



THE YEAR IN REVIEW

Annual Report 2015–2016

TRANSPARENT

OBJECTIVE

IMPARTIAL

FAIR

What is the Office of the Fairness Commissioner?

The Office of the Fairness Commissioner (OFC) operates within the Fair Access to Regulated Professions and Compulsory Trades Act, 2006, to ensure that everyone who is qualified to practise in a profession or trade that is regulated in Ontario can get a licence to practise here.

The OFC works with the regulatory bodies that oversee the regulated professions and trades, to ensure that their licensing processes are transparent, objective, impartial and fair. Ultimately, the OFC's goal is to ensure that anyone qualified in a regulated profession who wishes to practise in Ontario is not prevented from doing so by an unduly complex, costly or time-consuming licensing system.

This annual report covers the year beginning April 1, 2015, and ending March 31, 2016.

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INTRODUCTION

This year has been a transitional one for the Office of the Fairness Commissioner (OFC). The first Fairness Commissioner to hold office retired and the agency underwent a review of its mandate.

Despite these changes, the OFC diligently continued to ensure that regulatory bodies provide fair access to licensing. The OFC monitored regulators' implementation of recommendations made in the 2013–2014 cycle of assessments, created new resources for regulators, and modernized its reporting system. It also continued its outreach to the regulatory community by attending and speaking at conferences and by organizing its own learning day to share best practices for implementing fair-access legislation.

As it nears its ninth anniversary, the OFC is changing its approach to overseeing and implementing compliance, by developing a risk-based compliance framework and model that it will apply moving forward.



A DYNAMIC CONSTITUENCY

The Office of the Fairness Commissioner oversees the licensing practices of **42 regulatory bodies**. Overall, there was a 6.7% rate of growth in the number of licensed professionals and tradespeople in Ontario in 2015 compared to 2014.

The regulatory bodies for **Homeopaths**, **Naturopaths** and **Psychotherapists** started licensing members in 2015. The OFC worked proactively with these bodies to help them develop their licensing practices so that they were well-positioned to comply with fair-access requirements right from the start.

Facts and Figures About Professional Licensing in Ontario

Licensed Professionals in 2015



1,138,996

Licensed Internationally Trained Professionals in 2015



121,685

Applications Received for Professional Licences



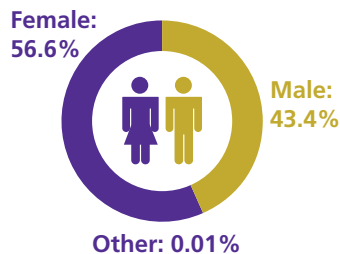
77,318

Applications from Internationally Educated Professionals

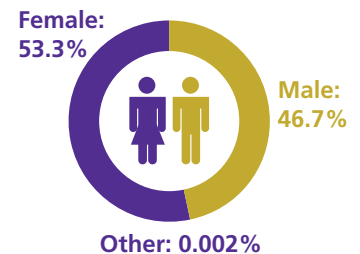


11,317

Gender of Applicants*



Gender of Members*



*for those regulators who submitted data

The top five source countries of internationally educated applicants to Ontario professions and trades are India (2158), U.K. (740), Iran (730), Philippines (491) and Egypt (431).

The professions and trades receiving the highest percentages of their applications from internationally educated individuals are Dental Surgeons (67.79%), Pharmacists (44.15%), Homeopaths (38.21%), Audiologists and Speech-Language Pathologists (35.26%) and Optometrists (33.21%).



ASSESSING PROGRESS

Following Up on 2013–2014 Assessments of Registration Practices

One of the OFC's primary statutory functions is to assess regulators' registration practices and make recommendations for improvement, where applicable.

In 2015, the OFC focused on monitoring regulators' progress in implementing the OFC's recommendations in the second cycle of assessments, conducted in 2013–2014. The regulatory bodies continued to implement recommendations made in the 2013–2014 assessment cycle. Regulator's progress in 2015 was impressive: they implemented a total of 82 recommendations, representing 33% of the 247 recommendations made in the 2013–2014 assessments.

The OFC has provided ongoing support to regulators in implementing the remaining recommendations. Some recommendations entail complexities that require more time to implement than others.

Preparing for the Next Cycle of Assessment

In 2015, the OFC conducted a comprehensive review of its entire assessment process, including assessment support material and communications, internal assessment manuals, and related tools, as well as timing and other procedural issues. As a result, the OFC has taken a number of measures to refine its assessment process for the third assessment cycle, which will be conducted in 2016–2017. For example, the OFC has worked to:

- describe expectations for compliance, with examples, to regulatory bodies
- stop assessing certain registration practices for regulatory bodies that have been assessed in the past, as required compliance with the legislated requirements has been achieved
- give regulatory bodies greater flexibility in implementing recommendations
- institute more flexible timelines for a regulatory body's reporting, within each step of the assessment process

A New Approach

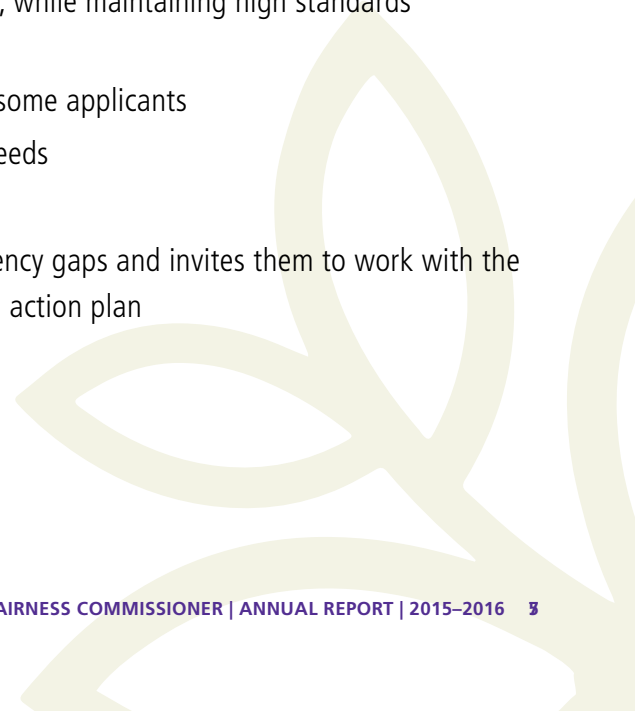
In 2015, the OFC began to develop a risk-based approach to implementing fair-access legislation, in order to focus attention where it is most warranted. The results of this project will be implemented after the 2016–2017 cycle of assessments.

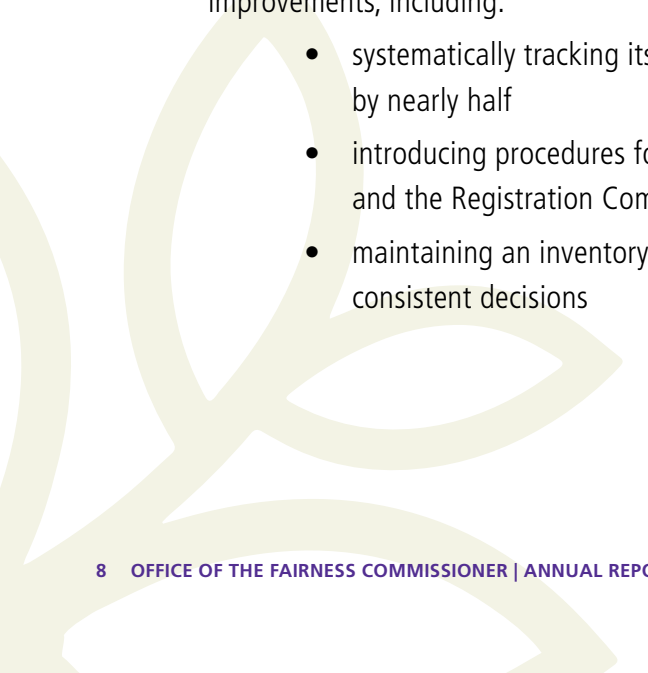


SOME GOOD MOVES

The following are examples of effective measures Ontario regulators have taken in the past year to improve fair access to licensing.

- ✓ The **Ontario Association of Architects** helped facilitate a mutual recognition agreement between Canada, Australia and New Zealand to fast-track registration of architects who have a certain level of senior experience.
- ✓ The **Royal College of Dental Surgeons of Ontario** and the **College of Physiotherapists of Ontario** have produced videos to help applicants understand their registration processes, with special attention to the consideration of internationally educated applicants. The videos are presented in plain language and offer a concise overview of all steps that applicants must take and where they can find more information. The videos are available on the colleges' websites.

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- ✓ The **Ontario Association of Certified Engineering Technicians and Technologists** undertook a two-year review of its requirement for one year of Canadian work experience. As of January 2016, it replaced the requirement with an enhanced professional practice exam for internationally educated professionals, along with a new English-language requirement that can be met using all commonly recognized English-language tests.
 - ✓ The **Ontario Professional Foresters Association** is developing training and assessment opportunities for applicants to learn and/or demonstrate required competencies for licensing. This may bridge some competency gaps identified in the credential assessment process. Successful completion of the new training will be recognized by professional forestry regulators across Canada.
 - ✓ A number of regulators, including the **Association of Ontario Land Surveyors**, have increased the accessibility of their jurisprudence exams by offering the exams online.
 - ✓ The **Ontario College of Pharmacists** reviewed its Structured Practical Training program (required in-service training for licensing) and found that although it was effective in preparing applicants for independent practice, its one-size-fits-all approach did not reflect the diversity of applicants. As a result, the college developed the Practice Assessment of Competency at Entry Project, which is currently being piloted. The project offers a number of benefits from a fairness perspective. For example, it:
 - provides more flexibility in assessing applicants' entry-to-practice competencies in a practice setting, while maintaining high standards of fairness and objectivity
 - eliminates redundant training for some applicants
 - is more responsive to individual needs
 - uses a standardized scoring rubric
 - informs applicants of any competency gaps and invites them to work with the college to create an individualized action plan

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- ✓ The OFC has historically been interested in alternatives to post-graduate training and residency requirements for internationally educated physicians, notably practice-ready assessment for immigrant physicians. In this vein, the **College of Physicians and Surgeons of Ontario** has been participating in work led by the Ministry of Health and Long-Term Care to develop a practice-ready assessment program for family medicine. This is a positive step in development of alternative ways for qualified applicants to fulfil licensing requirements.
 - ✓ In September 2015, entry-level education for the teaching profession in Ontario expanded from two semesters to four, including doubling the practice teaching time from 40 to 80 days. This transition was the focus of much of the **Ontario College of Teachers'** work over the past two years. Although the increase in the length of study could be perceived as a barrier, the OFC is pleased with the transparency and comprehensiveness of the college's transition plan, which included effective communication from the early stages to ensure that prospective registrants were well informed about the new requirements.
 - ✓ The **Ontario College of Trades** made several enhancements to its communications strategy in order to reach a wider audience. For example, its information guide on how to work in the trades in Ontario has been translated into 10 languages.
 - ✓ The **College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario**, created in 2013, faced growing pains as it established its practices in a regulated setting. In response, the college implemented a number of registration-related improvements, including:
 - systematically tracking its registration timelines and decreasing them by nearly half
 - introducing procedures for more efficient decision-making by staff and the Registration Committee
 - maintaining an inventory of assessment precedents, to help ensure consistent decisions

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- amending the General Class registration policy to streamline application intake
 - working with Ontario educational institutions to determine how programs can meet entry-level education requirements and prepare students for the licensing exam

The OFC remains committed to working closely with and supporting the college as it continues to develop its registration practices amid ongoing challenges.



ISSUES TO WATCH

While progress is clearly being made, the OFC has identified some ongoing challenges.

- The Ministry of the Attorney general is working on new legislation to merge the Chartered Accountants, Certified general Accountants and Certified Management Accountants into the Chartered Professional Accountants of Ontario. The OFC continues to closely monitor the transition for transparency and overall fairness, so that students and applicants are not adversely affected.

- The OFC continues to monitor issues related to **Professional Engineers Ontario's** (PEO) requirement for one year of Canadian experience for professional engineering licensing. Also, in July 2015, a regulation change came into effect that increased the amount of Canadian experience required for a limited licence from one to four years and created a new Licensed Engineering Technologist designation. The OFC will continue to advise PEO to consider alternatives to these Canadian experience requirements.
- In August 2014, Canada's nursing profession implemented the National Nursing Assessment Service, an online portal designed to pre-screen applicants' qualifications before they apply to a provincial regulator. The intent is to inform applicants about whether they meet provincial licensing requirements so that applicants are positioned, in a timely manner, to make decisions about future steps they may wish to take in their career path. If successful, this approach will also expedite the **College of Nurses of Ontario's** application process. The OFC is monitoring the outcome.



MODERNIZED REPORTING SYSTEM

In December 2015, the OFC launched a new and improved approach to Fair Registration Practices (FRP) Reports, in order to streamline the reporting process, ease the reporting burden, and make the content more relevant to the OFC's oversight role. Regulators filed their first reports using the new approach on March 1, 2016.

To enable this new approach, the OFC released revised [guidelines for FRP Reports](#), with changes to both the qualitative and quantitative sections. It also developed a modernized online reporting platform that makes it easier for regulators to file their reports. The new reporting platform improves the user experience in a number of ways. For example, it provides:

- a more appealing look and feel

- extensive written and video instructions that explain how to complete each component of the report
- built-in safeguards that save draft content before the user logs off the reporting site
- tracking of progress
- automatic prompts to ensure completion of all sections of the report before final submission

The new approach is a significant departure from the previous seven years of reporting, in which regulators had to describe all of their registration practices. With the new approach, regulators report only on what has changed in the current reporting year and comment on how this has impacted registrants and the regulatory bodies themselves. This narrower focus enables regulators to highlight the enhancements they have made toward improving fair access. It also results in a more concise and user-friendly report.

The new FRP Report also expands the type of quantitative data collected from regulators, including a breakdown of:

- jurisdictions where applicants and members received their education
- applicants and members by gender

This extra data will help further the OFC's understanding of fair-access issues. In particular, it will expand the OFC's ability to analyze trends across the entire regulatory sector, using common metrics, in ways that were not previously possible. This will enrich the OFC's already extensive database of registration-related data across the province and will enable more evidence-based policy-making.

The OFC is the only organization to systematically collect and analyze information of this kind year over year. As such, the FRP Report is a unique and valuable tool in advancing the fair-access agenda.



SHARING BEST PRACTICES, IDENTIFYING SOLUTIONS

On November 25, 2015, in response to requests from regulators, the OFC held its first [Learning Day](#) at the YWCA in downtown Toronto. The event was attended by almost 100 participants from Ontario's 42 regulators.

It included two panel discussions – on “Supporting Fair Registration Requirements” and “Effective Measures for Fair Assessments by Third-Party Agencies” – and a keynote speech on “Effective Methods of Assessing Qualifications and Ensuring Transparent, Objective, Impartial and Fair Assessments.”



The event created an opportunity to increase collaboration among regulators by enabling them to share best practices, identify concerns, and work toward resolving common issues. The event specifically addressed some of the challenges that regulators pinpointed during a recent survey, in addition to those identified during the OFC's 2013–2014 assessment of registration practices. The event also promoted new resources for regulators and continued to build and strengthen the OFC's relationships with regulators.

The OFC thanks Zubin Austin, Professor at the Leslie Dan Faculty of Pharmacy, University of Toronto, and inaugural holder of the Murray B. Koffler Chair in Pharmacy Management, for acting as master of ceremonies.



NEW RESOURCES

The OFC is continually creating new material to help regulatory bodies fulfil their obligation to have fair registration practices. This year a few new items were added to the list, such as:

- a series of online learning modules
- infographics
- a glossary
- a revised assessment guide

Online Learning Modules

The OFC developed a series of free, open-access, interactive [online learning modules](#) about Ontario's fair-access legislation. The OFC created these tools to help regulators orient and train their staff, council members and committee members – anyone who assesses qualifications or makes registration decisions – about the fair-access law.

The OFC developed the series' four modules with instructional designers and content experts, based on the regulators' feedback and learning needs. A new section was designed for the OFC's website to host all four modules.

The modules address topics such as:

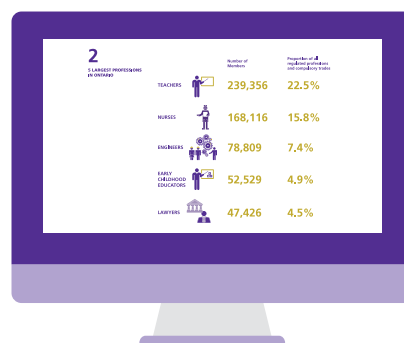
- the regulators' duties under the fair-access legislation
- practical applications of the general duty in the fair-access legislation
- the scope of the specific duties and the general duty in the fair-access legislation
- preparing for the OFC's triennial assessments of registration practices

The first module, entitled "Understanding Fair-Access Law," is available in English and French. All remaining modules will also be posted in both languages.

Infographics

The OFC collects a large amount of useful data, some of which it has showcased visually using infographics.

For example, in order to highlight the data collected in the Fair Registration Practices Reports, the OFC [illustrated quick facts](#) about professions and trades regulated by fair-access legislation for 2014.



Infographics were also used to [illustrate the findings of a study by the OFC and the Ministry of Citizenship, Immigration and International Trade](#) that examined employment match rates of internationally educated professionals.

The OFC is using these new resources to increase the readability of the most recent available data.

Glossary

The OFC has launched a [glossary of frequently used terms](#) that defines terms as they are used in the OFC's work. Terms defined in the glossary may have different meanings in different contexts. This new resource has been designed to support greater understanding and interpretation of the language and terminology used by the OFC. The glossary is available in the Publications section of the OFC website.

Registration Practices Assessment Guide

The OFC translated Ontario's fair-access legislation into a series of about 70 clearly defined practices in the general duty and specific duty categories. These practices helped to illustrate the practical application of the legislation. In April 2013, the OFC published them in two assessment guides – one for health regulators and one for non-health regulators.

However, there was no strong indication that having two distinct guides created greater clarity for regulators or the public. So, in 2015–2016, the OFC created one unified guide – the *Registration Practices Assessment Guide: For Regulated Professions and Health Regulatory Colleges* – to provide greater clarity, streamline the assessment process, and reduce the workload related to maintaining two distinct sets of assessment materials. After a thorough review process that lasted several months, the guide was produced in time for the launch of the 2016–2017 cycle of assessment.



OUTREACH/EDUCATION ACTIVITIES

The OFC made presentations at various events throughout the year. Highlights include:

- presenting at a panel at the Conference Board of Canada's Immigration Summit 2015, on the topic of **Immigrant Employment: An Examination of Match Rates, Licensure and Successful Workplace Integration**
- presenting at the 2015 conference of the Partners in Education and Integration of Internationally Educated Nurses
- attending quarterly meetings of the Professional Immigrant Networks, organized by the Toronto Regional Immigrant Employment Council

- presenting on the **Role of the OFC and Its Collaborative Approach with Regulators** at various regulatory bodies' council meetings and at meetings of related organizations
- discussing the role and activities of the OFC with delegations from, for example, Finland's Diaconia University, the United Kingdom Professional Standards Authority, and Indonesia
- holding introductory meetings between new Interim Fairness Commissioner Helen Angus and 15 Ontario regulatory bodies, from June to August 2015
- moderating a panel at the annual conference of the Council on Licensure, Enforcement & Regulation (CLEAR), on **Assessing International Qualifications: What Works and What Doesn't**, on September 18
- participating on a CLEAR panel on **Regulators and Immigrant Employment: Gate-keepers or Gate-openers?**
- participating at an Ontario Human Rights Commission panel on **Removing the "Canadian Experience" Barrier in Professional Licensing**
- speaking at a panel of the Canadian Association for Prior Learning Assessment conference on **From Academic Credentials to Competency Based Assessments: The Evolving Landscape of International Qualifications Assessments**
- hosting a Learning Day for Ontario's regulatory bodies, to share regulators' best practices and concerns and find solutions to common issues
- moderating multiple discussion groups with a variety of internationally trained professionals, to learn about their experiences, challenges and needs
- moderating a session on **Building Bridges that Recognize, Qualify and Employ** at a meeting of the Conference Board of Canada's Leaders' Roundtable on Immigration
- speaking at a panel at the Touchstone Institute symposium, examining **Language and Communication Assessments**



ONTARIO'S REGULATORY BODIES

The Fairness Commissioner is accountable to the Ontario Minister of Citizenship, Immigration and International Trade, in carrying out the mandate set out in the Fair Access to Regulate Professions and Compulsory Trades Act (FARPACTA) and the Regulated Health Professions Act (RHPA).

The commissioner advises the eight ministries responsible for regulated professions and trades, to draw attention to issues and progress in the regulatory bodies they oversee.

Regulatory Bodies and Responsible Ministries

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

College of **Veterinarians** of Ontario

MINISTRY OF THE ATTORNEY GENERAL

Ontario Association of **Architects**

Institute of **Chartered Accountants** of Ontario

Professional **Engineers** Ontario

Certified **General Accountants** of Ontario
Law Society of Upper Canada

Certified **Management Accountants**
of Ontario

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Ontario College of **Social Workers and Social
Service Workers**

MINISTRY OF EDUCATION

College of **Early Childhood Educators**

Ontario College of **Teachers**

MINISTRY OF HEALTH AND LONG-TERM CARE

College of **Audiologists and Speech-
Language Pathologists** of Ontario

College of **Chiropodists** of Ontario

College of **Chiropractors** of Ontario

College of **Dental Hygienists** of Ontario

Royal College of **Dental Surgeons** of Ontario

College of **Dental Technologists** of Ontario

College of **Denturists** of Ontario

College of **Dietitians** of Ontario

College of **Homeopaths** of Ontario

*The College of Homeopaths of Ontario (CHO)
is the governing body for the registered
naturopaths in Ontario. The CHO was established
by the Naturopathy Act in 2007, which came
into force on July 1, 2015.*

College of **Kinesiologists** of Ontario

College of **Massage Therapists** of Ontario

College of **Medical Laboratory
Technologists** of Ontario

College of **Medical Radiation Technologists**
of Ontario

College of **Midwives** of Ontario

College of **Naturopaths** of Ontario

*The College of Naturopaths of Ontario (CONO)
is the governing body for the registered
naturopaths in Ontario. The CONO was
established by the Naturopathy Act in 2007,
which came into force on July 1, 2015.*

College of **Nurses** of Ontario

College of **Occupational Therapists**
of Ontario

College of **Opticians** of Ontario

College of **Optometrists** of Ontario

Ontario College of **Pharmacists**

College of **Physicians and Surgeons**
of Ontario

College of **Physiotherapists** of Ontario

College of **Psychologists** of Ontario

College of Registered **Psychotherapists**
of Ontario

*The College of Registered Psychotherapists of
Ontario (CRPO) is the governing body for the
registered psychotherapists in Ontario. The CRPO*

was established by the *Psychotherapy Act* in 2007, which came into force on April 1, 2015.

College of **Respiratory Therapists** of Ontario

College of **Traditional Chinese Medicine**

Practitioners and Acupuncturists of Ontario

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Ontario College of **Trades** (Compulsory Trades)

The Ontario College of Trades oversees the regulation of the 22 compulsory trades listed below, which are included under the OFC's mandate. In 2013, the College of Trades started registering qualified members.

Construction

- Electricians — Construction and Maintenance
- Electricians — Domestic and Rural
- Hoisting Engineers — Mobile Crane Operator 1
- Hoisting Engineers — Mobile Crane Operator 2
- Hoisting Engineers — Tower Crane Operator
- Plumbers
- Refrigeration and Air Conditioning Systems Mechanics
- Residential (Low Rise) Sheet Metal Installers
- Residential Air Conditioning Systems Mechanics

- Sheet Metal Workers

- Steamfitters

Motive Power

- Alignment and Brakes Technicians
- Auto Body and Collision Damage Repairers
- Auto Body Repairers
- Automotive Electronic Accessory Technicians
- Automotive Service Technicians
- Fuel and Electrical Systems Technicians
- Motorcycle Technicians
- Transmission Technicians
- Truck and Coach Technicians
- Truck-Trailer Service Technicians

Service

- Hairstylists

MINISTRY OF NATURAL RESOURCES AND FORESTRY

Ontario Professional **Foresters** Association

Association of Ontario **Land Surveyors**

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

Association of Professional **Geoscientists** of Ontario

NO MINISTRY

Ontario Association of Certified **Engineering Technicians and Technologists**

Human Resources Professionals Association



FINANCIAL STATEMENT



Statement of Revenue and Expenses

Year Ended March 31, 2016

	2016	2015
Revenues		
Ministry of Citizenship, Immigration and International Trade	\$ 1,714,748	\$ 1,860,428
Interest income	4,641	7,895
	1,719,389	1,868,323
Expenses		
Salaries, wages and benefits	1,195,399	1,312,286
Services	302,587	274,216
Office administration	147,234	149,897
Transportation and communications	26,674	39,878
	1,671,894	1,776,277
Excess of revenues over expenses before amortization	47,495	92,046
Amortization of capital assets	30,949	34,708
Excess of revenues over expenses for the year	\$ 16,546	\$ 57,338

NOTES TO FINANCIAL STATEMENT

1. Significant accounting policies

Significant accounting policies followed in the preparation of these financial statements are:

a) Revenues

Funds provided by the Ministry of Citizenship, Immigration and International Trade (MCIIT) are recognized in the year in which they are earned.



b) Contributed services

The OFC derived a significant benefit from the MCIIT. During the year, the MCIIT contributed the services of the Fairness Commissioners. The historical value of these contributed services is \$110,000. As these costs are not borne by the OFC, they are not reflected in these financial statements.

c) Measurement uncertainty

The presentation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of revenues and expenditures during the reported period. Actual amounts could differ from these estimates.

Full audited financial statements are available on the OFC website or by contacting the OFC.



OFC STAFF

Top row (from left to right):

Sophia Lowe, Mabel Opoku, Larry Cole, James Mendel, Allison Brownlee

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Kim Bergeron, Erika Gates-Gasse, Florine Ip, Nuzhat Jafri, Mary Shenstone, Dana Dean, David Cavaco

Transparency

A process is transparent if it is conducted in such a way that it is easy to see what actions are being taken to complete the process, why these actions are taken, and what results from these actions. In the regulatory context, transparency of the registration process encompasses the following:

- Openness: having measures and structures in place that make it easy to see how the registration process operates
- Access: making registration information easily available
- Clarity: ensuring that information used to communicate about registration is complete, accurate and easy to understand

Objectivity

A process or decision is objective if it is based on formal systems, such as criteria, tools, and procedures that have been repeatedly tested during their development, administration and review and have been found to be valid and reliable. In the regulatory context, objectivity of systems encompasses the following:

- Reliability: ensuring that the criteria, training, tools and procedures deliver consistent decision outcomes regardless of who makes the decision, when the decision is made, and in whatever context the decision is made
- Validity: ensuring that the criteria, training, tools and procedures measure what they intend to

Impartiality

A process or decision is impartial if the position from which it is undertaken is neutral. Neutrality occurs when actions or behaviours that may result in subjective assessments or decisions are mitigated. Impartiality may be achieved by ensuring that all sources of bias are identified and that steps are taken to address those biases. In the regulatory context, impartiality encompasses the following:

- Identification: having systems to identify potential sources of bias in the assessment or decision-making process (for example, sources of conflict of interest, preconceived notions, and lack of understanding of issues related to diversity)
- Strategies: having systems to address bias and enable neutrality during the assessment and decision-making process (for example, training policies that address conflict of interest, procedures to follow if bias is identified, and using group deliberation and consensus strategies to come to decisions)

Fairness

A process or decision is considered fair in the regulatory context when all of the following are demonstrated:

- Substantive fairness: ensuring the fairness of the decision itself. The decision itself must be fair, and to be fair it must meet pre-determined and defensible criteria. The decision must be reasonable and the reasoning behind the decision must be understandable to the people affected.
- Procedural fairness: ensuring the fairness of the decision-making process. There is a structure in place to ensure that fairness is embedded in the steps to be followed before, during and after decisions are made. This structure ensures that the process is timely and that individuals have equal opportunity to participate in the registration process and demonstrate their ability to practise.
- Relational fairness: ensuring that people are treated fairly during the decision-making process by considering and addressing their perception about the process and decision.



The Office of the Fairness Commissioner is an arm's-length agency of the Ontario government, established under the Fair Access to Regulated Professions and Compulsory Trades Act, 2006. Its mandate is to ensure that certain regulated professions and trades have registration practices that are transparent, objective, impartial and fair.

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