



OMFC REGISTRATION REVIEW

Denturist Association of Manitoba Final Registration Review Report (2013)

OFFICE OF THE MANITOBA FAIRNESS COMMISSIONER

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Introduction

This Final Registration Review Report presents the results of the Office of the Manitoba Fairness Commissioner's (OMFC) registration review with the Denturist Association of Manitoba (DAM) as of February 2013.

Registration reviews are conducted as part of the Fairness Commissioner's mandate to review the registration practices of regulatory bodies subject to *The Fair Registration Practices in Regulated Professions Act (Act)*.

The purpose of a registration review is to enable the Fairness Commissioner to determine a regulator's compliance to the Act and to make recommendations to improve compliance. Compliance refers first and foremost to the fairness of assessment and registration practice, with particular attention drawn to the need for the fair consideration of internationally educated applicants. It also refers to the co-operation of the regulator with the Fairness Commissioner.

The Act stipulates that a registration review for any given regulator is to be undertaken at times specified by the Fairness Commissioner. The content of a registration review is to include an analysis of the relevance and necessity of registration requirements, the timeliness of decision making, the reasonableness of fees and the registration of internationally educated individuals. This may involve the review of any third parties employed in the assessment and registration process.

The OMFC's review process culminates in a Final Registration Review Report, complete with an Action Plan from the regulator. This report is a public document submitted to the Province's Minister of Immigration and Multiculturalism and posted on the OMFC's website.

Review Process

For the purposes of the 2012/13 registration review cycle, regulatory bodies with few internationally educated applicants and/or that rely heavily upon third parties for their assessment process participated in a self-assessment review process.

The review process had several steps: agreeing to a review schedule, arranging for the involvement of key staff and council members, participating in a two-day self-assessment workshop, drafting an action plan and finalizing the plan in consultation with the Fairness Commissioner.

The process was designed to support meaningful reviews that concretely identify fairness issues and lead to progressive change.

The Fairness Standard and Self-Assessment Workshop

As a first review encounter with the OMFC, regulatory practice was evaluated against a single broad fairness standard as defined by the OMFC's *Fairness Standard and Criteria Document*:

Dedicated and fair practices are applied for the assessment and registration of internationally educated applicants. Policies and procedures are documented, consistently followed and periodically reviewed to ensure their effectiveness.

This fairness standard covers the full spectrum of fair assessment and registration practice and is defined with multiple elements and criteria in the *Fairness Standard and Criteria Document*.

Over the course of a two-day self-assessment workshop, the standard was explained and regulators examined their practice in light of the various elements and criteria involved. Special emphasis was placed on the importance of clear, complete and accurate assessment and registration information, fair third party assessment practice and the consideration of qualifications acquired through professional work experience. Solutions and best practice models were presented as regulators drafted action plans to address issues of concern.

Action Plan & Compliance Statement

Shortly after the workshop, regulators submitted board-approved Action Plans to the OMFC. Regulators met with the Fairness Commissioner to discuss the plans and in some instances, revisions were made.

The Action Plan contained in this report has been reviewed by the Fairness Commissioner and is comprised of actions needed to address fairness concerns and improve compliance to *The Fair Registration Practices in Regulated Professions Act*.

Concluding this report, the Fairness Commissioner's Compliance Statement provides comment on the suitability of the regulator's Action Plan and the overall compliance of the regulator's registration practice.

Overview of the Denturist Association of Manitoba's Assessment and Registration Process

The Denturist Association of Manitoba (DAM) regulates the profession under the authority of *The Denturists Act* (C.C.S.M. c. D35) and Denturists Regulation (215/92). Denturists licensed by DAM receive the right to practise in Manitoba and the exclusive use of the title Licensed Denturist (LD).

Denturists take impressions to make upper and lower, complete or partial dentures. Denturists also adjust, repair or rebase removable dentures. In Manitoba, most denturists work in private practice.

Provincial statistics indicate that 4 internationally educated denturists immigrated to Manitoba from 2005 to 2011.

Qualifications

Chief qualifications required to be licensed in Manitoba as a denturist include possessing a denturist degree recognized by DAM's Board or a degree it judges to be substantively equivalent. A two year internship in Manitoba under the supervision of a registered denturist is required, as well as successfully completing DAM's three part provincial examination.

Assessment and Registration Process

For internationally educated denturists (IEDs), the key steps involved in the assessment registration process include:

Application

Applicants complete and submit the Association's application form, pay a \$250.00 application fee and supply the following documents:

- Certified education and training documents
- Current or prior license from previous foreign regulatory bodies
- Passport photos
- Certified birth certificate
- A credential assessment by World Education Services (WES) sent directly to DAM
- A declaration of any disciplinary decisions that may have been made against the applicant by current or previous regulatory body

If documents are not in English, notarized translations are required.

Applicants are assessed based on a one day, in house prior learning assessment/practical exam. Applicant's clinical skills and procedures are evaluated with respect to both complete and partial dentures on a patient. A \$400.00 Examination Fee applies and the examination is administered in Winnipeg. Patients are supplied.

Internship

Based on the results of the prior learning/practical examination, the Admissions Committee will recommend to the Denturist Board of Manitoba whether or not the applicant should be accepted as an Intern in the Province of Manitoba. As determined by the Admissions Committee, Internships range from 18 to 24 months and are served under the direct supervision of a licensed Denturist in Manitoba. Applicants are informed of an assessment decision within 45 days of completed application and prior learning assessment.

The intern is responsible for securing their own internship; they are given a listing of all licensed denturists in the province. The Supervising denturist signs a supervising agreement stating that he/she agrees to:

- a) allow the intern to have a professional relationship with the patients;
- b) allow the intern within a two year period to:
 1. make 5 relines, rebases lab processed
 2. make 4 immediate dentures and attend the patient post insertion
 3. make a minimum of 25 dentures, be single or CULD (e.g. 12 sets and a single)
 4. make 6 sets of cast frame partial dentures
 5. learn from the experiences and flourish from the practitioner/patient relationship

Interns pay an annual associate membership fee of \$200.00 which includes malpractice insurance.

Complete theoretical and practical provincial examinations

Upon completion of the internship, the applicant submits in writing their intention of challenging the Provincial exams. DAM sends letters to all eligible interns outlining procedures, dates of exams and costs. Those interns who wish to challenge the exams will be sent a copy of the Association's Examination Protocols which is a guideline to the exams and can be used for preparing for the exams.

There is a \$150.00 administration fee for challenging the exams consisting of three parts which take place in Winnipeg over a two-month period:

- Stage I – Written Exam (200 multiple choice questions)
- Stage II – Examination for partial dentures.
- Stage III – Examination for complete dentures.

There is both a written and a clinical component for each of Stage II and Stage III.

Appeal Process

Registration decisions denying internship or licensure made by the Association's Admissions Committee are subject to appeal. The applicant must submit a Request for Appeal, in writing, within 30 days of the decision to DAM's Internal Review-Audit Committee. There is a non-refundable appeal fee of \$150.00.

Time and Cost

The time and cost to be assessed and registered as a denturist with DAM vary depending on the circumstances of the applicant. Upon completed application, most internationally educated applicants will take 2 to 3 years to be registered. Direct costs approach just under \$6,000.00 (a list of fees can be seen below). There will be some time required to collect the documentation needed for application and additional time may be needed as a result of the fixed date exam schedule and possible exam re-writes.

Fees

Application:	\$250.00
Prior Learning Assessment (one day in house exam):	\$400.00
Associate Member dues (paid while an intern for two years):	\$200.00
Exam application/administration fee:	\$150.00
Written exam fee:	\$250.00
Stage II exam fee:	\$450.00
Stage III exam fee:	\$500.00
Appeal cost:	\$150.00
World Education Services (WES) Document verification cost:	\$200.00
Annual licensing fees for Denturists	\$3,100.00

Denturist Association of Manitoba's Action Plan

In response to the self-identified Compliance Issues, the Denturist Association of Manitoba proposed the following action plan as of February 2013. The plan is reprinted in its entirety under the 'DAM's Action Plan' column in the table below.

The Denturist Association of Manitoba's Action Plan will form the basis of its relationship with the OMFC moving forward. The plan is monitored by the OMFC and will be tracked in the 'Completion Date' box of the Action Plan as it comes to fruition. As the report will be available online, this allows any interested party to see the progress to date.

Compliance Issues	DAM's Planned Actions	Short Term Less than 3 months	Medium Term 3 months to 1 year	Long Term 1 year or more	Completion Date
Application does not indicate what training, other than denturism we will accept.	We will add a statement in our registration package indicating that we would accept training in denturism and dentistry, but not dental technology from another country.		✓		
Application does not indicate what skills will be assessed during prior learning assessment.	Include more information on prior learning assessment and what skills are assessed. Applicants skills will be assessed on making complete and partial dentures.		✓		
Website is lacking information on registration process.	Update website to include more information about our registration process. Required documentation, detailed listing of fees, timelines, information about exams, appeal information will all be included. We will also include more information about the internship and what is required to successfully complete an internship.		✓		
English and French language proficiency requirements need improvements.	We will discuss options that may work better for our organization with the Office of the Manitoba Fairness Commissioner.		✓		
Information on alternate careers in the dental field for applicants turned down for internships is not available.	We will ensure we have this information available for applicants who do not make it through the application process.		✓		

Fairness Commissioner's Statement of Compliance

The Denturists Association of Manitoba's Action Plan is a constructive response to the registration review. It will improve the compliance of the Association's responsibilities under *The Fair Registration in Practices in Regulated Professions Act*.

The Association's assessment and registration process has many progressive features and the activities they have committed to work on in the next 3 months to a year will strengthen and improve the process.

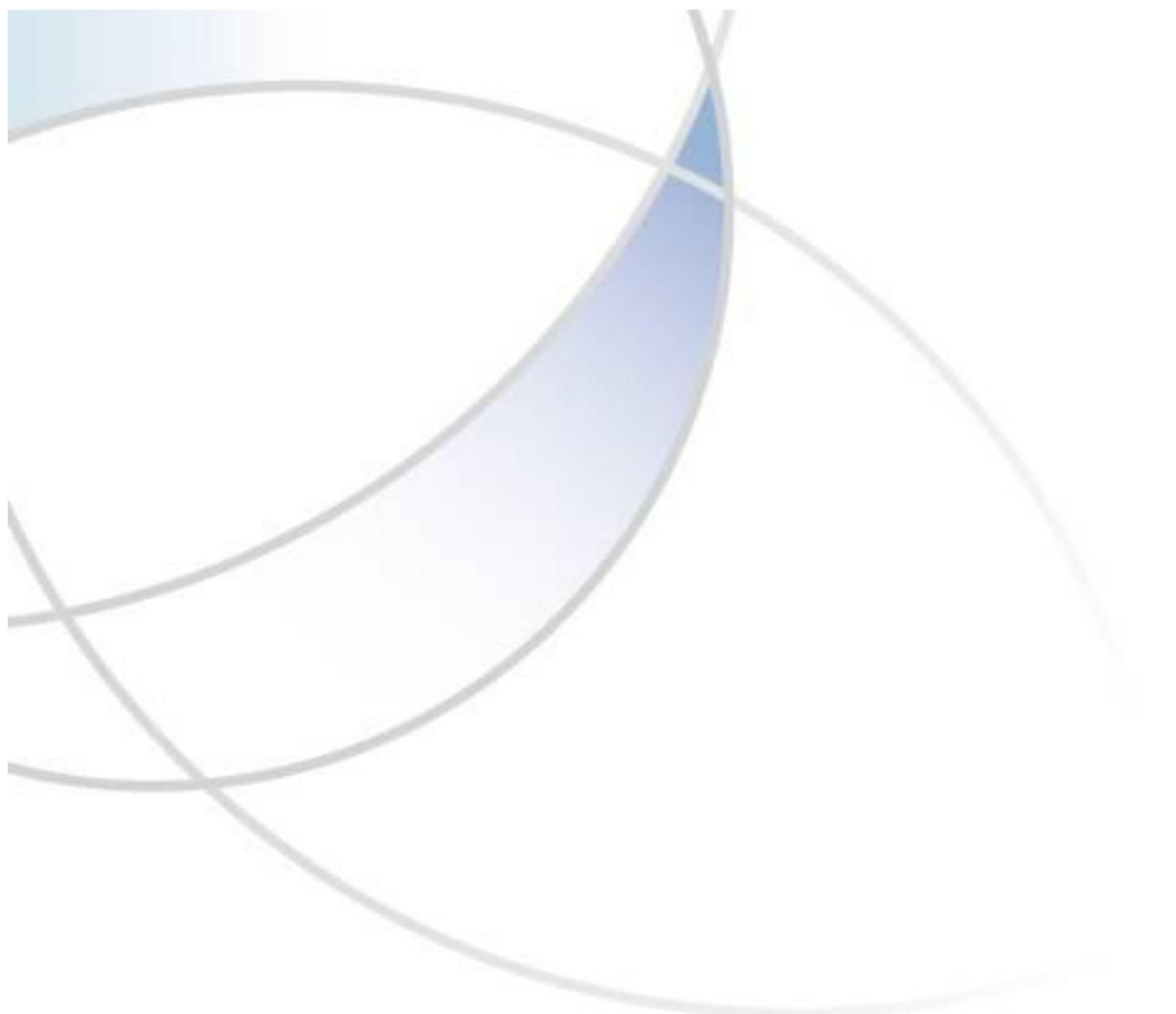
We believe the review process was timely for the relatively new staff of the Association, providing an opportunity to better understand the various aspects of fair practice for internationally educated applicants, and to become familiar with details of the Association policies in this regard.

We appreciate the Association's commitment to their responsibilities under the Act and look forward to a continued and positive relationship.



Ximena Munoz

Manitoba Fairness Commissioner



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