
Effective Date: March 2022

Date Last Updated: February 18, 2025; July 23, 2025

Next Review Date: July 2028

Policy: Continuing Competence Program (CCP) Review and Evaluation
Competence Assessments – Individual Submissions Policy &
Procedure

Applicable Legislation: *Health Professions Act* (HPA), Sections 11, 50 & 52

Applicable Bylaws: Section 2 (1) & (2) and Section 16

Persons Affected: Registrants, CEO & Registrar, Continuing Competence Committee, Director of
Competence and Practice, Complaints Director, Council and the Public

1.0 Purpose

The *CCP Review and Evaluation Competence Assessments - Individual Submissions Policy and Procedure* is guided by the principles of accountability, transparency, fairness and education. ACOT's objective in reviewing and evaluating registrants' CCP submissions is to maintain registrant competence and enhance the provision of professional occupational therapy services. This policy outlines the requirements and processes with respect to selecting, reviewing and evaluating individual registrant's Continuing Competence Program (CCP) submissions.

The intended outcomes of this policy are:

- Continuing Competence Program requirements of the *Health Professions Act* are met by ACOT and registrants.
- Registrants receive periodic feedback so that they know if they are meeting the CCP requirements.
- Registrants who require guidance to achieve an Acceptable CCP submission are identified and given support.

2.0 Policy Statement:

In accordance with section 50(2)(b) of the HPA, ACOT's Continuing Competence Program (CCP), as established and approved by ACOT Council, and outlined in ACOT's Standards of Practice and the Continuing Competence Program Manual (CCPM), includes an annual review and evaluation of a sample of ACOT registrants' CCP submissions. At the direction of the Director of Competence and Practice ("the Director") and the Competence Committee, the review and evaluations are conducted each year by trained registrant Reviewers. Results are reported to registrants and guidance is provided by the Director to support registrants who do not achieve an Acceptable rating or registrants with any rating who request additional guidance. Registrant non-compliance with the CCP review and evaluation process may result in a complaint of professional misconduct against the registrant. The process for the review and evaluation, including timeline requirements and an appeal process, are established within this policy document.

3.0 Scope

This policy applies to all ACOT employees, registrants, Council and any other person acting on behalf of ACOT including contracted staff.

4.0 Procedures

4.1 Sampling

- a) The CEO & Registrar or the Director is responsible for initiating and obtaining the sample of CCP submissions for review and evaluation.
- b) A semi-randomized sample of ten percent (10%) of registrants on the general register will be selected. The CCP submitted at renewal will be obtained from the registrant database for review and evaluation.
- c) Registrants who have successfully completed an Acceptable submission in the previous year will be excluded from the current sample.

- d) Registrants who completed a Conditional or Not Acceptable CCP submission during the previous year's review and evaluation period, will be added to the current year sample.
- e) Registrants returning from a cancelled membership, who had a Conditional or Not Acceptable rating at the time of cancellation, will be added to the current year sample.

4.2 CCP Submission Reviewers

- a) The Director, as part of the Competence Committee, will oversee recruitment and training of Reviewers.
- b) Reviewers are selected first from the Competence Committee membership.
- c) If additional Reviewers are required beyond those available from the Competence Committee, registrants from the General Register with a minimum of five (5) years of practice experience may be invited to apply from across the province and across practice areas. Successful applicants will serve 3-year terms, renewable up to two times.
- d) Each Reviewer is required to sign an Oath of Confidentiality.
- e) Reviewers must participate in Reviewer training either synchronously or asynchronously. Training will include an overview of the CCP submission requirements; the review and evaluation process; use of the ACOT *Standards of Practice*, the ACOT *Code of Ethics* and the *Competencies for Occupational Therapists in Canada* in the context of review and evaluation; and completion of relevant review forms.
- f) Reviewers are provided an opportunity to recuse themselves from reviewing submissions of registrants who are family, close friends, those they have a personal or financial relationship with, colleagues whom they work with, supervise or report to, or any other situation which may be perceived as a potential conflict of interest.

- g) Reviewers will be paid an honorarium for each file reviewed, at the rate of a mid-range OTII at Step 5 of the current HSAA contract, with thirty (30) minutes provided for each review.
- h) Reviewers will remain anonymous, and the files they review will be anonymized as much as is practical.
- i) At least one member of the Competence Committee and one ACOT staff member will be designated as Reviewer Consultants who can be consulted by any of the other Reviewers for a second opinion on a CCP submission. Reviewer Consultants should have more years of experience reviewing submissions or more in-depth knowledge of the CCP requirements, compared to Submission Reviewers.
- j) The Competence Committee may appoint one or more people who have technical expertise or other relevant knowledge to inquire into and report to the Competence Committee any aspect of a review and evaluation in accordance with sections 11, 20 and 51 (2-5) of the HPA.

4.3 Results of Review and Evaluation

- a) ACOT will maintain and publish a rubric that outlines criterion for Acceptable, Conditional and Not Acceptable CCP submissions. The rubric will be used to rate submissions and identify actions required by registrants.
- b) Reviewers will have four to six (4-6) weeks to complete approximately thirty (30) assigned reviews. Weeks to complete will be adjusted to align with an increase or decrease of reviews assigned and the complexity of the review submissions.
- c) The Director or assigned ACOT staff member reviews all ratings given by Reviewers to determine agreement with the rating. If there is disagreement with the original rating, the Director or assigned ACOT staff's alternate rating is offered and in turn reviewed by a third Reviewer (the Director or ACOT Staff who has not yet reviewed the submission). The third Reviewer will compare the original and second rating and offer the final rating decision to the Director.

- d) ACOT staff will approve the submission review forms in the online CCP platform and all reviewed registrants will be notified to login to view their results regardless of result rating.
- e) Registrants with CCP submissions rated as Acceptable will be provided with feedback on their submission and notified that they will be removed from the sampling pool for the following year.
- f) Registrants with CCP submissions rated as Conditional will be provided with feedback via the online platform and notified that they will be reviewed and evaluated again next year to ensure recommendations have been incorporated.
- g) Registrants with CCP submissions rated as Not Acceptable will be notified of the rating and that they will be reviewed and evaluated again in the following year. Registrants with a Not Acceptable rating will be provided with feedback via the online platform and they will be required to complete the following:
 - i. Within 2 weeks of being notified of the Not Acceptable rating, the registrant must schedule a Coaching Conversation meeting with ACOT's Director to receive feedback on how to bring their current year's CCP to an acceptable standard. Coaching Conversations will follow a templated process that is aimed at being supportive, strength-based and non-punitive. The conversation will promote the registrant's understanding of applicable legislation and regulation, CCP expectations and requirements and ACOT's *Standards of Practice*, *Code of Ethics* and *Competencies for OTs in Canada*, as well as foster reflective practice.
 - ii. Upon completion of the Coaching Conversation, the registrant will have up to thirty (30) days to submit to ACOT a portion of the upcoming CCP submission content as agreed upon by the Director and the registrant. If the registrant requires more than 30 days to complete this submission, they must contact the ACOT office to discuss alternatives.
- h) Registrants with Acceptable or Conditional ratings may request a Coaching Conversation.

- i) If a registrant refuses to participate in the review and evaluation process as outlined in this policy and procedure, including Coaching Conversations and CCP submission, the Director will advise them that this is cause for a complaint to be submitted for misconduct. Subsequently, the CEO & Registrar will act accordingly should the registrant refuse to participate or complete the CCP submission.
- j) In accordance with HPA section 51.1, the Competence Committee or Registrar must refer a registrant to the Complaints Director if, during the review and evaluation process or the registrant's participation in the CCP, the committee obtains information indicating the registrant has provided false or misleading information; displayed a lack of competence in the provision of professional services that has not been remedied by participation in the CCP; may be incapacitated; or demonstrated unprofessional conduct not readily remedied by means of the CCP.

4.4 Appeal Process

- a) Registrants can appeal the results of their review and evaluation by submitting an appeal to the ACOT office.
- b) An appeal request must be received by the ACOT office within thirty (30) days of the notification to the registrant of the CCP review and evaluation results. Appeals will be completed typically within four (4) weeks of receipt of the appeal request. Complexity of the appeal and availability of Reviewer human resources may impact the completion timeline.
- c) Results submitted for appeal are reviewed by a panel of two (2) new Reviewers who must come to a consensus on their review and evaluation decision. The two new Reviewers can either:
 - i. Uphold the original decision or
 - ii. Update the decision based on the two new Reviewers' decision, at which point follow-up would be implemented as described in section 4.3.

d) The decisions of the two new Reviewers are final.

5.0 Confidentiality

All ACOT staff, the Competence Committee and Reviewers participating in the review and evaluation competence assessment process must adhere to the confidentiality requirements as set out in section 52 of the HPA.

6.0 Approval

This policy requires approval by the Competence Committee and ACOT Council.

7.0 Related Resources

- *Health Professions Act, RSA 2000, Chapter H-7*
- *ACOT Bylaws*
- *ACOT Continuing Competence Program Manual*
- *ACOT Standards of Practice*
- *ACOT Code of Ethics*
- *CCP Review and Evaluation Rubric*
- *Oath of Confidentiality – Competence Committee Reviewers*
- *Competencies for Occupational Therapists in Canada/Référentiel de compétences pour les ergothérapeutes au Canada. (2021/2024) ACOTRO, ACOTUP & CAOT*
- *Continuing Competence Program (CCP) Review and Evaluation Competence Assessments – Aggregate Submissions Policy and Procedure*
- *Continuing Competence Program (CCP) Practice Visits Competence Assessments Policy and Procedure*