

College of NURSES of Ontario

2024 Fair Registration Practices Report

Prepared for the Office of the Fairness Commissioner (OFC)



FAIRNESS COMMISSIONER
COMMISSAIRE À L'ÉQUITÉ

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Glossary of terms

1. Background

Under section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA), which is substantially similar to section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA).

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 22.9 of Schedule 2 of the RHPA and Section 23 of FARPACTA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its annual Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2024.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

2. Organization information

Organization name	College of NURSES of Ontario
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3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by College of NURSES of Ontario

Licensing requirements (brief description for each requirement listed):

Profession/ Trade Name	Nurse
Academic requirement	All applicants must complete a nursing program, recognized or approved in the jurisdiction in which it was taken as qualifying them to practice in that jurisdiction as a registered nurse (RN), registered practical nurse (RPN) or nurse practitioner (NP), as applicable. For more information about the nursing education requirement and equivalencies, please see the College of Nurses of Ontario's (CNO's) webpage: https://www.cno.org/become-a-nurse/registration-requirements/nursing-education . CNO continues to ensure academic requirements reflect the evolving practice of nurses and the registration of safe, ethical,

	<p>competent nurses. CNO applies a program approval framework for all Ontario nursing education programs, ensuring they are meeting mandatory entry-level competencies (ELCs) in the nursing category. CNO works nationally with system partners to update these ELCs every five years. For more information about approved ELCs see our webpage here: https://www.cno.org/become-a-nurse/education-resources-and-references/education-resources-and-references. For internationally educated applicants, education is assessed for equivalency against our ELCs to ensure the program they attended meets current requirements of the regulation: https://cno.org/become-a-nurse/registration-requirements/nursing-education/faqs-education-evaluation-for-internationally-educated-nurses?l=en-ca. If a program is not equivalent, there are options to meet the academic requirement (for example, gap filler courses, objective structured clinical examination).</p>
<p>Experience requirement</p>	<p>All applicants must prove they have experience practicing as an RN, RPN or NP, relevant to the class in which they are applying, within the past three years. There is no specified-hours requirement. This can be clinical or non-clinical experience for RNs and RPNs, but must be clinical in nature for NPs. This requirement is met by: 1) Completing their nursing program, which has clinical and practice components; 2) Practicing as an RN, RPN or NP in a jurisdiction where they are registered, if registration is required; 3) For RNs, successfully completing an Objective Structured Clinical Examination (OSCE) evaluation and achieving required benchmark scores; 4) Completing a supervised practice experience for registrants returning to practice; 5) Completing a Supervised Practice Experience Partnership (SPEP) for RNs or RPNs; 6) Completing a Supervised Clinical Practice for NPs; and 7) Completing specified additional education,</p>

	<p>inclusive of a clinical practicum as part of the program, for example, a refresher program. Further information about Evidence of Practice can be found at: https://www.cno.org/become-a-nurse/registration-requirements/evidence-of-practice</p>
<p>Language requirement</p>	<p>All applicants must show proficiency, defined as the ability to communicate and comprehend effectively, in English or French, orally and in writing. This ensures applicants have the proper level of language skills needed to practice safely as a nurse. The language requirement can be met in four ways: education, registration status, language proficiency testing or experience (only one form of evidence must be submitted). Generally, evidence must demonstrate the applicant met the requirement no more than two years before registration with CNO. An exception for language proficiency tests, approved for immigration purposes, is outlined under the Regulated Health Professions Act, 1991 (RHPA). Here is a description of how the requirement can be met: 1) Education can be met through completion of an entry-level nursing program in English or French in any jurisdiction, completion of additional nursing education in English or French in any jurisdiction, or completion of a health care or health care support program in English or French in Canada; 2) Registration status can be met through holding current registration or previously held registration as a practicing nurse with CNO or in another Canadian jurisdiction, for example, as an RN, RPN or NP; 3) Language proficiency testing can be met through passing one of several CNO approved language proficiency tests; 4) Experience can be met through experience providing health care or health care support services in English or French in Canada, or, having practice experience as a nurse in a primarily English or French setting in any jurisdiction. CNO's policy:</p>

	https://www.cno.org/Assets/CNO/Documents/Become-a-Nurse/language-proficiency-policy.pdf
<p>Additional information on licensing requirements (may include links to appropriate page on regulator website):</p>	<p>Additional registration requirements for an RPN, RN or NP include: 1) Successful completion of a registration examination approved by Council for the type of nursing an applicant wants to practice, for example, REx-PN for RPNs, NCLEX-RN for RNs or an approved exam for an NP specialty; 2) Successful completion of the RN/RPN Jurisprudence Examination or the NP Jurisprudence Examination; 3) Proof of citizenship, permanent residency status or authorization to practice nursing in Ontario; 4) Declaration of past offences or findings (Applicants must declare truthfully whether they have been found guilty of an offence, refused registration, had a finding related to the practice of nursing or another profession or are involved in certain proceedings.); 5) Applicants must declare whether they suffer from any physical or mental condition or disorder that could affect their ability to practice nursing in a safe manner, and CNO must be satisfied the applicant will practice with decency, honesty, integrity and in accordance with the law; 6) RN Registration for NPs, met by having current or past registration as an RN in the General Class with CNO, meeting the nursing education and registration exam requirements for registration as an RN in the General Class, or having current or past registration as an RN in Canada, the United States or in another Council-approved jurisdiction. For more information, see CNO’s website: https://www.cno.org/become-a-nurse/registration-requirements</p>

4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

Organization name	Function
Meazure Learning	Knowledge based exam
Sterling Talent Solutions	Other
American Academy of Nurse Practitioners Certification Board (AANPCB)	Knowledge based exam
Touchstone Institute	OSCE / Skill based exam
National Council of State Boards of Nursing (NCSBN)	Knowledge based exam
Pediatric Nursing Certification Board (PNCB)	Knowledge based exam
National Nursing Assessment Service (NNAS)	Other

Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

College of NURSES of Ontario takes the following measure(s) to ensure fair and timely assessments:

CNO uses contracts, agreements, policies and procedures to hold third-party service providers accountable and ensure they continue to support fair and timely assessments. They outline expectations for service timelines, capacity (e.g., seats), privacy and security, and appeals mechanisms (where applicable). Robust expectations and procedures are detailed and are in accordance with all relevant federal and provincial laws. For more detailed information, see CNO's Risk-Informed Compliance Framework 2023 submission.

5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

A. Accomplishments

1	<p>Developing and Preparing to Implement the Amendments to the Registration Regulations – In 2024, CNO prioritized finalizing amendments of the registration regulations for government approval, related to the education requirement and a new Transition to Practice requirement. In March 2024, CNO Council was presented with proposed revisions to the regulations, based on analysis of feedback from the initial regulation circulation, Council's input in December 2023, analysis of CNO data about international applicants, additional evidence from a literature review and legal input. Council approved recirculation of the revisions and government approved an abridged 30-day period for this second consultation. CNO received and analyzed robust feedback from a broad array of system partners and more than 2,700 respondents. In May 2024, at a Special Council Meeting, Council approved the proposed regulation changes for submission to the government for their review and approval consideration. Following submission of the regulations, CNO staff worked with government collaboratively, and the registration regulations amendments were approved by government in November 2024. Since approval of the regulations, CNO staff started developing operational policies and system changes and CNO Council approved several courses needed to meet the Transition to Practice requirement. Work continues as the amendments come into effect April 1, 2025. These changes will enhance how CNO registers applicants and will support timely registration of internationally educated applicants. Engagement with system partners continues to be a key priority during the project, along with raising awareness of the changes among current and potential future applicants. For more information see: https://www.cno.org/news/registration-changes-enhance-process-for-applicants</p>
2	<p>Aligning the NP Verification of Course Completion Process with our RN and RPN Processes – Before 2024, Ontario NP program graduates had to individually submit their verification of course completion forms to their nursing school and these academic institutions would complete the forms and send them to CNO, unlike the automated process for RN and RPN graduates. The earlier process was inefficient for the schools and onerous for NP graduates. In 2024, CNO began work with system partners to initiate the</p>

	<p>automation of NP education information, with expected completion in 2025. CNO staff delivered presentations to academic institutions, seeking and integrating feedback to ensure the new process met the needs of CNO and system partners. In 2024, CNO successfully implemented the first change to the process whereby NP programs will submit one list of applicants expected to graduate in a specific timeframe, which allows NP applicants to begin the application process directly with CNO. Once the program is completed, the school submits one final list confirming completion for all applicants who have completed the program. Applicants no longer arrange for schools to fill out their forms. Future automation will enable a more timely and efficient process of registration for NP graduates, and lead to more accurate data being submitted.</p>
3	<p>Automation of International Police Record Checks – Applicants who live in Canada can run a Canadian police criminal record check (PCRC) electronically, which automatically uploads in CNO’s system. Before 2024, applicants living outside of Canada had to submit paper copies of international PCRCs. In 2024, CNO worked with our third party PCRC provider, to expand our electronic PCRC service globally. This means applicants residing outside of Canada now can use their system to run their PCRC from the country in which they currently reside and have the results automatically sent to our system. This automation reduces fraud, as it uses a validated and verified process through a recognized organization, and ensures a more timely, effective, accurate, fair and inclusive process for applicants.</p>
4	<p>Registering High Numbers of Applicants - As the largest health regulator in Canada, CNO welcomed a large volume of applications. In 2024, CNO received over 18,000 applications and processed over 21,000. CNO’s data show the number of nurses in Ontario continues to grow with 183,763 nurses renewing at least one certificate of registration in the General or Extended Class in 2024. This represents a net increase of 3.13% over the year before. This year-over-year increase is the highest it’s been in the last 6 years (see: https://www.cno.org/globalassets/2-howweprotectthepublic/statisticalreports/registration-renewal-statistics-report-2023.html). CNO’s data demonstrates applicants who wish to practice in Ontario and are safe to do so continue to move through the application process efficiently. In 2024, 14,568 new nurses were registered with CNO, of which 5,979 were internationally educated nurse (IEN) registrants. CNO continues efforts to meet our obligation under Section 2.1 of Schedule 2 of</p>

	<p>the RHPA and dedicates significant resources to support meeting health human resource needs, with strong results. Also, CNO has invested considerable resources to enhance our registration processes, so they are evidence-informed, fair, inclusive and effective, and contribute to improving access to safe nursing care, as is outlined in Step 3 below.</p>
5	<p>Investing Resources for Evaluation and Innovation - In 2024, CNO resourced an initiative to better understand the applicant experience and deliver a more efficient and timely application process. The Applicant Experience Survey was launched in June 2024 to collect information from applicants about their experience registering with CNO. The survey aims to measure whether recently registered nurses perceive CNO’s registration process to be fair, inclusive and effective. The survey’s first wave was completed by 1,483 newly registered or reinstated nurses. Overall results indicate recently registered and reinstated applicants perceived the process to be fair, inclusive and effective. Some results were: a) fairness and inclusivity were rated highest at 84% each, while effectiveness was rated lowest at 72%; b) across all three indices, IENs consistently rated CNO’s processes highest, while applicants educated in other Canadian provinces and reinstating nurses rated them lowest; c) NP applicants consistently rated the registration process as less fair, inclusive and effective. Data collected will inform continuous program improvement and support CNO’s measuring the impact of ongoing efforts to modernize the applicant assessment for IENs. The survey continues on a rolling basis each month. This demonstrates CNO’s dedication to being proactive, innovative and evidence-informed, trying new strategies and evaluating for efficiency.</p>

B. Risks and Mitigations

Risk	Mitigation Measure
<p>In the last cycle of the OFC’s Risk-Informed Compliance Framework, CNO received a risk rating of moderately low related to “addressing labour market shortages” and “impact of major changes to registration practices and relations with third-party service providers”. (The latter relates to the proposed change to the registration</p>	<p>CNO is committed to fair registration practices. In response to the risk rating, CNO developed an action plan and meets with the OFC on a quarterly basis to report on that plan. We share: 1) Detailed data about new applicants, new registrants and time to registration (Our data shows positive changes over the last few years.); 2) Updates about</p>

regulations about the education requirement.)	registration initiatives, which give applicants new options to satisfy registration requirements, saving applicants time and money; 3) Implementation progress related to changes to CNO's registration regulations that take effect in April 2025, for example, key deliverables, system partner engagement.
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6. Changes to registration practices

During the January 1 to December 31, 2024 reporting period, College of NURSES of Ontario has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

A. Registration requirements and practices

Registration process	Changes Made (Yes / No)	Description
Registration requirements either through regulation, by-law or policy	Yes	1) Amendments to Registration Regulations – In November 2024, the Ontario government approved updated registration requirements. The changes were initiated to create evidence-informed efficiencies for IEN applicants to meet the education requirement, along with an evidence-informed requirement supporting transition to safe practice in Ontario, titled Transition to Practice. The new requirements apply to both domestically and internationally prepared applicants and offers them a pathway that supports Ontario’s growing health care needs, while ensuring nurses have the knowledge, skill and judgment to practice safely. The changes take effect on April 1, 2025; 2) Language Proficiency Tests - In 2024, CNO

		<p>approved three new language proficiency test options to meet the language proficiency requirement: i) Occupational English Test (OET) and the Pearson Test of English (PTE) Academic - language tests for specific occupational purposes designed to assess the English language proficiency of internationally trained healthcare professionals. Results are valid if written in the past two years prior to registration, ii) International English Language Testing System (IELTS) One Skill Retake test (OSR) is a language test allowing test takers to retake one section of their original IELTS General or Academic test within 60 days of the original test and update their results in one skill for the overall result. Results are valid within two years of applying to CNO for the IELTS General or the IELTS – General OSR, per RHPA requirement, and within two years prior to registration for the IELTS Academic or the IELTS – Academic OSR.</p>
New or consolidated class of certificates or licenses	No	
Assessment of qualifications, including competency-based assessments and examinations	Yes	<p>Before 2024, applicants living outside of Canada could not run PCRCs through CNO’s third-party service provider, and instead had to submit paper copies of international PCRCs. In 2024, CNO enhanced this process and now applicants living outside of Canada can run their international PCRC from where they are located, and for the country in which they are located. This is completed through the same third-party service provider that runs the domestic PCRCs. This automation reduces fraud, as it uses a validated and verified process through a recognized organization,</p>

		and ensures it is more timely, effective, accurate, fair and inclusive for applicants.
Documentation requirements for registration	No	
Timelines for registration, decisions and/or responses	No	
Registration and/or assessment fees	Yes	In 2023, Council approved a broad set of fee increases for 2024–2026. CNO increases fees only when necessary to remain financially sustainable so that we can achieve its mandate of public protection. At the time, this was the first fee increase in five years. A few factors contributed to needing increased fees: increasing complexity of matters in regulatory functions, inflationary pressures, service level improvements, meeting health care partner needs and investments to upgrade information technology infrastructure and security. For details on the fee increases, see CNO’s website https://www.cno.org/become-a-nurse/fees/application-membership-fees and By-Law No. 2: Fees https://www.cno.org/become-a-nurse/fees/application-membership-fees (starting on page 68).
Changes to internal review or appeal process	No	
Access by applicants to their records	No	
Other	No	

B. Training, policy and applicant supports

Registration process	Changes Made (Yes / No)	Description
Training and resources for staff who deal with registration issues	Yes	<p>1) Training – With any changes in registration policies and procedures, as noted in this report, relevant CNO staff are trained to ensure they understand and can apply the policies and procedures fairly and consistently when supporting applicants through the registration process. Also, CNO continues to provide training and learning and development opportunities to all staff, including registration staff, to support personal and professional growth. For example, in April 2024, CNO partnered with LinkedIn Learning to give employees access to a platform with a vast library of courses covering technical skills, soft skills or leadership development, among others. Staff who support registration are included and have access to these high-quality, on-demand learning resources. Granting access to this training gives staff working with applicants the opportunity to meet learning needs and continue to raise their competency, thus able to provide the best experience for applicants. Registration staff also participated in CNO’s Employee Coaching Program, which provides opportunities for professional growth and supports an inclusive environment where everyone is supported to achieve their vision of success. CNO’s leadership team, including Registration leads, participated in diversity, equity and inclusion (DEI) training which included attending DEI visioning sessions to give input into the new multi-year DEI Strategy, training on cultural fluency through the Intercultural Development Inventory assessment tool, and staff also completed Psychological Safety training to learn how to ensure employees feel safe taking interpersonal risks, disagreeing openly and surfacing concerns without fear of negative repercussions and how to ensure safety for those they encounter as part of their work. Lastly, Registration staff participated in one of five in-person diversity sessions at CNO,</p>

		<p>focused on learning about equity issues and what actions would make CNO a more inclusive regulator and employer, while also contributing to the development of CNO's DEI Strategy; 2) Resources – CNO is currently undergoing a full review of all registration policies, procedures and job aid documents. The objective is to streamline and consolidate these documents and ensure they are up to date. Once completed, the software will be a great resource for registration staff and will support in prompting cyclical reviews moving forward. This project's planned completion is expected in 2025.</p>
<p>Resources or training to support applicants to move through the licensing process</p>	<p>Yes</p>	<p>In 2024, CNO implemented changes to make the applicant process more accessible and meet applicants' needs. CNO communicated directly to applicants any changes that would impact their journey through the registration process, and updated resources to continue to support them. 1) Communications on Approved Registration Regulations Amendments – As described above, in November 2024, the Ontario government approved updated education requirements for nursing registration, to take effect April 1, 2025. CNO proactively communicated these upcoming changes to raise awareness and ensure applicants are prepared: i) We published news stories on our website and featured articles in our newsletter The Standard to highlight the registration requirement changes (for example, https://cno.org/news/registration-changes-enhance-process-for-applicants), ii) We created web content to communicate the new registration requirements, for example, https://cno.org/become-a-nurse/registration-requirements/new-registration-requirements and https://cno.org/become-a-nurse/registration-requirements/new-registration-requirements/transition-to-practice-requirement., iii) We sent an e-blast to current applicants to inform them of the upcoming changes and included an offer to arrange for applicants to speak with a member of CNO's Registration Team to talk about their options, and iv) CNO's Call Centre Team was trained on the new education requirements and notified about news stories and web content, so Customer Service Representatives could answer inquiries and direct people to the appropriate webpage; 2) Webpage Updates – CNO webpages were updated to ensure content is current and reflects changes made in 2024 that would impact applicants. For example,</p>

		<p>following approval of three new language proficiency test options to meet the language proficiency requirement, CNO updated the relevant webpage to reflect these changes (https://www.cno.org/become-a-nurse/registration-requirements/proficiency-in-english-or-french/accepted-language-proficiency-tests) and updated the publicly available 'Assessing Proficiency in English or French' CNO policy (https://cno.org/Assets/CNO/Documents/Become-a-Nurse/language-proficiency-policy.pdf). Similarly, information on numerous CNO webpages was updated to reflect changes to international PCRCs as described above, for example, https://cno.org/become-a-nurse/registration-requirements/past-offences-and-findings--health-and-conduct/police-criminal-record-check#police-criminal-record-checks-faqs-i-am-an-applicant-living-outside-of-canada-do-i-have-to-provide-a-canadian-police-criminal-record-check. CNO's Call Centre Team was given information about these changes to help assist applicants with their inquiries.</p>
<p>Anti-racism and inclusion-based policies and practices</p>	<p>Yes</p>	<p>Outcome 1 of CNO's Strategic Plan is that applicants for registration experience processes that are evidence-informed, fair, inclusive and effective, contributing to improved public access to safe nursing care. CNO as an organization has a long-standing commitment to supporting and modelling diverse, equitable and inclusive policies, practices and processes. As a regulator, we are aware systemic racism is a reality in Canada and requires both a commitment to change and a sustained focus. We acknowledge the importance of actively identifying examples of racism and addressing issues of inequity. Anti-racism is rooted in action and CNO has a list of substantive actions to address racism at multiple levels, including individual, institutional and structural. CNO recognizes the importance of equitable decision-making and ensuring our policies and processes are reviewed from an inclusive lens and support CNO's organizational values. In 2024, CNO published a 3-year DEI Strategy – Inclusion for All: Nothing About Us, Without Us (See https://www.cno.org/Assets/CNO/Documents/What-is-CNO/dei-strategy-nothing-about-us-without-us-en.pdf), which supports CNO's public protection purpose by addressing bias and discrimination in regulatory processes, and working to advance equity. The DEI strategy also is supported by an annual internal</p>

	<p>work plan. The plan’s four key actions include a need to evolve, educate, engage and evaluate. The approach addresses the needs of registrants, applicants, CNO staff, CNO Council and Committees and relevant external partners. Please see below for changes implemented in 2024: 1) Objective 1: Build DEI Capacity and Cultural Fluency of CNO Leaders and Staff–Building DEI capacity within the organization, including the Registration Team, ensures staff are equipped to ensure equitable, fair, effective and inclusive registration processes for all applicants. In 2024, the Registration Team leadership prepared to complete the Intercultural Development Inventory assessment tool with formal workshops in January – March in 2025. Capacity building for the Registration Team staff included participating in one of five in-person diversity sessions focused on learning about equity issues and contributing input to the development of CNO’s DEI Strategy. (More than 80% of CNO staff attended sessions held in spring 2024.) For more actions that have contributed to building capacity, please see our response in Step 3 related to training and resources for staff who deal with registration issues; 2) Objective 2: Embed DEI Principles into Policies, Practices and Processes– Applying a DEI lens to policies, practices and processes that impact registration ensures staff are equitable and inclusive in their application of said procedures. Actions included specific CNO policies and practices being reviewed by multiple teams using a DEI lens with findings shared across the organization, and Registration Team focusing on inclusive communications techniques for registrants, including IENs; 3) Objective 3: Recruit, Develop and Retain Staff Who Reflect the Demographic Diversity of the Ontario Population– Having a diverse and representative staff at CNO ensures applicants see themselves reflected in the application process. Actions included staff members, job applicants and managers providing feedback to external consultants conducting a DEI review of our recruitment process (Work is underway to implement key recommendations to identify opportunities for process enhancement, reach more diverse applicants and create a more inclusive experience throughout the process.), hiring panels received bias training and online refresher modules, CNO is reviewing all job postings to incorporate inclusive language and remove potential bias, expanding where they post</p>
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	<p>jobs to include those who recruit Indigenous employees, identifying job boards CNO uses beyond traditionally used sites to reach and attract diverse candidates, using job competencies in the hiring process to be clear and consistent on requirements for job success, and surveying applicants about their experience with the application and selection processes; 4) Objective 4: Build External Relationships and Partnerships and Engage, Especially with Those Who Represent the Diversity of our Nurses and Patients – Developing meaningful relationships with system partners from equity-deserving groups strengthens CNO’s ability to understand opportunities to improve the registration process for applicants and to identify solutions. In June 2024, members of the Leadership Team took part in a Sharing Circle with Indigenous health care practitioners, to learn more about Indigenous Peoples’ health care priorities and ways of working together. CNO also introduced their first Workforce Census for all nurses in Ontario, with a goal of improving understanding of the workforce composition and barriers related to equity and inclusion. The three-part survey includes data that will be disseminated in a timely manner. For more information, please see https://cno.org/assets/cno/documents/statistics/workforce-census-report-2024.pdf?_gl=1*118x1xt*_ga*NTE2Nzg5ODEuMTY4MTE1MjM2Nw..*_ga_W0FS7MTW8Z*MTc0MDc1MDUwMi4yMzYuMS4xNzQwNzUwNTE1LjAuMC4w.</p>
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C. System partners

Registration process	Changes Made (Yes / No)	Description
Steps to increase accountability of third-party service provider(s)	Yes	In 2024, CNO continued streamlining our approach to contracting, to ensure all our vendors are treated with rigorous due diligence and performance standards. We introduced the use of standardized CNO terms and conditions, including with third-party service providers, that support the registration process. Using a consistent, clear contract

		supports CNO’s ability to hold third-party service providers accountable.
Accreditation of educational programs	Yes	While we do not accredit education programs, CNO’s Council has legislative authority to approve programs. Program approval is a mechanism that allows rigorous assessment of entry-level nursing education programs, to ensure their graduates have the knowledge, skill and judgment to practice safely when entering practice as a novice nurse. CNO continued approving programs in 2024, completing either an annual or comprehensive review, approval of 124 RPN, RN and NP programs and approving four new RN programs. In total, 128 programs were approved across all categories and classes this year.
Mutual recognition agreements	No	

D. Responsiveness to changes in the regulatory environment

Registration process	Changes Made (Yes / No)	Description
Emergency registration plans	No	
Technological or digital improvements	Yes	CNO made several technological improvements to support fair registration practices: 1) Clarifying information and updating messages received through the online portal to enhance the applicant experience: i) Added an Announcement section to the online portal, ii) Updated the ‘upload a document’ page in the online portal (It now provides a clear description and links regarding each document an applicant can upload.), iii)

	<p>Updated the 'next steps' communication message for Canadian applicants to provide clear and detailed information on applicants who meet requirements of the Ontario Labour Mobility Act (OLMA) vs non-OLMA applicants, iv) Added new fields to collect additional information when an applicant declares new employment information, which expedites the assessment process, v) Implementation of automated communication messages through the online portal for the following events: a) when an applicant selects 'yes' regarding exam accommodation on their application in the portal and has paid for their application, b) when either the PCRC Result or Local Police Indices (LPI) Result (or both) are 'not clear', c) when EOP expires, automatically sending a communication message and creating a 'next step' (This is only for RN and RPN General Class applicants.); 2) Expanding automation throughout the applicant process. These automations enable fair and efficient registration, and some changes lead to more accurate and reliable data submission: i) Automation was built regarding the extension to temporary class registration expiry dates, ii) Emergency Class automation (for future use), iii) Language Proficiency assessment item will automatically be made 'met' for newly created applications if the applicant is currently registered in another class/category or if the applicant held valid registration with CNO within the last two years. An expired Language Proficiency assessment item will automatically be made 'met' again for an existing application if the applicant is currently registered in another class/category, iv) IELTS Academic One Skill Retake results will now be sent directly to</p>
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		<p>CNO and uploaded automatically to Pulse (CNO's internal database), v) Electronic submission of international PCRCs is now available through our third-party service provider. (For more information, please see our response under Accomplishments in Step 2.). In addition, CNO enhanced how it captures information about character, conduct and health matters in its database including tracking active and inactive open cases.</p>
<p>Steps to address labour shortages in the profession or trade</p>	<p>Yes</p>	<p>CNO continues to prioritize and commit significant resources to create efficiencies in registration processes and to uphold our part in addressing health human resource needs. CNO's strategic Outcome 1 is "applicants for registration will experience processes that are evidence-informed, fair, inclusive and effective, contributing to improved public access to safe nursing care". CNO initiated the following changes to create more efficient processes for applicants, which will enable more timely entry of safe, competent nurses into the labour market: 1) Amendments to Registration regulations – For more information, please see our response under Accomplishments in Step 2; 2) Automating PCRCs. For more information, please see our response under Accomplishments in Step 2; 3) New language proficiency tests – CNO added three language proficiency tests, which give applicants more opportunities to demonstrate they meet the language requirement. For more information, please see our response in Step 3 for Registration requirements either through regulation, by-law or policy.</p>

7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. Information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year.

A. Race-based data collected

	Race-based data collected? (Yes or No)
Members	No
Applicants	No

Additional description:

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B. Other identity-based or demographic data collected

	Other identity-based or demographic data collected? (Yes or No)
Members	No
Applicants	No

Additional description:

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C. Languages of service provision

College of NURSES of Ontario makes application materials and information available to applicants in the following languages.

Language	Yes / No
English	Yes
French	Yes
Other (please specify)	

D. Membership Profile

Profession Name	Total Number of Members
Nurse	214635

Class of License	Total Number of Members	Number of Internationally Educated Members
Full/Independent Practice	195338	35151
Provisional/Limited License	1240	274
Emergency License	0	0
All Other Classes	18057	3599

Gender	Number of Members
Male	20906
Female	192957
Other / not collected	772

Jurisdiction of Initial Training	Number of Members
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Ontario	166862
Other provinces and territories	8749
United States	1523
Other International	37501

Country of Initial Training	Number of Members
Canada	175611
India	15702
Philippines	12249
United States of America	1523
United Kingdom	839
Iran	802
Nepal	602
China	569
Hong Kong	559
Nigeria	500
Poland	397
Jamaica	383
Russia	363
Pakistan	358
South Korea	344
Israel	340
Romania	268
Bulgaria	249
Macedonia	244
Ghana	187
Lebanon	170
Australia	142
Sri Lanka	134
Jordan	111
Kenya	101
Ukraine	97
Brazil	84
Colombia	77
Japan	72

South Africa	69
Germany	66
Taiwan	64
Ethiopia	60
Guyana	59
Trinidad and Tobago	57
Ireland	56
Haiti	55
France	52
Czechia	46
Singapore	46
Cameroon	42
Hungary	37
Thailand	32
United Arab Emirates	31
Italy	30
Zimbabwe	28
New Zealand	27
Egypt	26
Serbia	26
Netherlands	25
Rwanda	25
Finland	24
Uganda	23
Albania	22
Turkiye	22
Belgium	20
Cuba	19
Peru	19
Mauritius	18
Sweden	17
Chile	15
Portugal	15
Malaysia	14
Barbados	13
Grenada	13
Norway	13
Belarus	12

Zambia	12
Bosnia and Herzegovina	11
Moldova	11
Saint Vincent and the Grenadines	11
Somalia	11
Switzerland	11
Uzbekistan	11
Congo	18
Saint Lucia	9
Croatia	8
Eritrea	8
Iraq	8
Spain	8
Antigua and Barbuda	7
Austria	7
Burundi	7
Uruguay	7
Cote d'Ivoire	6
Greece	6
Kazakhstan	6
Algeria	5
Fiji	5
Mexico	5
Morocco	5
Slovakia	5
Tanzania	7
Azerbaijan	4
Bangladesh	4
Bhutan	4
Denmark	4
Ecuador	4
Qatar	4
Eswatini	4
Venezuela	4
Afghanistan	3
Argentina	3
Armenia	3
Bahamas	3

Botswana	3
Costa Rica	3
Dominica	3
Georgia	3
Kyrgyzstan	3
Sierra Leone	3
Syria	3
Burkina Faso	2
El Salvador	2
Latvia	2
Lithuania	2
Malta	2
Nicaragua	2
Palestine State	2
Paraguay	2
Saudi Arabia	2
Tajikistan	2
Brunei	1
Cayman Islands	1
Chad	1
Cyprus	1
Djibouti	1
Dominican Republic	1
Gambia	2
Iceland	1
Kosovo	1
Kuwait	1
Liberia	1
Malawi	1
Myanmar	1
Namibia	1
Panama	1
Other Countries	1
Saint Kitts and Nevis	1
Sudan	1
Vietnam	1

Official language of preference	Number of Members
English	211314
French	3321

Racial identity (optional)	Number of Members
Not collected	214635

E. Data Notes

A0-A6 include all registrants who held current registration in the General, Extended, Non-Practising, Temporary, Emergency and Special Assignment Classes on December 31, 2024. Each registrant is counted only once. Before the 2021 report, we counted registrations instead of registrants. For question A1 Registrants who held more than one registration at year-end are categorized as follows: • Any registrant who holds one or more General/Extended registrations is classified as “Full/Independent.” • Any registrant who holds at least one Temporary or Special Assignment registration, but does not hold a General/Extended registration is classified as “Provisional.” • A registrant with any Non-Practising registration cannot also hold another class of registration and they are categorized as “All Other Classes” • There were no registrants holding an Emergency registration in 2024. A4 - Other Countries(1) captures 1 member from Puerto Rico.

F. Applicant Profile

Profession Name	Total Number of Applicants
Nurse	18307

Gender	Number of Applicants
Male	2295
Female	15914
Other / not collected	98

Jurisdiction of Initial Training	Applications received in 2024	Applications with decisions pending (in progress at end of reporting year)
Ontario	9568	5741
Other provinces and territories	1011	1078
United States	159	228
Other International	7569	17684

Country of Initial Training	Number of Applicants
Canada	10579
India	4090
Philippines	1840
Nepal	261
United States of America	159
Hong Kong	154
Iran	121
Ghana	120
Nigeria	118
South Korea	67
Pakistan	57
Brazil	48
China	41
Cameroon	37
United Kingdom	36
Kenya	34

Sri Lanka	34
Lebanon	31
Taiwan	27
Israel	22
Australia	21
Ethiopia	21
Colombia	20
Jamaica	19
Turkiye	19
Uganda	18
Rwanda	16
Haiti	14
Jordan	14
Thailand	13
Ukraine	12
Chile	11
Zimbabwe	11
Japan	10
Albania	9
Eritrea	9
France	9
New Zealand	9
South Africa	9
Morocco	8
Italy	7
Gambia	6
Ireland	6
Mauritius	6
Peru	6
Romania	6
United Arab Emirates	6
Cote d'Ivoire	5
Guyana	5
Singapore	5
Bhutan	4
Egypt	4
Portugal	4
Malaysia	3

Qatar	3
Saudi Arabia	3
Spain	3
Trinidad and Tobago	3
Congo	6
Zambia	3
Afghanistan	2
Antigua and Barbuda	2
Bangladesh	2
Barbados	2
Belgium	2
Cuba	2
Czechia	2
Dominica	2
Ecuador	2
Finland	2
Germany	2
Greece	2
Liberia	2
Netherlands	2
Panama	2
Poland	2
Saint Lucia	2
Serbia	2
Sweden	2
Switzerland	2
Tanzania	2
Tunisia	2
Algeria	1
Other Countries	4
Burundi	1
Cyprus	1
Djibouti	1
Georgia	1
Grenada	1
Mali	1
Mexico	1
Moldova	1

Nicaragua	1
Palestine State	1
Paraguay	1
Russia	1
Slovenia	1
Suriname	1
Syria	1
Uzbekistan	1

Official language of preference	Number of Applicants
English	17879
French	428

Racial identity (optional)	Number of Applicants
Not collected	18307

G. Data Notes

B0-B5 count all registration applications (not applicants) to the General and Extended Classes received in 2024. This is consistent with how we reported in previous years. However, before the 2021 report we also included applications to the Temporary and Emergency Classes. B2 - Applications in progress at the end of the reporting year is a count of all open active General and Extended Class registration applications at the end of 2024 regardless of the year they were received. An application is considered active if any of the following activities have occurred within the past two years: • The applicant meets any of the registration requirements • The applicant submits new documents to CNO • The applicant writes the jurisprudence exam • The applicant registers for or writes the nursing registration exam B3 - Other Countries (4) contains 1 application from each of Bermuda, Curacao, Somaliland, and West Indies.

H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2024. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
Ontario	9284	1	386
Other provinces and territories	794	0	291
United States	151	0	77
Other International	7834	5	2766

I. New Registrants

For the 2024 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants	Number of internationally educated registrants
Full / General/ Independent Practice	18063	7985

J. Data Notes

B7 and B8 are counted at the application level, not the person level. People with more than one application are counted more than once. This is consistent with how CNO reported in previous years. B7 counts the total number of General or Extended Class registration applications closed in 2024. Successful = status granted/registered Unsuccessful = Refused Withdrawn = Withdrawn by applicant, closed due to inactivity or expired. B8 counts the total number of General or Extended Class registrations issued as a result of a

registration application. Applicants who were issued more than one registration will be counted more than once. This is consistent with how CNO reported in earlier years.

K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Ontario	56	0
Other provinces and territories	5	0
United States	0	0
Other International	73	0
Multiple Jurisdictions	0	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
Ontario	1	0
Other provinces and territories	0	0
United States	0	0
Other International	1	0

Multiple Jurisdictions	0	0
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Issues raised in reviews and appeals can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals
1. Conduct	1
2. Evidence of Practice	1

Internationally trained applicants face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. Closed due to inactivity	2005
2. Withdrawn	834
3. Verification of Employment Issue	3

L. Data Notes

B10: Number of internal reviews and appeals processed This is reported at the decision level. This is consistent with how we reported in previous years. We include all RC decision records in the reporting year Number of applicants who sought external review. There were two appeals filed in 2024, both of which are still in process. Number of decisions changed

following external review. No decisions were changed following external review B11 - There were two appeals filed in 2024. B12 - This is reported for internationally educated applicants whose General or Extended Class application was closed due to inactivity, withdrawn or refused. It excludes anyone who already held registration in the General or Extended Class when the application was closed/withdrawn or refused.

Glossary of terms

Applicant: An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

Domestic labour mobility: Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

Internationally educated / trained: An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

Jurisdiction of initial training: For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

Member: An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

Racial identity: Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

Registration requirements: the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

Third party service provider: An external organization that assesses applicant qualifications on behalf of the regulator.