

ACTION PLAN INSTRUCTIONS AND TEMPLATE

Introduction

In its [Continuous Improvement Strategy](#), the Office of the Fairness Commissioner (OFC) requires an action plan for recommendations it makes to a regulator during the course of its assessment. Recommendations are made when the OFC finds that a regulator is not demonstrating or only partially demonstrating practices based on the specific duties and/or the general duty in the fair access legislation. The action plan is required as part of your obligation to provide the Office of the Fairness Commissioner with reports and information relating to compliance with fair access legislation, under s. 22 of FARPA and s.22.7 (3) of Schedule 2 to the RHPA.

The action plan is a communication tool between the regulator and the OFC. Specifically, it is for the regulator to communicate how and when it will be addressing the OFC's recommendations. Further, the action plan also communicates evidence of a regulator having addressed OFC's recommendations.

The regulatory body is expected to submit to the OFC its updates to the action plan in accordance with the identified timelines for completing the planned actions. See below section on 'communicating updates and completed actions' for further details.

Instructions

Completing and submitting your action plans

- 1) Review the action plan template found in this document. If you have any questions about the action plan please do not hesitate to contact your designated OFC adviser.
- 2) Read and follow detailed instructions for each aspect of the action plan which are in italics and embedded within the action plan template, for ease of reference.
- 3) Complete and save action plan for submission in Microsoft Word format. Do not provide in pdf format.
- 4) Submit the action plan by the timeline for submission.

Timeline for submission

The action plan must be submitted to your OFC Program Adviser within 60 business days of receiving the final Assessment Report.

OFC Review of submission

Your OFC Program Adviser will review your submission within 10 business days. If further clarification is necessary, your Program Adviser will send you an email with a list of questions and a timeline for response. You may set up a phone meeting and/or respond in writing. This is an opportunity for dialogue about any apparent gaps that may merit additional clarification or action. You may be asked to amend the action plan before the OFC approves it.

Upon completing the review of your submission and if actions and timelines sufficiently and adequately address the recommendations, your Program Adviser will approve the action plan.

Communicating updates and completed actions

The OFC monitors action plans to ensure that actions are completed and that these actions fulfil the purpose and spirit of our recommendations. The OFC requires the regulatory bodies to communicate, using the action plan, any updates to the action plan.

Updates may be as a result of revising planned actions and/or timelines or when one or a series of actions are completed. In both cases, the regulatory body must submit information that identifies the update and the reason for it.

If the update is to communicate a completed action, the regulatory body is required to identify:

- what action was completed OR submit evidence (by way of hyperlink or attachment) and
- The date the action was completed.

In explaining or selecting documentation to support completed actions, keep in mind the following three characteristics of good evidence:

Relevance: The information provided has a clear and logical connection to the recommendation it is intended to address. It allows the reviewer to draw informed and consistent conclusions.

Reliability: The information provided is current and authoritative. It goes beyond opinion and self-description, drawing on publicly available or internal information, official policy and/or stakeholder consultation to demonstrate action.

Sufficiency: The information provided is enough for the reviewer to draw informed conclusions and understand whether planned actions have been implemented fully or further actions are required. It addresses all aspects of the relevant practice or principle, and the full range of circumstances to which the practice or principle applies.

Evidence may include excerpts from:

- Registration regulations and bylaws
- Registration information: print and online materials
- Internal documentation: policies and guidelines, training materials, meeting minutes
- External publications: Annual Reports, magazine or newsletter articles
- Third party reports (by national bodies or government ministries)

Where gaps exist, OFC assessors may request further information about implementation of the regulatory body's action plan.

Addressing Suggestions for Continuous Improvement

Within the detailed section of the assessment report, the OFC may have identified "suggestions for continuous improvement". These suggestions for continuous improvement are suggestions for the regulatory body to consider and not recommendations for action. As such, the regulatory body is not required to include any of the suggestions for continuous improvement in its action plan.

However, should the regulatory body wish to address the OFC's suggestions for continuous improvement or explain its actions to improve fair access beyond what is described in the action plan, the OFC would welcome any additional information. The regulatory body can provide this information below the recommendations table in the section identified as "optional: other action(s) towards continuous improvement"

Availability of the Action Plan

The OFC does not make the action plan public. However, it does note recommendations that are in progress and implemented on its website and the month and year of implementation. While regulatory bodies are not required to share their action plan with anyone other than OFC staff, in the interest of transparency and accountability, the OFC encourages regulatory bodies to provide the action plan to its staff, council members, the public, and other interested parties.

ACTION PLAN FOR RECOMMENDATIONS

Regulatory Body: Professional Engineers Ontario

Date Action Plan Initially Submitted to OFC:

Date of most recent updates to Action Plan:

| RECOMMENDATIONS <i>(pre-populated by the OFC and consistent with recommendations in the assessment report)</i> | PLANNED ACTIONS <i>(Regulator to identify the process steps or planned actions it will take to address the recommendation. If several steps are needed to implement an action, identify each one.)</i> | TIMELINES <i>(Regulator to identify the timelines to implement the actions.)</i> | COMPLETED ACTIONS <i>(Regulator to leave the “completed actions” column blank until it completes an action. If it completes an action before or after it initially submits the plan, identify what was done and the date it was completed. Additional evidence may be submitted by way of hyperlink or attachment.)</i> |
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| Information for Applicants Add information related to registration timelines in the applicant section of the PEO website. Develop a chart or list that outlines timing for each step in the registration process, including the time required to assess and communicate a decision about academic qualifications and work experience. (Practice 1.3) ¹ | PEO will add timelines after it has completed its processing time review during Summer 2014. | Fall 2014 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |

¹ There remains a gap in publicly accessible information about how long it takes PEO to complete key steps of the process, such as assessment of academic qualifications and experience by the respective committees. PEO has informed the OFC that the following steps are normally completed within the timelines indicated:

- Initial academic assessment by the Academic Requirements Committee 6 – 10 weeks
- Scheduling of experiential knowledge interviews with the Experience Requirements Committee 16 weeks
- Final experience assessment review 10 – 14 weeks

It would be helpful to share this information within a chart that lists all steps in the registration process, and their associated timelines. Where timelines for a particular step are applicant-driven, this can be noted.

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| Assessment of Qualifications Continue working with APEGBC’s Canadian Environment Experience Requirement Project, to articulate the competencies associated with the current requirement for one year of Canadian-environment experience. Adopt or modify these competencies for PEO. (Practice 5.2) | PEO is continuing to participate on the Canadian Environment Experience Requirement Project Steering Committee. It will review the final recommendations of the Project for potential implementation. | Ongoing | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Assessment of Qualifications Engage an assessment expert to review the interview process for waiving exams. The goal of this review would be to recommend improvements or alternative assessment strategies to ensure consistent and objective decision-making about waiving exams based on work experience. (Practice 5.3) | Subject to Council Budget approval for 2015, PEO will engage a consultant in early 2015 to review the ERC Interview process for applicants that have been referred by the ARC. | Spring 2015 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |

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| Assessment of Qualifications Solicit feedback from applicants about how to improve the communication tools that are used to provide information about the assessment of work experience, including the Experience Record Guide and Experience Record Form, and the letter advising applicants about how to prepare for an interview with the ERC. Implement changes based on the feedback received. (Practice 5.8) | In conjunction with the review of the ERC interview process, PEO staff will develop a survey as a follow-up to applicants that have been interviewed by the ERC. The survey will be issued for a 6 month period to obtain sufficient feedback. | Spring 2015 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Assessment of Qualifications Conduct an efficiency review to identify opportunities for streamlining assessment processes. Consider options for dedicating additional resources to the assessment process. (Practice 5.9) | PEO has engaged a Lean Management Consultant to review steps and processing time of the entire P. Eng. licensing process. | Summer and Fall 2014 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Training | | | |

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| Review training programs for ARC and ERC members, with attention to equity and diversity. Make the online equity and diversity training module mandatory for all ARC and ERC committee members, and introduce mandatory AODA training. (Practice 6.2) | PEO’s Volunteer Management Department will ensure that the online equity and diversity training module is available to all ARC and ERC members. PEO will seek Council approval to make equity and diversity and AODA training mandatory for all ARC and ERC members. | 2015 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Transparency Finish implementing the online application and follow-up system, to augment or replace the current manual system involving mail, fax, and/or drop-off. This change will speed up the process and make it possible for applicants to check the status of their applications online. | PEO’s new Licence holder Management System should launch in the Fall of 2014. On-line application will be available by early 2015 and further enhancements will be implemented in 2015 and 2016 for follow-up systems. | Winter 2015 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Transparency Clarify information about taking courses in lieu of assigned examinations and provide more detailed instructions for obtaining | PEO will review information currently available and provide any necessary clarifications to letters and on the | Fall 2014 | |

| RECOMMENDATIONS <i>(pre-populated by the OFC and consistent with recommendations in the assessment report)</i> | PLANNED ACTIONS <i>(Regulator to identify the process steps or planned actions it will take to address the recommendation. If several steps are needed to implement an action, identify each one.)</i> | TIMELINES <i>(Regulator to identify the timelines to implement the actions.)</i> | COMPLETED ACTIONS <i>(Regulator to leave the “completed actions” column blank until it completes an action. If it completes an action before or after it initially submits the plan, identify what was done and the date it was completed. Additional evidence may be submitted by way of hyperlink or attachment.)</i> |
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| course approval from PEO. | website. | | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Transparency Review template letters to applicants about academic and work-experience assessment results. Ensure that letters to applicants include clear reasons for assessment decisions and all relevant information about possible options for addressing deficiencies. | PEO will review template letters to applicants about academic and work experience assessment results to ensure that reasons and options are clear. | Fall 2014 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Impartiality Review assessment approaches used by other countries with large numbers of internationally educated applicants, to learn about strategies used to enhance | PEO will work with the Ontario Fairness Commission to identify specific professional engineer licensing regimes in other countries to enhance | Fall 2014 - Fall 2015 | |

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| impartiality. Share findings with the ARC and ERC and/or invite a guest speaker to make a presentation. | impartiality. Results will be shared with ARC and ERC. | | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Impartiality Incorporate specific and measurable equity and access provisions into the annual work of the ARC and the ERC, with support as needed from PEO’s Equity and Diversity Committee. | As a follow-up to the mandatory training of ARC and ERC on Equity and Diversity and AODA training the committees during 2015 will develop their work plans for 2016 with support, if required from PEO’s Equity and Diversity Committee | 2015 - 2016 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Fairness Continue work with the Canadian Environment Experience Requirement Project to identify acceptable alternatives for meeting the competencies associated | PEO is continuing to participate on the Canadian Environment Experience Requirement Project Steering Committee. It will review the final | Ongoing | |

| RECOMMENDATIONS <i>(pre-populated by the OFC and consistent with recommendations in the assessment report)</i> | PLANNED ACTIONS <i>(Regulator to identify the process steps or planned actions it will take to address the recommendation. If several steps are needed to implement an action, identify each one.)</i> | TIMELINES <i>(Regulator to identify the timelines to implement the actions.)</i> | COMPLETED ACTIONS <i>(Regulator to leave the “completed actions” column blank until it completes an action. If it completes an action before or after it initially submits the plan, identify what was done and the date it was completed. Additional evidence may be submitted by way of hyperlink or attachment.)</i> |
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| with the one-year Canadian-experience requirement. Adopt or modify recommendations from this project for implementation by PEO. | recommendations of the Project for potential implementation. | | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |
| Fairness Review licensing approaches used by other countries with large numbers of internationally educated engineers, to learn about admissions pathways that allow internationally educated applicants to become licensed in a more streamlined manner. Share findings with the ARC and ERC and/or invite a guest speaker to make a presentation. Consider additional opportunities for streamlining PEO processes. | PEO will work with the Ontario Fairness Commission to identify specific professional engineer licensing regimes in other countries that enhance impartiality. Results will be shared with ARC and ERC | 2015 | |
| Additional Regulator comments: <i>(Regulator may choose to insert comments for additional detail or clarification about identified actions and timelines. This section should be used if a regulator makes revisions to planned actions or timelines to further explain its rationale.)</i> | | | |