

Ontario Association of Certified Engineering Technicians and Technologists

Audit of Registration Practices

For the period July 3rd, 2008 to July 2nd, 2009



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Auditor's Report on Compliance with the Fair Access to Regulated Professions Act, 2006

To the Council of the Ontario
Association of Certified Engineering
Technicians and Technologists

We have audited the Ontario Association of Certified Engineering Technicians and Technologists' compliance with part III and sections 19, 20, 22, 23, 24 and 25 of part VI of the Fair Access to Regulated Professions Act, 2006 ("Act") for the period July 3rd, 2008 to July 2nd, 2009 based on the interpretations set out in Exhibit 1. Compliance with the Act is the responsibility of the management of the Ontario Association of Certified Engineering Technicians and Technologists. Our responsibility is to express an opinion on their compliance with the above noted sections of the Act based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the Ontario Association of Certified Engineering Technicians and Technologists complied with the sections of the Act as referred to above. Such an audit includes examining, on a test basis, evidence supporting compliance, evaluating the overall compliance with these criteria, and where applicable, assessing the principles used and significant estimates made by management.

In our opinion, for the period July 3rd, 2008 to July 2nd, 2009, the Ontario Association of Certified Engineering Technicians and Technologists is in compliance, in all material respects, with part III and sections 19, 20, 22, 23, 24 and 25 of part VI of the Fair Access to Regulated Professions Act, 2006.

BDO Canada LLP

BDO Canada LLP

Chartered Accountants, Licensed Public Accountants

Toronto, Ontario

February 1st, 2010

EXHIBIT 1: COMPLIANCE EVALUATION INTERPRETATIONS

Listed below are all evaluation interpretations used in assessing compliance. The information was obtained per interview of key members of the OACETT registrar office and review of relevant documentation.

1. Information for Applicants

[Registration Information](#)

Registration information is provided through various means such as OACETT's web site and published brochures. OACETT provides the following information about the registration practice:

- OACETT Vision and Mission Statements
- OACETT Act and Bylaw
- Road map to certification including the following content: "Why join OACETT", "Road to Certification", "Discipline of Registration", "National Accreditation", "FAQs", "Internationally Trained Professionals" and "College Presentations"
- Career Professional development
- News and publications

[Communication of Time Lines](#)

The following time lines for different phases of the application/registration process are communicated:

- Step 1 - Application process for associated member status with OACETT - typically takes 4 - 6 weeks to complete
- Step 2 - Normal registration review process for certification - typically takes 8 - 10 weeks to complete
- Step 3 - 2nd review process for certification - a minimum of 8 weeks are required for the review process
- Step 4 - Appeals process (OACETT Bylaw 18 - 6.6.0) - the appeal has to be made within 30 days of the notice of decision by the registrar

[Communication of Objective Requirements for Registration](#)

Information about registration to the profession is communicated through the following sources:

- The OACETT web site
- Published brochures;
- Chapter Outreach initiatives - outreach initiatives are the responsibilities of the Professional Affairs and Services Department, which is governed by a Professional Affairs and Services Board. This Board is responsible for member services, marketing, communications, outreach, events and chapter/region relationships;
- Through inquiry via phone, e-mail or regular mail - sometimes applicants will email or phone OACETT for registration related inquiries. The staff in the Registrar's office handles all inquiries;
- Occasionally through advertisements in immigrant newspapers.

[Acceptable Alternatives for Objective Requirements](#)

For the period, OACETT requests that applicants submit their transcript and any relevant work experiences to gain credit towards a certification. If the applicant cannot provide a job description because they are new to the country or not working in the engineering field, OACETT allows the applicant to submit a description of the skills and previous experience. Likewise, if a transcript cannot be obtained because the institution is outside the country, OACETT will request a photocopy of the transcript which will need to be translated by a certified translator and notarized.

For the period, review of applicants subject to alternative requirement evaluations are governed by the IETO rules, which is the manual developed and governed by the IETO board. Section 2.5.5.5: Experience Evaluation Tool includes Experience Evaluation for Special Circumstances such as teaching professionals, military experience, etc.

A Mature Applicants program is also available for applicants that have a minimum of 15 years work experience. Special consideration is given to mature applicants who do not have formal academic qualifications, but who possess technical competence relevant to their field. The **Prior Learning Assessment Recognition (PLAR)** program will ultimately replace the mature applicants as the PLAR takes into account all work experience.

[Fee Scale](#)

The fee schedule associated with the OACETT certification is available on the web site, with specific fees being included on the application forms.

2. Timely Decisions, Responses & Reasons

Timely Decisions

The following outlines the steps and timelines within the Registration processes at OACETT:

Stage	Timeline
Initial Assessment of Completed Application	8-10 Weeks
Notification of Assessment	10-15 Days
Internal Review	8 Weeks
Notification of Internal Review	10-15 Days
Appeal	within-90 Days
Notification of Appeal	10-15 Days

Based on the above time line, the registration process can take from 10-12 weeks. The registration process is dependent upon how quick an applicant can provide OACETT with all the required documentation. If documents are not received on a timely basis, then the registration process may surpass the 10-12 week timeline. Applicants are continuously sent reminder emails through OACETT's automated application system.

Timely Written Responses

Customer Service Request

Customer Service Requests or General Requests are responded to within 3 to 5 business day and the method of communication is e-mail, telephone or written.

Initial Application

After a completed application is submitted, OACETT conducts an assessment (8-10 weeks) and the applicant is notified of the results (10-15 days) via e-mail. This communication provides details of the assessment, as required. All communications for initial assessment decisions are done via e-mails which are generated automatically by the system as soon as the decisions are entered into the database.

Internal Review

Applicants are encouraged by the OACETT registrar office to request a 2nd File Review if:

- A member wants to send in additional information or documentation that was not previously provided; or
- A member disagrees with the assessment of his/her application. An internal review or 2nd File Review is normally conducted by the admission committee (up to 8 weeks) and the applicant is notified of the results (10-15 days) via e-mail. This communication provides details of the assessment, as required. Note that the exact timing depends on the date of the next admissions committee meeting and volume of files waiting. The admission committee typically meets twice per month.
- All communications for internal review/2nd File Review decisions are done via e-mails which are generated automatically by the system as soon as the decisions are entered into the database.

Appeals

- There is a formal appeal process outlined in OACETT's By-law 18, section 6.6.0 that a member/applicant 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 of Ontario (IETO) Board, OACETT's certification division. 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.

3. Internal Review or Appeal

[Timely Internal Review or Appeal](#)

Internal Review

Applicants are encouraged by the OACETT registrar office to request a 2nd File Review if:

- A member wants to send in additional information or documentation that was not previously provided; or
- A member disagrees with the assessment of his/her application. An internal review or 2nd File Review is normally conducted by the admission committee (up to 8 weeks) and the applicant is notified of the results (10-15 days) via e-mail. This communication provides details of the assessment, as required. Note that the exact timing depends on the date of the next admissions committee meeting and volume of files waiting. The admission committee typically meets twice per month.
- All communications for internal review/2nd File Review decisions are done via e-mails which are generated automatically by the system as soon as the decisions are entered into the database.

Applicants are informed about second reviews when they are given their certification summaries. Information is also on the web site. 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.

No fee is charged for a 2nd File Review or Internal Review.

Appeals

There is a formal appeal process outlined in OACETT's By-law 18, section 6.6.0 that a member/applicant 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 of Ontario (IETO) Board, OACETT's certification division. 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.

4. Information on Appeal Rights

[Communication of Appeal Rights](#)

If a member is still dissatisfied with the results of the Internal Review, they will be directed to the appeal procedure as per By-law 18 either by e-mail or phone depending on how they have communicated with OACETT. The member will launch an appeal by sending a Notice of Appeal in writing to the Registrar.

Applicants are advised through posting on the OACETT web site, or through telephone or e-mail correspondence. The formal procedure for appeals is available in By-Law 18, which is available on the OACETT web site.

[Internal Review or Appeal Decision Makers](#)

The examiner who reviewed the file must sign the review panel sheets kept in the member's file. By OACETT's definition of an internal review, any registration department staff member can initiate the review and bring it to the attention of the Manager of Admissions & Certification who will then consult with a different senior examiner than originally reviewed the file, usually the Chair of the Admissions Committee.

For 2nd reviews or Internal Reviews, the Manager, Admissions & Certification, or Deputy Registrar or Second File Review Committee will undertake the review dependent on whether it is academics or experience that is being disputed. Anyone who worked on the original review, which is evidenced by their signature, will excuse him/herself from that file. However, the original reviewer may assist the Deputy Registrar, Manager of Admissions & Certification, or the Second File Review Committee in providing background on the applicant's file.

5. Documentation of Qualifications

[Communication of Required Documentation](#)

Information about documents that must accompany each application is available on the website, brochures, on the application form and via phone or e-mail. There are no documents which are only required from internationally trained applicants.

[Communication of Acceptable Alternatives](#)

For alternatives to acceptable documentation, information may be obtained via phone or e-mail. A web site review is currently being conducted and a more detailed PLAR policy is being developed. Additions to the web site will be made once these are completed.

At this point, OACETT requests that applicants submit their transcript and any relevant job experiences to gain credit towards a certification. If the applicant cannot provide a job description because they are new to the country or not working in the engineering field, OACETT allows the applicant to submit a detailed description of the skills and previous experience. Likewise, if a transcript cannot be obtained because the institution is outside the country, OACETT will request a photocopy of the transcript which will need to be translated by a certified translator and notarized.

6. Assessment of Qualifications

[Transparent, Objective, Impartial and Fair Assessments](#)

OACETT has minimum requirements for entry into a specific program, which are listed online. This includes educational requirements, work experience, successful completion of a Professional Practice Exam (PPE) exam and technology report.

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

Work experience will be evaluated against the Profiles of a Technician or Technologist that are available on the OACETT web site.

Using detailed job descriptions, verified by the candidate's immediate supervisor, resumes and professional references, IETO evaluates acceptable and progressive experience.

OACETT's 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, consisting of an examination general to the discipline of registration and a technical exam in the candidate's field of expertise. The PPE exam requires minimum grade of 50% in each section or re-write of the failed section is required and the technical exam requires 55% as a passing mark.

7. Training

[Assessment of Qualifications -Training](#)

Members of the Admissions Committee assess qualifications, make registration decisions and carry out internal reviews. Members of the committee are normally certified members of OACETT at the appropriate level or licensed professionals from sister organizations such as PEO, or OAA. Committee members should have at least five (5) years of work experience in their discipline area. 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 as required. 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.

For Internal Reviews, OACETT also relies on seasoned reviewers with staff overlap. Registrar and Deputy Registrar are also available for consultation.

[Internal Reviews/Appeals - Training](#)

As per OACETT management:

- Internal Reviews are held by experienced personnel
- Appeals are heard by members of the IETO Board who have years of industry and admissions experience

In the past any request for an Appeal also included consultation with external consultants/lawyers to ensure a proper and fair hearing was held.

[Special Consideration - Training](#)

OACETT's 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 consisting of an examination general to the discipline of registration and a technical exam in the candidate's field of expertise. The PPE exam requires minimum grade of 50% in each section or re-write of the failed section is required and the technical exam requires 55% as a passing mark.

In addition, on a go forward basis, the PLAR program will be implemented and the persons assessing qualifications will need to undergo training on the new initiative to ensure fairness in the assessment of applicant qualifications.

8. Access to records

[Written Requests](#)

Members are allowed access to their own records in accordance with FARPA on written request addressed to the Registrar. Members can access their application forms, account information and check the application status on-line.

[Limited Access](#)

Applicants do not have access to the professional reference questionnaires in their files as these are confidential and applicants are aware of this. This falls under the limitations set forth under FARPA Section 6,12(2)(a).

Additionally, applicants do not have access to the experience or educational evaluation that is performed internally by the examiners. This falls under the limitations set forth under FARPA Section 6,12(2)(a).

[Process for Access to Records](#)

Members are allowed access to their own records in accordance with FARPA on written request addressed to the Registrar. Members can access their application forms, account information and check the application status on-line.

[Estimated Fees for Access](#)

N/A