

ACTION PLAN FOR REQUIRED PRACTICES

Regulatory Body: Professional Engineers Ontario
Date First Submitted to OFC: April 30, 2012
Updated: June 30, 2012

RECOMMENDATIONS (REQUIRED PRACTICES)	PLANNED ACTIONS	DEAD-LINES	COMMENTS (optional)	OUTCOMES (completed actions; date)
<p>1. Specific Duty - Information for Applicants <i>Add all information related to accommodation of special needs (for example, extra time to write an exam) in the Licensing & Registration section of the website. Note: PEO has agreed with this recommendation and will make the change as part of its website enhancement project. (Required Practice: 1.10f)</i></p>	<p>The Licensing & Registration section of the PEO website will be updated to include all information related to accommodation of special needs.</p>	<p>June 2012</p>	<p>PEO developed a Customer Service Policy and a Customer Service Plan in compliance with the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>. All PEO staff received training for the Customer Service Standard, PEO's policy and plan.</p> <p>Applicants who have Disabilities that require accommodation are advised to contact their staff representative. They will have their needs assessed on a case-by-case basis and every reasonable effort will be made to accommodate them.</p>	<p>Completed June 30, 2012</p> <p>The comment is now added in the Licensing & Registration section of the website. It will also be added to the Licensing Guide and Application for Licence in its next print .</p>
<p>2. Specific Duty - Information for Applicants <i>Add all the information related to the registration process, including steps, timelines and fees, in the Licensing & Registration section of the website.</i></p>	<p>PEO website Enhancement Project will revise Licensing Section of the website to specifically include additional information related to the registration process</p>	<p>December 2012</p>	<p>The current licensing process is applicant-driven and the length of the registration process is dependent upon the number of requirements satisfied by the applicant prior to applying. If applicants have satisfied the academic requirements and the 48 months of engineering experience at the time of their application, they may write the Professional Practice Examination and they could be registered within six weeks from the</p>	<p>Completed June 30, 2012</p> <p>The comment is now added in the Licensing & Registration</p>

<p>(Required Practice: 1.13)</p>	<p>with regards to steps, timelines and fees.</p>		<p>time they pass that exam. However, if applicants have not satisfied the academic requirements prior to their application, the <i>Professional Engineers Act</i> allows the applicant up to eight years to write technical exams, depending upon how and when the applicant chooses to write the exams to fulfill the academic and engineering experience requirements. Technical exams are offered twice each year and applicants may write in any of the 50 centres located throughout Canada. Applicants may also contact PEO for arrangements to write exams outside Canada. Results of exams are sent via regular mail within 45 business days from the date of the last exam sitting.</p> <p>The registration process may take longer if the referees did not submit their forms to PEO on time or if the applicant is a recent graduate who has yet to gain the required engineering experience in quantity and quality.</p> <p>After satisfying the academic requirements, applicants are allowed up to two years to write the Professional Practice Examination, but there is no time limit for an applicant to satisfy the engineering experience requirements. The Professional Practice Examination is offered three times per year and applicants may write in any of the 50 centres located throughout Canada. Applicants may also contact PEO for arrangements to write the exam outside Canada. Results of exams are sent via regular mail within 45 business days from the date of the last exam sitting.</p> <p>Applicants who choose to apply as soon as they graduate will need to gain four years of acceptable engineering experience before a licence could be issued.</p> <p>Applicants who have satisfied all the licensure requirements would have to be approved by the</p>	<p>section of the website. It will also be added to the Licensing Guide and Application for License in its next print.</p>
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<p>3. Specific Duty – Training <i>Identify training opportunities for individuals who assess qualifications, make registration decisions, make internal review and appeal decisions, and apply any special considerations (to accommodate special needs) in the assessment of applicants. (Required Practice: 7.2)</i></p>	<p>All new Licensing staff and volunteer assessors will be advised of any special considerations to accommodate special needs of applicants as part of their initial training and orientation.</p>	<p>June 2012</p>	<p>Individuals who assess the academic preparation and experience of applicants have received training and orientation on how to make the determinations, how to evaluate the information collected and how to be sensitive to all of the principles of fairness, impartiality and transparency. Registration decisions made by the Registrar are mostly based on recommendations made by the above individuals who assess the academic preparation and experience of applicants.</p> <p>PEO staff that supports both committees has attended several training sessions, workshops, and seminars</p>	<p>Completed June 30, 2012</p>

		<p>for example:</p> <ul style="list-style-type: none"> • “customer service training”; • “Executive Leadership Program for Regulators” offered by the Council on Licensure, Enforcement and Regulation (CLEAR); • “Managing Cultural Differences” workshop that was offered by Ontario Regulators for Access Consortium (ORAC); and • “National Workshop of Credential Evaluators” offered through the Pan-Canadian Quality Standards in International Credential Evaluation, which is administered by the Canadian Information Centre for International Credentials (CICIC) at the Council of Ministers of Education, Canada. <p>Internal review or appeal decisions are conducted by the Registration Committee in accordance with the <i>Statutory Powers Procedure Act</i> of Ontario R.S.O. 1990, Chapter S.22. Members of the Registration Committee undergo training and orientation sessions; they also have access to Independent Legal Counsel who attend each Tribunal hearing and provide advice to the panel that recites on the hearing.</p> <p>Furthermore, PEO developed a Customer Service Policy and a Customer Service Plan in compliance with the Accessibility for Ontarians with Disabilities Act, 2005. All PEO staff received training for the Customer Service Standard, PEO’s policy and plan.</p> <p>Under the above policy all new staff and volunteers are made aware of the customer service plan and policy and will receive training.</p>	
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