# Fair Registration Practices Report

## Engineering Technicians and Technologists (2009)

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.

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### 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

Applicants initiate the registration process by submitting an application and the requested accompanying documents and fees. Information on how to initiate the process is available through the following: website, brochures, chapter outreach, via phone or email and occasionally through advertisements in immigrant newspapers. OACETT reviews its information annually for accuracy and readability.

b) requirements for registration

For applicants to be eligible for certification with OACETT, they must:

• Have the appropriate education/academic training or equivalent

• Write and pass OACETT's Professional Practice Exam

• Write a Technology Report (for Certified Engineering Technologist [C.E.T.] only)

• Have minimum of two years related work experience, normally, one of these years must be in Canada

• Be of good character, as verified by professional references

• Complete the certification requirements within 3 or 6 years from date of file review depending on whether they have been assigned further academic competencies to complete

• Be at least 18 years of age.

Information is available through the following means: website, brochures, chapter outreach, and via phone or

email and occasionally through advertisements in immigrant newspapers. OACETT reviews its information annually for accuracy and readability.

## 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

A Certified Technician must be a graduate from a recognized 2-year post secondary engineering technician or applied science diploma program or equivalent.

A Certified Engineering Technologist or Applied Science Technologist must be a graduate from a recognized 3-year post secondary engineering or applied science technology program or equivalent.

Information is available on our website and through phone or email. OACETT reviews its information annually for accuracy and readability.

## 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

To become certified technicians, certified engineering technologists or applied science technologists, applicants must have two years of work experience in their chosen discipline at the level at which certification is sought. Volunteer work will be considered. OACETT normally requires one of those years to be acquired in Canada to ensure that the applicants are familiar with local codes, practices and standards. Members may be given credit and have their Canadian experience requirement reduced for courses taken in applicable codes, or regulations such as the Ontario Building Code or Ontario Electrical Code.

Co-op experience while attending a post-secondary engineering or applied science technology program may be credited at 50% of the time worked up to a maximum of six months.

An applicant for certification must provide a resume, a detailed job description and three professional references. A supervisor must sign each page of the job description. These documents will serve as proof of an applicant's work experience and will be used to assess whether an applicant's work experience meets OACETT's requirements.

Information is available on our website, brochures, via phone or email. OACETT reviews its information annually for accuracy and readability.

## e) requirements that may be satisfied through acceptable alternatives

For our academic requirements, if an applicant has not graduated from a recognized program or equivalent as

determined by the Institute of Engineering Technology of Ontario (IETO), OACETT's registration and certification arm, the missing academic competencies will be identified and the candidate may choose to address these by taking college courses, or through OACETT technical exams. Members can also be given credit for significant experience (more than 10 years) directly related to a missing competency; for example project management.

For our experience requirement, internationally trained members who are having difficulty acquiring Canadian experience, may be given credit and have their Canadian experience requirement reduced for courses taken in applicable codes, or regulations such as the Ontario Building Code or Ontario Electrical Code.

Information is available on our website and via phone or email. OACETT reviews its information annually for accuracy and readability.

## f) the steps in the assessment process

When an application is received, a preliminary review is conducted to ensure that the applicant has technology or applied science academics. If so, the applicant is first admitted to membership as an Associate member while they work towards fulfilling our certification requirements. The application is entered into our database and professional reference questionnaires are sent via email or mail to the referees listed on the application. The member is able to track the status of their application on the OACETT website, www.oacett.org by clicking on "Track Progress of Application" on the home page which allows them to keep track of the following:

• Application received

• Documents received or outstanding

• Annual dues received or outstanding

• Reference questionnaires sent and received

• File complete and put in the queue for review

• File awaiting review

• File review completed

A minimum of two professional reference questionnaires must be returned and annual fees paid for the current year prior to the application being sent on for an academic and experience review.

IETO's Admissions Committee is the panel of expert members that reviews and evaluates an applicant's post-secondary education and experience to determine if the applicant's level of training and experience are equivalent to OACETT's standards. The committee determines if an applicant is ready for certification or if there are any outstanding or additional requirements that the applicant must complete before certification. For example, if the applicant's academic training does not meet the requirements for certification, he/she will be advised of what further training is needed. The applicant may be asked to complete technical competencies relevant to his/her discipline for registration, or to write technical exams set by OACETT.

The results of the academic and experience review may be one or more of the following:

• Member has met and completed all requirements for certification and will be certified at next admissions date

• Member requires further academics – we would specify the missing competencies

• Member requires further experience – we would specify the amount of time or level (i.e. technician or technologist) of experience required

• Member needs to pass the Professional Practice Exam

• Member needs to write the Technology Proposal and Report, for those on track for Certified Engineering Technologist only.

Once the file has been reviewed, the results will be conveyed to the member via email. Each member is also able to see the results of their file review on the OACETT website, www.oacett.org by logging onto "Track PPE, TR, Courses and Experience" from the home page.

It takes approximately two to three months from the time OACETT receives an application and the necessary accompanying documents for the applicant to be notified of the Admissions Committee's decision.

Two other certification requirements that involve assessment are the Professional Practice Exam (PPE) and the Technology Proposal and Report.

All members are required to write the PPE and links are available to its online registration from our home page. If a member has registered for the exam they will be able to view where they are writing and on what date as well as obtain their results once written. Exam results are available 2 - 4 weeks after the exam.

If members pursuing Certified Engineering Technologist (C.E.T.) are required to complete the Technology Report, they can find a link to the Proposal and Report Guidelines on our website. Members can also track the status of their proposal and report once submitted. Members must submit a proposal for the admissions committee to review for suitability and relevance prior to the report itself being submitted. Comments are issued, if required, to assist the member in preparing a passing report. Once the proposal has been accepted, the member has one year to complete the report. A mark of 60% is required to pass. In the case of a report achieving a failing mark, it will be given to another reviewer. If this second reviewer also gives it a failing mark, the member will be given the opportunity to address the shortcomings and resubmit the report once within three months of the notification of the results. If the newly updated report also receives a failing mark, the member will need to submit a new proposal for a new report.

Information is available on our website, brochures, via phone or email. OACETT reviews its information annually for accuracy and readability.

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

• a photocopy of the applicant's birth certificate, passport or Canadian Permanent Resident Card

• a detailed job description, stating the applicant's duties and responsibilities and the length of time he/she worked at the job, signed by the applicant's former or current supervisor(s)

• the names and email addresses of three persons who can act as professional references and attest to the applicant's work experience

• a detailed resume stating the dates of employment, names and addresses of employers and a detailed description of the applicant's technical experience, responsibilities and/or achievements

• official academic transcripts of subjects and marks, indicating graduation (if applicable) or notarized copies

• documentation detailing industry-related courses or other courses related to engineering or applied science technology taken through related associations, continuing education, professional development or as part of any other specialized training

• any other information that the candidate feels is appropriate to his application

• a non-refundable application fee

Information about documents that must accompany each application is available on our website, brochures, on the application and via phone or email. There are no documents which are only required from internationally trained applicants. OACETT reviews its information annually for accuracy and readability.

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

If individuals cannot arrange for official transcripts to be sent from their post-secondary institutions, notarized photocopies of original transcripts are acceptable. OACETT has never faced a situation where an internationally trained individual has not been able to produce notarized photocopies. However, a more detailed PLAR policy has been developed and is waiting implementation. This will allow for internationally trained applicants or anyone else to potentially address competency through portfolios or interviews.

Information may be obtained via phone or email. OACETT reviews its information annually for accuracy and readability.

i) how applicants can contact your organization

Applicants can contact us via phone, email or mail and they will find this information on our website and in our brochures.

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

OACETT communicates with its members primarily through email, or phone; although official letters welcoming applicants to membership, and then once certification is achieved, are sent by mail. We initiate communication with our applicants whenever something changes that they should know about; for example, documents are

missing, documents have been received, references are outstanding, references have been received, their file is now ready for review, etc.

Upon receipt of an application, the applicant is notified by email that their application and supporting documents have been received. Reference questionnaires will be emailed to the professional references supplied on the application within 5-10 working days. If the applicant's supporting documents are not complete, emails are sent as a reminder every two to three months. Whenever something changes with an application, an update to the application status is sent.

Applicants are encouraged to check through the "Road to Certification" module on the OACETT website to track the status of their applications, documents outstanding, and the status of their files (currently awaiting review, in review, etc.).

Once a file has been reviewed, an applicant will be sent the results of the review via email and also be able to view the results from our home page by logging onto our "Track PPE, TR, Courses and Experience" page.

Information is available on our website regarding how and how often we communicate with our applicants. OACETT reviews its information annually for accuracy and readability.

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

Academic documents that are not in English must be translated into a notarized English translation prepared by a service that is certified by the Association of Translators and Interpreters of Ontario (ATIO).

Information is available on our website and through phone or email. OACETT reviews its information annually for accuracy and readability.

## 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

OACETT does its own assessment and evaluations and does not rely on third-party assessments. There is information regarding the use of the International Qualifications Database on our website and links to other bridging programs that OACETT participates in as a voluntary member such as the Fast Track to Technology Occupations (FTTO) Project with Sheridan College and Centennial College, providing services to internationally trained applicants.

OACETT also participates in another project with Settlement and Integration Services Organization (SISO) in Hamilton. This project, called Bridging for Engineering, assists internationally trained individuals to become certified with OACETT.

OACETT is represented on the Advisory Committee for Engineering Your Future at Skills for Change in Toronto. In addition, OACETT was a participant on the Colleges Integrating Immigrants to Employment (CIITE) project with 7 Ontario colleges.

OACETT reviews its information annually for accuracy and readability.

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

OACETT requires Associate members who have not been assigned further academic competencies to reach certification within three years of receiving their file review by the admissions committee. For those members who do not meet our minimum academic level for certification and have therefore been assigned further academic competencies, they are given six years after file review to reach certification. Extensions will be granted if warranted.
For those members eligible for certification as Certified Engineering Technologists, their technology report must be submitted within one year after approval of their technology report proposal. Extensions are also granted if warranted.

Information regarding the timelines for certification is on our website and is also sent to members in stages during the process of the review. OACETT reviews its information annually for accuracy and readability.

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

It takes approximately two to three months from the time OACETT receives an application and documents for the applicant to be notified of the Admissions Committee's decision.

Information regarding registration timelines is on our website and is also emailed to members after initial contact.

OACETT reviews its information annually for accuracy and readability.

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

Our 2009 Fee Schedule is posted on our website and specific fees are also on our applications.

OACETT reviews its information annually for accuracy and readability.

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

Accommodation of applicants with special needs can be arranged by OACETT and if necessary with the assistance of outside agencies. For example, members with learning disabilities can be accommodated on our Professional Practice Exam through extra time or writing with an invigilator in a private session.

Information is on our website asking applicants to phone or email the office for assistance. OACETT reviews its information annually for accuracy and readability.

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

As indicated in section (h), a more detailed PLAR has been accepted by IETO for implementation as soon as developments regarding an applicant self-assessment using the new standard, the National Technology Benchmarks (NTB) are finalized. OACETT, along with its sister organizations across the country, are working on processes to use the NTB for evaluation of applicants. PLAR and the use of the NTB for certification will be officially introduced together. However, since PLAR has been approved, if we encountered (and as yet OACETT has not) a situation where an applicant was unable to provide the necessary documents for reasons beyond their control, we would be able to give an applicant the choice of a PLAR review.

In 2009, OACETT decided to raise Associate dues to that of Certified dues with a three-year staged implementation. 2009 saw the first of the 10% increases to Associate dues, raising them from $158.85 (GST incl.) in 2008 to $174.74 in 2009. There were two primary reasons for this initiative: 1. the majority of the costs associated with file reviews and the corresponding customer service are on behalf of Associate members, and 2. Associate members enjoy virtually the same benefits as certified members.

## Amount of Fees (2 / 13)

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

There are no different fees.

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

There are no changes to report.

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

a) What are your timelines for making registration decisions?

For files with academic information, we register applicants as associate members at our next admissions date which occurs at the beginning of every month. After that, for files with complete information, file reviews

announcing certification categories or programs to reach certification are made within 3 months.

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

For general business inquiries, applicants are responded to within 3 to 5 business days at the most. Many inquiries are able to be returned within 24 hours (volume dependent). Applicants are sent reminder emails every 2 to 3 months regarding missing documents.

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

For registration decisions, internal reviews and 2nd file review decisions, applicants receive notice of the decision within 10 -15 business days after the file review is finished. If there is an internal review, the actual review itself, may take as few as 10 -15 days or up to 8 – 10 weeks depending on when the admissions committee next meets and volume of applications. The committee typically meets twice per month.

OACETT encourages members to request a 2nd File Review if they disagree with the results or if they have new information to share. The 2nd File Review takes a minimum of 8 weeks.

There is also a formal appeal process outlined in our By-Law 18, section 6.6.0 that a member may undertake within 30 days of the notice of the decision by the Registrar. The appeal will then be heard within 90 days by 3 members of the Institute of Engineering Technology (IETO) Board, OACETT's certification division and the candidate will be notified thereafter of the decision in writing. There is a fee for the appeal which is refunded if the appeal is successful.

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

Our admissions coordinators work diligently to ensure that they respond to all inquiries in a timely manner. If they need to consult with the admissions committee in order to answer a question, they will respond to the member first within the timelines stated above alerting them to the extra time needed for the information. These times are monitored at staff meetings and the staff are asked to alert management if they cannot be met so they may be adapted or other measures undertaken.

Our Manager, Admissions and Certification keeps a close watch on the files moving through the admissions committee and manages the 2nd File Review process and can hold extra meetings or call in extra admissions committee members to the committee meetings if necessary to ensure that our published timelines are being met.

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

There are no changes to report.

## Access to Records (4 / 13)

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

Members or their designate (as indicated in writing) are allowed access to their own records in accordance with the Freedom of Information and Privacy Act on written request addressed to the Registrar.

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

Applicants do not have access to the professional reference questionnaires in their files as these are confidential and applicants are aware of this. They also do not have access to the name of the actual file reviewer on the admissions committee who reviewed their file. Examination papers and results are not provided as OACETT uses a bank of reusable exam questions and does not want them in circulation. Furthermore the PPE is a multiple choice exam and the results indicating the letter chosen and whether it is correct or not is not meaningful.

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

In 2009, there were no established fees for making records available; however IETO will be establishing a fee.

d) List the fees for making records available.

In 2009, there were no established fees for making records available; however IETO will be establishing a fee to make records available and for making copies of documents.

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

There were no established fees in 2009.

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

No changes occurred.

## 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.

OACETT has detailed information about the application process and the certification process on our website including detailed frequently asked questions and exam information. We have the following brochures:

- Application and Certification Answers at your Fingertips
- Join OACETT – Build Your Career
- Road to Certification – You Are OACETT
- Frequently Asked Questions (FAQs)

OACETT provides a study outline for the PPE and both it and the study manual have sample questions. We also provide detailed technology report guidelines for our C.E.T. track members.

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

Applicants are referred to the OACETT website.

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

No changes occurred.

## 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.

Internal reviews take up to 8 – 10 weeks (they are often able to be completed in as little as 2 weeks depending on when the admissions committee next meets and volume of files waiting.) The committee typically meets twice per month. OACETT encourages members to request a 2nd File Review if they disagree with the results or if they have new information to share. The 2nd File Review takes a minimum of 8 weeks. There is also a formal appeal process outlined in our By-Law 18, section 6.6.0 that a member may undertake within 30 days

of the notice of the decision by the Registrar. The appeal will then be heard within 90 days by 3 members of the Institute of Engineering Technology (IETO) Board, OACETT's certification division and the candidate will be notified thereafter of the decision in writing. There is a fee for the appeal which is refunded if the appeal is successful.

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

We believe we had no internal reviews or second reviews that exceeded our timelines. We had no formal appeals last year.

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

None, as we believe we had no internal reviews or second reviews that exceeded our timelines. We had no formal appeals last year.

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

An internal review is initiated by a staff member who is concerned about the file review that the applicant has received and sends it back for review; no action is required by the member. A 2nd File Review can be requested by a member if:

• A member wants to send in additional information or documentation that was not previously provided; or
• A member disagrees with the evaluation

There is no time limit on when an applicant can request a 2nd File Review; however, a 2nd File Review is not to be used when an applicant has newly acquired education or experience that needs to be evaluated.

If a member disagrees with the 2nd File Review assessment, they must submit a formal appeal as per By-Law 18 section 6.6.0.

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.

Applicants are informed about second reviews when they are given their certification summaries. Information is also on our website. Members are told that they must review the 2nd File Review Evaluation Troubleshooting Guide and then complete the Request for 2nd Review Form. The Form can be submitted in writing or by electronic means. Requests for a 2nd file review will not be accepted over the telephone. The member must submit any new information or documents along with the form. If a member is still dissatisfied with the results of the 2nd Review; they will be directed to the appeal procedure in our By-Law 18 either by email or phone depending on how they have communicated with us. The member will launch an appeal by sending a Notice of Appeal in writing to the Registrar.

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.

The examiner who reviewed the file must sign the review panel sheets kept in the member's file. By our definition of an internal review, it is a staff admissions coordinator who initiates the review and will then consult with a different senior examiner than originally reviewed the file, usually the Chair of the Admissions Committee. For 2nd reviews, depending on the issue, the file may be reviewed by the following: Manager, Admissions & Certification, Deputy Registrar, Admissions Committee or Second Review Committee. Anyone who worked on the original review which is evident by their signature will excuse him/herself from that file.

e) Describe your internal review or appeal process.

**Internal Review**: an admissions coordinator who, when processing the results of a file review, believes that a review is necessary, will forward the file to a different senior examiner or the Chair of the Admissions Committee.

**Summary of Procedures for 2nd File Review of Academics**

1. Request for 2nd file review received from member.
2. Manager, Admissions & Certification reviews academic program if known program (IQDB, IETO Rules, Accreditation, etc), otherwise the file goes to the 2nd Review Committee. (Go to Step 6 below)
3. If no change in academics, Manager, Admissions & Certification will initial file and note that a 2nd review of academics was completed.
4. Deputy Registrar will initial review completed by the Manager, Admissions & Certification if in agreement.
5. If not in agreement, file will be sent to the 2nd File Review Committee.
6. 2nd File Review Committee reviews academics.
7. File given to the appropriate Admissions Coordinator to inform the member of the results of the file review.
8. If member disagrees with the 2nd file review assessment, submit a formal appeal as per By-Law 18 (6.6.0 Appeal Procedures).

**Summary of Procedures for 2nd File Review of Experience**

1. Request for 2nd file review received from member.
2. Manager, Admissions & Certification consults with senior examiner in the appropriate discipline other than the initial review.
3. If Senior Examiner disagrees with initial review then the file will go to the 2nd File Review Committee.
4. 2nd File Review Committee to review work experience.
5. File given to the appropriate Admissions Coordinator to inform the member of the results of the experience review.
6. If member disagrees with the 2nd file review assessment, submit a formal appeal as per By-Law 18 (6.6.0 Appeal Procedures)

**Formal Appeals**
OACETT's appeal procedure appears in OACETT's By-Law 18, section 6.6.0.

6.6.1 The appeal of a decision to refuse registration of an applicant may be made within thirty (30) days of the notice of the decision by the Registrar.

6.6.2 Such appeal shall be launched by a Notice of Appeal in writing delivered to the Registrar with the appropriate fee. The Notice of Appeal shall set out the grounds for appeal in a short and summary manner, and shall contain a list or description of the evidence or record upon which the person appealing intends to rely. If the appeal is successful, the fee will be refunded. If the applicant has new information not previously seen by IETO's Admissions Committee, this information must first be reviewed before the appeal may proceed.

6.6.3 An appeal shall be heard by the IETO Board, consisting for this purpose of a minimum quorum of three members of the Board, within ninety (90) days next following the day on which the Notice of Appeal was delivered to the Registrar, and the Registrar shall give the person appealing two weeks notice of the day, time and place set for the hearing.

6.6.4 The Registrar shall make available to the IETO Board all information in his/her possession relating to the matter under appeal, and shall provide to the person appealing an opportunity to examine, and at his/her own expense to make a copy of, any such information which is in written form.

6.6.5 After the hearing and after conferring privately among themselves, the Board shall determine the appeal by the vote of a majority of its members present at the hearing.

6.6.6 The Registrar shall notify the person appealing of the decision of the IETO Board following the determination of any appeal.

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 2009-2010 Admissions Committee has 16 members all of whom are/were members of the profession in Ontario. Nine members are internationally trained. Formal Appeals are heard by a minimum quorum of 3 members of the IETO Board which currently (as of June 2009) has 10 members in total, 8 of whom are elected. All Board members are members of OACETT or related special interest organizations and are practicing/teaching (or are retired from) engineering or applied science technology. Three Board members are internationally trained.

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

The IETO Board composition changed from 12 in the 2008-2009 term to 10 in the 2009-2010 term due to a reduction in the number of non-elected members appointed to the Board. Our By-Law 18 allows the Board to have a maximum of 5 of these special interest appointees. The term of appointment is for two years beginning in June 2009.

## 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.

There is information in our Frequently Asked Questions about our Formal Appeal procedure and in our By-Law 18; both are available on our website. We also advise members regarding the appeal when their 2nd File Review has not been successful. There is no further appeal process after a Formal Appeal has been held. A member is always allowed to submit newly acquired information for evaluation, however. It is also important to note that OACETT has never had a Formal Appeal of its registration decisions.

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

No changes occurred.

## 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.

OACETT certification grants a right to title not an entry-to-practice. For an Associate member to reach certification with us the following requirements must be met:

***Minimum requirements for certification as a Certified Technician are:***

• you are a graduate of a 2-year post secondary engineering technician or applied science diploma program or equivalent

• you successfully pass our Professional Practice Examination (PPE)

• you submit documentation of at least two years of appropriate level experience

• you must demonstrate a facility with the working language and facility with the standards, codes and practices of the discipline(s) in which you are seeking certification. Normally this is gained by working in Canada for one year.

• you are at least 18 years old and of good character

• you must complete the certification requirements within 3 or 6 years from date of file review, depending on whether you have been assigned further academic competencies to complete. You will be given a completion date.

***Minimum requirements for certification as a Certified Engineering Technologist are:***

• you are a graduate of a 3-year post secondary engineering technologist or applied science diploma/degree program or equivalent

• you successfully pass our Professional Practice Examination (PPE)

• you submit a Proposal and a Technology Report for review and approval

• you submit documentation of at least two years of appropriate level experience. You must be able to demonstrate a facility with the working language and a facility with the standards, codes and practices of the discipline in which certification is being sought. Normally this is gained by working in Canada for one year.

• you are at least 18 years old and of good character

• you must complete the certification requirements within 3 or 6 years from date of file review, depending on whether you have been assigned further academic competencies to complete. You will be given a completion date.


***Minimum requirements for certification as an Applied Science Technologist are:***

• you are a graduate of a 3-year post secondary engineering technologist or applied science diploma/degree program or equivalent

• you successfully pass our Professional Practice examination (PPE)

• you submit documentation of at least two years of appropriate level experience. You must be able to demonstrate a facility with the working language and a facility with the standards, codes and practices of the discipline in which certification is being sought. Normally the latter are gained by working in Canada for one year.

• you are at least 18 years old and of good character.

• you must complete the certification requirements within 3 or 6 years from date of file review, depending on whether you have been assigned further academic competencies to complete. You will be given a completion date.


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

Graduates from non-Canadian institutions will be evaluated using the Canadian Council of Technicians and Technologists' International Qualifications Database which IETO helped build and helps maintain as well as other relevant resources such as the National Technology Benchmarks, and the International Handbook of Universities.


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

Two years of appropriate level experience is required to assure IETO that the applicant has a facility with the working language and can apply the principles of engineering/applied science technology to those practical applications and procedures required in the discipline in a manner consistent with the codes, standards and practices prevalent in Ontario. The experience will be evaluated against the Profiles of a Technician or

Technologist that are available on our website. Activities during this experience should involve the application of engineering principles to solve equipment, process or system problems, and should foster the development of technical competence, business judgement, communication ability, responsibility and self-confidence.

Using detailed job descriptions, verified by the candidate's immediate supervisor, resumes and professional references, IETO evaluates acceptable and progressive experience. Initiative and Complexity-Judgement level definitions are used to appropriately identify whether experience is at the trade, technician or technologist level.

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.

As previously mentioned in b) above, The International Qualifications Database (IQDB) is maintained by all provincial constituent members of the Canadian Council of Technicians and Technologists as they address new programs or changes to programs.

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

IETO uses the IQDB and also keeps records of assessments from institutions and jurisdictions for this purpose. These are catalogued and made available for our Admissions Committee.

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

We find that the status of an institution in its own country is often a good indication of how credentials will be recognized by OACETT. For example, from India, we recognize the institutions accredited by the All India Council on Technical Education, from the Philippines we recognize full members registered with the Philippines Regulation Commission and from Pakistan, full members registered with the Pakistan Engineering Council.

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

We work with candidates to determine the assistance required. Previously, we have accommodated various candidates with physical limitations or learning disabilities requiring extra time or physical assistance to write our Professional Practice Exam. Normally requests need to be accompanied by appropriate information such as a doctor's note.

This has not been an issue for OACETT and therefore no timelines have been put in place as we have been able to accommodate all requests received to date.

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.

When an application arrives, on average we begin working with it within 3 to 5 business days. One of the first steps we take is to request professional references. We send questionnaires to the references indicated by the applicant on their application within 5 to 10 days. As soon as these have been returned to us and the other required documentation has been received, the applicant's file can be sent to the admissions committee for review. The file review takes up to 12 weeks depending on how many files are currently in the "Queue for Review" in the candidate's specific discipline. Please note that some members have chosen to remain as Associate members.

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

No, the time does not differ if the application is complete as in h) above.

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.

OACETT does not conduct credential assessments. We only do competency assessments for our own use.

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

N/A

iii. Explain how work experience is taken into account.

N/A

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

IETO assesses based on the IQDB and other available resources see b), e) and f) above.

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

The IQDB is continuously updated and validated through us and our sister associations in the other provinces and we can also check with them regarding other assessments.

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

Work experience is taken into consideration and may be used to assess competency where an applicant falls short on the academics required. We have an associate curve and technician curve where appropriate-level, discipline-specific experience may allow some academic points based on years of experience.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Our Special Consideration for Mature Applicants policy recognizes individuals who have demonstrated acquired proficiency through many years of experience, but who do not have the formal academic qualifications normally required to achieve certification. Two exams are required. Part A consists of an examination general to the discipline of registration. After its successful completion, Part B consists of a technical exam in the candidate's field of expertise. The certification requirement of our Professional Practice Exam must be completed by mature applicants as with all regular route candidates. It may be written at any time during the process.

As indicated in section 1, a more detailed PLAR has been accepted by IETO for implementation as soon as developments regarding an applicant self-assessment using the new standard, the National Technology Benchmarks (NTB) are finalized. OACETT, along with its sister organizations across the country, are working on processes to use the NTB for evaluation of applicants. PLAR and the use of the NTB for certification will be officially introduced together. However, since PLAR has been approved, if we encountered (and as yet OACETT has not) a situation where an applicant was unable to provide the necessary documents for reasons beyond their control, we would be able to give an applicant the choice of a PLAR review.

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

Exams written for our Special Consideration for Mature Applicants are prepared by college professors or other discipline experts with experience setting exams to test the competency area in question and are therefore current and relevant. If we were concerned about a particular technical exam, however, another senior examiner or the Examination Committee would be asked to review the exam and make any required changes.

The National Technology Benchmarks are reviewed annually by the Council of Registrars comprised of the registrars from OACETT and its sister organizations across the country. They are open for input from a variety of stakeholders from academia and industry.

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

Work experience is an important part in the assessment of prior learning and we take it into account as in j) iii. above. Also, through our experience assessment we may be able to cover off competencies, for example, project management.

l) If your organization administers examinations:

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

**Professional Practice Exam (PPE)** is a mandatory, certification requirement. It is non-technical covering Canadian civil law, ethics, and the practice of engineering technology in Ontario. The format is multiple choice and it is written online at invigilated exam centres across the province. It consists of three sections:

**Part A – Law:** Total of 30 marks
Twenty (20) multiple choice questions (1 mark for each answer -Total 20 marks)
One (1) Case Study multiple choice (10 marks)

**Part B – Ethics:** Total of 40 marks
Ten (10) multiple choice questions (1 mark for each answer – Total 10 marks)
Two (2) Case Study multiple choice questions (15 marks each case study – Total 30 marks)

**Part C – Practice**: Total of 30 marks
Ten (10) multiple choice questions (1 mark for each answer – Total 10 marks)
Two (2) Case Study multiple choice questions (10 marks for each case – Total 20 marks)

You must achieve a passing grade of 50% in each section or rewrite the failed section(s) at a subsequent exam session. There is no limit on the number of rewrites but after 3 attempts the Registrar will review the member's situation to determine the reasons for failing in an effort to assist.

**Technical Exams** may be written by members who have been assigned one or more subject competencies in order to achieve certification instead of taking courses through various community colleges, institutions or through online learning. A guide will be prepared, if not already available, listing the study texts required. Once the member is ready to write the exam, a date, time and location will be arranged. The complete process including preparation of study guide, candidate study time and then writing of the exam should take no more than 12 months to complete. This timeframe will be shorter if an exam is already available in the subject competency required. The format of the exam is subject dependent and could be a combination of short answer, essay, and multiple choice, and may include the need for drawings, calculations, etc. The passing mark for a technical exam is 55%. Any exam, which fails to achieve 55%, will be reread automatically by the examiner. Candidates who achieve a mark between 48% and 54% on an IETO technical exam may apply to the Registrar to write a supplemental exam in the same subject. The supplemental exam will be based on the same material as the original exam. Application must be made within 30 days of issuance of the exam results. Candidates who are ineligible for a supplemental exam may apply to write an exam in the same subject at a future exam session and apply through the regular application. There is no limit on the number of rewrites but excessive failure will result in the Registrar investigating the situation.

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

**PPE:** The pass rate for the exam is monitored and is historically stable. The new, multiple choice version began to be used in May 2008. The online format allows for easier, quicker validation of questions and we can now adjust for questions that have a poor success rate.

**Technical Exams** are prepared by college professors or other discipline experts with experience setting exams to test the competency area in question. If we were concerned about a particular technical exam,

another senior examiner or the Examination Committee would be asked to review the exam and make any required changes.

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

**PPE:** The questions for the PPE are updated by our Examination Committee or subject experts such as lawyers or professors when necessary. For example, they were reviewed and updated in 2007 - 2008 in preparation for transition to the multiple choice format. We will continue adding to our database of exam questions for this new format to replace questions we find that are not testing well.

**Technical Exams**: If we already have a technical exam in a competency area that is more than 2 years old, it will be sent for review and updating, if required, by the original author or other discipline expert.

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

Having the expanded PLAR available though not yet in use as indicated in i) above is the only change to our registration practices.

## Third-Party Organizations (9 / 13)

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

OACETT does not use third-party organizations to make assessment decisions.

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

N/A

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

N/A

iii. provides timely decisions, responses and reasons to applicants

N/A

iv. provides training to individuals assessing qualifications

N/A

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

N/A

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

N/A

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.

OACETT does not use third party organizations to conduct credential assessments.

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

N/A

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.

OACETT does not use third party organizations to make assessment decisions.

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

> N/A

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

> N/A

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

i. Describe the methodology used to evaluate prior learning.

> OACETT does not use third party organizations to conduct prior learning assessments.

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.

> OACETT does not use a third party to administer examinations.

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.

There have been no changes to report.

**Training (10 / 13)**

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

It is the members of our Admissions Committee who assess qualifications, make registration decisions and carry out internal and second file reviews. Members of the committee should normally be certified members of OACETT at the technologist level or licensed professionals from sister organizations such as PEO, or OAA. Committee members should have a number of years of work experience in their discipline area, and not less than two years after their professional registration. Individuals may be selected on the basis of having specific experience or knowledge in an area where technology professionals are employed such as the military. They may have knowledge of education systems in other countries or other specialized knowledge required by the committee. New committee members are trained to familiarize them with the operation of the admissions process. An experienced member of the committee is assigned to train each new member. On satisfactory completion of training, the candidate may be recommended to the IETO Board for appointment as a regular member of the Admissions Committee or as a resource for the committee to call on an as needed basis. The training includes attendance at six scheduled admissions committee meetings along with other training as appropriate. This period may be extended at the candidate's request or if the committee chair deems further training is required. Candidate evaluation will include: candidate trainer's assessment, and consistency, completeness and correctness of reviews. We have begun to train our admissions committee on cultural awareness through the Ontario Regulators for Access Consortium's Managing Cultural Differences workshop.

ii. individuals who make registration decisions

See i.above.

iii. individuals who make internal review or appeal decisions

See i. above

For 2nd File Reviews, we also rely on seasoned reviewers with staff overlap. Registrar and Deputy Registrar are also available for consultation.

Please identify and explain the changes in your registration practices relevant to this section that

occurred during the reporting year.

> The cultural awareness training is new for our admissions committee. We will be extending it to the complete committee as well as our IETO Board members. Staff have already been trained.

## 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.

> OACETT, through the national association, the Canadian Council of Technicians and Technologists (CCTT) has an agreement allowing certified engineering and applied science technicians and technologists to transfer to another province and retain their certified status. This is in keeping with the Agreement on Internal Trade, (AIT). It is also compatible with the The Ontario Quebec Labour Mobility Agreement.
>
> Similarly, through the Sydney and Dublin Accords, certified technologists and technicians benefit through international mobility agreements recognizing technologist and technician educational and professional credentials with the following organizations:
>
> • Engineers Ireland
>
> • Engineering Council (EC), UK
>
> • Engineering Council of South Africa (ECSA)
>
> • Hong Kong Institution of Engineers (HKIE)
>
> • Institution of Engineers, Australia (IEAust)
>
> • Institution of Professional Engineers, New Zealand (IPENZ)
>
> OACETT also has an agreement with the National Institute for Certification in Engineering Technologies (NICET) in the United States and the Institution of Incorporated Engineers (IIE) in the United Kingdom allowing for the mobility of certified members.

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

> These agreements result in members having their certification status recognized in other jurisdictions so members' accomplishments do not need to be proven again and requirements repeated.

National transferability for certified members within Canada allows for a seamless system for member transfer at the same level wherever possible except when there are differences in the use of titles, or if the titles are no longer in use by IETO, or the discipline of the transferee is not recognized by IETO. As well, the transferee does not have to write our Professional Practice Exam if they have written one with the other provincial association allowing for immediate recognition upon transfer.

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

No changes have been made this year. Our transferability agreement with the other provinces is compatible with the new Agreement on Internal Trade and the Ontario Quebec Labour Mobility Agreement.

## 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** | 26 |
| **Staff involved in appeals process** | 5 |
| **Staff involved in registration process** | 9 |

### Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants* 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 | 140 |
| Philippines | 47 |
| Pakistan | 38 |
| China | 29 |
| Russia | 21 |
| Sri Lanka | 16 |
| Romania | 14 |
| Iran | 13 |
| Ukraine | 13 |
| U.K. | 9 |

*Persons 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 members* 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) | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | Ontario | Other Canadian Provinces | USA | Other International | Unknown | Total |
| **Members on December 31st of the reporting year** | 11878 | 566 | 61 | 2908 | 0 | **15413** |

\* 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:

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**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** | 1108 | 37 | 3 | 432 | 0 | **1580** |
| **Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)** | 1108 | 37 | 3 | 432 | 0 | **1580** |

| | | | | | | |
|---|---|---|---|---|---|---|
| **Inactive applicants (applicants who had no contact with your organization in the reporting year)** | 0 | 0 | 0 | 0 | 0 | **0** |
| **Applicants who met all requirements and were authorized to become members but did not become members** | 0 | 0 | 0 | 0 | 0 | **0** |
| **Applicants who became members** | 651 | 16 | 5 | 266 | 0 | **938** |
| **Applicants who were authorized to receive an alternative class of licence* but were not issued a licence** | 0 | 0 | 0 | 0 | 0 | **0** |
| **Applicants who were issued an alternative class of licence*** | 0 | 0 | 0 | 0 | 0 | **0** |

*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:

| | **Class of licence** | **Description** |
|---|---|---|
| **a)** | Certified Technician, C.Tech. | To be granted the title Certified Technician, a member must be a graduate from a recognized 2-year post secondary engineering technician or applied science program or equivalent, have passed the Professional Practice Exam (PPE) and have a minimum of two years relevant experience in their discipline. |
| **b)** | Applied Science Technologist, A.Sc.T. | To be granted the title Applied Science Technologist, a member must be a graduate from a recognized 3-year post secondary applied science technology program or equivalent, have passed the Professional Practice Exam (PPE) and have a minimum of two years relevant experience in their discipline. |
| | | To be granted the title Certified Engineering |

| | | |
|---|---|---|
| **c)** | Certified Engineering Technologist C.E.T. | Technologist, a member must be a graduate from a recognized 3-year post secondary engineering technology program or equivalent, have passed the Professional Practice Exam (PPE), have a minimum of two years relevant experience in their discipline, and have completed the technology proposal and report. |
| **d)** | Associate | An Associate is a non certified member of OACETT who is working towards certification. |
| **e)** | Graduate Technician | A Graduate Technician is an Associate member of OACETT who has graduated from a two-year recognized post secondary engineering or applied science program, and is working towards certification. |
| **f)** | Graduate Technologist | A Graduate Technologist is an Associate member of OACETT who has graduated from a three-year recognized post secondary engineering or applied science program, and is working towards certification. |
| **g)** | Technical Specialist | A Technical Specialist is an Associate member of OACETT who has completed at least one year of a post secondary engineering or applied science program or equivalent , and is working towards certification. |
| **h)** | Student | A Student is an Associate member of OACETT who is currently enrolled full-time in post-secondary engineering or applied science technology and has completed at least one year of study in the program. |
| **i)** | | |
| **j)** | | |

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**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).

| | 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 1$^{st}$ to December 31$^{st}$ of the reporting year** | **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 | 11 | 0 | 1 | 13 | 0 | **25** |
| Applicants who initiated an appeal of a registration decision | 0 | 0 | 0 | 0 | 0 | **0** |
| Appeals heard | 0 | 0 | 0 | 0 | 0 | **0** |
| Registration decisions changed following an appeal | 0 | 0 | 0 | 0 | 0 | **0** |

*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:

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

No changes occurred during the reporting year.

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**Certification (13 / 13)**

I hereby certify that:

- I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- All information required to be provided in the Report is included.
- The information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization: Sam DiGiandomenico

Title: Registrar/Director IETO

Date: March 1, 2010