards or equivalent. Tools such as application form checklists and competency assessment Assessor spreadsheets with logic imbedded, are used within the assessment process to ensure all requirements are met in the most objective, non-duplicative, and unbiased way possible. c. Competency Assessment Substantial Equivalence assessments are carried out on a rolling basis. Files are sent to the Assessors once the applicant confirms they have submitted all the possible documentation they can acquire. d. Registration decisions are communicated within 10 business days after an assessment is made. Decision and reasons letters are sent to each applicant that is refused registration because their application has not demonstrated they meet the non-exemptible registration requirements in the Registration Regulation. e. Decision and reasons letters issued to applicants who are refused registration with HSCPOA specify that an appeal may be made to HPARB. In the case where an applicant is refused eligibility to undergo a Competency Assessment (e.g., not demonstrated completion of a program designed to prepare an individual to provide personal support services that was at least 600 hours in duration), as per policy, applicants can submit an appeal for review by HSCPOA's CEO. If the CEO's appeal decision to refuse the application stays, applicants can subsequently appeal to HPARB.

## B. Third Party Accountability

These provisions specify the reasonable measures that a regulated profession must take to ensure that third party assessments of qualifications are undertaken in a way that is transparent, objective, impartial and fair. They require regulators to:

- a. Provide information to applicants on the role of the third party.
- b. Establish a process to address complaints by applicants about their experiences with third party assessment providers and inform applicants about the complaints process.
- c. Enter into an agreement with the third party that specifies:
  - o The assessment criteria and methods that the third party is required to use in assessments and the minimum exam scores for a pass.
  - o How frequently exams and other types of assessments are offered and, wherever feasible, indicating that applicants will have access to exams and other types of assessments at least three times in a calendar year.
  - o The timelines for completing each step of the assessment process and the knowledge and expertise requirements for assessors.

The following are steps that HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority has taken to date to meet this new legal obligation.

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| <p>a. HSCPOA's website contains information about each of the four pathways to registration and the Recognition of Nurses and Midwives Policy. Within each webpage, the documentation requirements are listed with reference to when HSCPOA uses and accepts third party assessments (e.g., criminal record checks, acceptable language proficiency tests, credentialing report agencies, and Assessors). b. Because applicants submit completed and valid criminal record checks, language proficiency tests, and agency-generated credential assessment equivalence reports, applicants may raise concerns/complaints with these respective agencies directly. Applicants may raise concerns/complaints regarding HSCPOA's Competency Assessment process directly with HSCPOA, including the right of the applicant to appeal their results (outlined in the previous section). c.</p> |
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HSCPOA has entered into formal agreements with the following organizations: - Certn, our third-party criminal record check partner vendor to conduct Criminal Record and Judicial Matters (CRJM) checks at a discounted fee, according to HSCPOA's Criminal Record Check Policy. Applicants opt to undergo a check through HSCPOA's application form, which is typically returned (in 98% of cases to date) within 24 hours after the applicant undergoes the check. Applicants have access to their completed criminal record check through their Certn profile. - World Education Services (WES) is the most frequently received credential assessment report through our Recognition of Nurses and Midwives Policy, to establish if an applicant's previous education and training is at minimum at a Canadian nursing/midwifery diploma level, as per the policy. The WES agreement covers privacy, confidentiality, access requests, and appeal mechanisms. We do not have formal agreements with other credential assessment agencies as reports from these agencies are rarely received. To reduce barriers on applicants HSCPOA continues to recognize these agencies in policy. - Competency Assessment Assessors – External consultants have been hired, entered into a contract agreement, and trained by HSCPOA to conduct the substantial equivalence assessments according to established criteria in policy. Applicants are informed that their assessment is underway, which will be returned within 12 weeks as outlined in policy. In most cases to date, assessments have been returned on average within 6 weeks.

### **C. Alternative Documentation**

These provisions require that each regulator have an alternative documentation policy and submit it for review and approval by the Fairness Commissioner. The policy must provide for the regulator to accept reasonable alternatives to the documentation that is normally required if such documentation cannot be obtained for reasons beyond an applicant's control.

The HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority submitted a policy to the OFC by January 1, 2026.

Yes

### **D. Parallel Processing Plans**

These provisions require that each regulator develop a parallel processing plan and submit it for review and approval by the Fairness Commissioner. The policy must permit applicants who experience a delay in one part of the registration process to proceed with other parts of the registration process wherever possible.

The HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority submitted a plan to the OFC by January 1, 2026.

Yes

## 9. Registration Timelines

### **Profession: Personal Support Worker**

#### **A. Domestic Labour Mobility Applicants**

Section 9.1 (4) of FARPACTA prescribes that regulators must make a registration decision within 30 calendar days from the time that they receive a complete application “and everything required by the regulated profession in respect of the application.”

Prior to July 1, 2025, the corresponding time limit was 30 business days.

HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority requires the following documentation before beginning to count the 30-day registration time-period. This would be the starting point of the registration process for the purpose the data summarized below.

- Completed application form
- Letter of standing / good character
- Criminal record check

#### **January 1 to June 30, 2025**

For domestic labour mobility applications received between January 1, 2025 and June 30, 2025 registration timelines and outcomes are summarized below:

<b>Registration decisions</b>	<b>30 business days or less</b>	<b>More than 30 business days or decision pending</b>
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<b>Full registration granted</b>	54	0
<b>Alternative registration granted</b>	0	0
<b>No registration granted</b>	0	0

**July 1 – December 31, 2025**

For domestic labour mobility applications received between July 1, 2025 and November 30, 2025 and decisions made to December 31 (one month later), registration timelines and outcomes are summarized below.

<b>Registration Decisions</b>	<b>30 calendar days or less</b>	<b>More than 30 calendar days or decision pending</b>
<b>Full registration granted</b>	52	0
<b>Alternative registration granted</b>	0	0
<b>No registration granted</b>	0	0

**B. Internationally Trained Individuals**

Sections 5 and 6 of Ontario Regulation 261/22 made under FARPACTA set out two separate standards to measure how efficiently a regulated profession is processing applications that it receives from ITIs.

- **Three-month decision standard:** Under section 5, a regulator must make registration decisions for an ITI within three months following receipt of everything that it requires in respect of an application for registration, in at least 90% of all cases. Prior to July 1, 2025, the corresponding time limit was six months.

- **One-year reporting standard:** Under section 6, regulated professions must report on their ability to register ITIs, who are eligible for registration without condition, from the earlier of the date that:
  - a) the regulated profession receives everything it requires in respect of the individual's application for the registration, or:
  - b) any third party that assess the individual's qualification on behalf of the regulated profession, receives everything it requires for this purpose.

Section 6 of the regulation further stipulates that the regulator’s annual Fair Registration Practices Report must include data on a regulator's compliance with the decision time standard, and its ability to meet the one-year reporting standard and, where the regulator has been unable to meet this one-year standard, the steps that the regulator is taking to meet this standard.

**i) Decision Standard**

HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority requires the following documentation before beginning to count the decision time standard for internationally trained individuals.

- Completed application form
- Credential assessment report
- Competency-based assessment results
- Letter of standing / good character

**July 1, 2024 – June 30, 2025**

For applications from internationally trained individuals received between July 1, 2024 and June 30, 2025 and decisions made to December 31 (six months later), registration timelines and outcomes are summarized below.

<b>Registration decisions</b>	<b>Six months or less</b>	<b>More than six months or decision pending</b>
<b>Full registration granted</b>	281	0

<b>Alternative registration granted</b>	0	0
<b>No registration granted</b>	4	1

**Average time in weeks** to communicate a registration decision following receipt of everything required by the regulator in respect of an application for registration.

Minimum: 0 weeks (same day) Maximum: 1 week (6 days) Average: Less than one week (2.3 days)
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**July 1, 2025 onwards**

The new **three-month registration decision time standard**, which came into force on July 1, 2025, requires that each regulated profession communicate its registration decisions to ITIs within three months of receiving complete applications, in at least 90% of all cases.

HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority has taken or is taking the following steps to comply with communicating registration decisions to ITIs within three months of receiving complete applications.

Yes
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**ii) One-year reporting standard**

A regulator’s ability to meet the one-year reporting standard is particularly important since this statistic incorporates the time required to complete third-party (TP) assessments. Often, the TP assessment stage consumes the largest portion of an ITI’s licensure journey. This section of the report addresses the role of a TP in the regulator’s registration process, data sharing mechanisms, and data on actual times in relation to the one-year reporting standard.

**Third party assessment is the first point of contact** for applicants in the registration process:

No

**Name and assessment function of the third party** is below:

**Data sharing**

**HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority** has negotiated a mechanism for this third party to record and communicate the date on which the third party received everything that it requires for the purpose of assessing the ITIs qualifications (starting point for the one-year clock)

No

**This data sharing mechanism and the measures used by the regulator to track actual times from this date to communication of a registration decision are described below: against the one-year reporting standard is below:**

**For ITI applications that HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority received between January 1, 2024, and December 31, 2024, and registration decisions issued up until December 31, 2025, registration timelines and outcomes are summarized below.** *(Please note: The end date of December 31, 2024, is to allow for a one-year time period to communicate registration decisions)*

Registration decisions	Decision Made in One Year or Less	Decision Made in More than One Year or Decision Pending
Full registration granted	0	0
Alternative registration granted	0	0
No registration granted	0	0

HEALTH and SUPPORTIVE CARE PROVIDERS Oversight Authority has taken / is taking the following steps to **meet the one-year reporting standard.**

## Glossary of terms

**Applicant:** An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

**Domestic labour mobility:** Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

**Internationally educated / trained:** An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

**Jurisdiction of initial training:** For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

**Member:** An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

**Racial identity:** Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

**Registration requirements:** the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

**Third party service provider:** An external organization that assesses applicant qualifications on behalf of the regulator.