

# **REGISTRAR'S REPORT TO COUNCIL**

**December 7, 2023**

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## **INTRODUCTION**

I am pleased to present the College's fourth quarterly report to Council in 2023. The report is organized around the College's three strategic priorities in the 2018 Strategic Plan, and provides statistics and activity for the third quarter of 2023 (July 1-September 30, 2023). The report also includes updates on recent regulatory and legislative activity, and the College's responses thereto, the staff complement, membership services, investigations and hearings, among others.

## **HIGHLIGHTS OF THIS REPORT**

### **Expedited Certification and Minister's Requests**

On April 17, 2023, the Minister of Education requested regulatory amendments to modernize teacher education and certification processes aimed at achieving various objectives. After a significant amount of work involving all departments across the College, I am happy to report again that the regulatory amendment requested by Council was finalized in July 2023.

While discussed in my last report, these regulatory amendments bear repeating as they make significant changes to how the College operates. The Temporary Certificate was introduced in response to pandemic-related teacher supply issues. Its replacement – the new Transitional Certificate of Qualification and Registration (TCQR) – went live in Ontario Regulation 176/10 (Teachers' Qualifications) on August 30, 2023 and statistics regarding the first certificates issued are contained elsewhere in my report. The Temporary Certificate, which is now closed to new applicants, will be discontinued on December 31, 2023.

The TCQR enables teacher candidates currently enrolled in an Ontario initial teacher education program to gain employment as Ontario Certified Teachers (OCTs) while completing their program. Further information about the TCQR is contained later in my report. Note that the older variation of the TCQR continues to exist but has been renamed the Multi-Session Transitional Certificate.

Changes were also introduced to the College's Fair Registration Practices regulation. When these changes come into effect on December 31, 2023, the College will have new timelines for making a registration decision for all new applicants (Ontario, labour mobility and internationally educated teachers). Of particular note, the College will now have 60 business days to render a decision for internationally educated teachers, down from the previous 120 calendar days.

The College continues to participate in working group meetings with the Ministry and other stakeholders regarding the remaining changes requested in the April 17, 2023 Minister's letter.

### **Sexual Abuse Prevention Program**

#### ***Extended Access***

As requested by members of the teaching profession and suggested by Council, members now have ongoing access to the Sexual Abuse Prevention Program (the Program) after they have successfully completed it. Members and applicants who have yet to complete the Program continue to have full access via the Members' Area on the College website.

### **Compliance Efforts**

The College continues to make every effort to boost the compliance rate among members in good standing. To underscore the importance of compliance and taking a preventative approach, the College has averaged 22 revocations of members' teaching certificates over the past five years for matters related to the sexual abuse of students.

As of September 30, 2023, the Program completion numbers were:

- Completed - 216,254
- Incomplete - 10,017
- To Be Completed - 209 (members who requested and received an extension)

In mid-September the College sent lists of "Incomplete" members to Boards of Education to help them identify OCT employees who have not completed this legally required program. The information provided was the same as what is publicly available on the College's public register (*Find a Teacher*) but provided to Boards in aggregate to promote compliance.

The College is exploring the implementation of administrative suspensions for teachers who do not complete the Program. An administrative suspension will prevent a member from working in publicly funded schools until the Program is completed. More than ever, it is essential for OCTs who have not yet completed the Program to do so immediately.

While the regulation does not permit an exemption from completing the Program, the College has worked with the provider of the Program, the Canadian Centre for Child Protection (C3P), to ensure that accommodations are in place for members and applicants who are unable to complete the Program and final test in their original format. Individuals who require accommodation may access alternative options by contacting C3P via their website: <https://www.protectchildren.ca/en/> or <https://www.protectchildren.ca/fr/>.

### **Increased Employer Reports and Public Complaints**

The College's Intake area continues to receive an ever-increasing number of employer reports and concerns from members of the public with a corresponding increase in the transfer of files to the Investigations Unit. The numbers reflect a growth in complaints and reports related to members' social media use and discriminatory and racist conduct. The numbers show no sign of declining.

The increase in social media use complaints present challenges to Intake, Investigation and Professional Conduct staff and the Investigation Committee because of the volume of files and the issue of members' freedom of expression within the College's regulatory framework. This latter challenge is also faced by the Discipline Committee when there are referrals of these types of files to that committee. More detailed information regarding the Intake and Investigations statistics is set out later in this Report.

### **Scholarship Awards**

The Ontario College of Teachers Scholarship Program awards four \$1,500 scholarships to exemplary students enrolled in a teacher education program in Ontario. This direct financial assistance helps future teachers who have a passion for and dedication to the highest ideals of teaching and who have demonstrated courage and perseverance.

These awards are made possible through donations and are paid directly to individuals according to the Program's criteria. The Program, its investments and the selection process are administered by College staff. The application process is wholly electronic and was conducted between January and August 2023. This year, 131 applications were received and the following recipients were selected to receive this year's awards:

**Joseph W. Atkinson Scholarship for Excellence in Teacher Education**

Named in honour of the College's second Registrar and CEO. Candidates must achieve outstanding academic achievement while demonstrating a high level of preparedness for teacher education.

**Awarded To: Sanya Cardoza, University of Ontario Institute of Technology**

**Brian P. McGowan Scholarship for Resilience**

Named in honour of the College's fourth Registrar and CEO. Candidates must demonstrate resilience in the face of adversity, their tenacity and ability to overcome significant barriers to achieve their academic and social goals to pursue a career in the teaching profession.

**Awarded To: b Wrauley, Nipissing University**

**Ontario College of Teachers Primary/Junior or Junior/Intermediate Scholarship**

Awarded to an Ontario teacher candidate in the Primary/Junior or Junior/Intermediate division. Candidates must demonstrate a high level of preparedness for teacher education through examples of community involvement, background and life experiences.

**Awarded To: Tom Friesen, Wilfrid Laurier University**

**Ontario College of Teachers Intermediate/Senior Scholarship**

Awarded to an Ontario teacher candidate in the Intermediate/Senior division. Candidates must demonstrate a high level of preparedness for teacher education through examples of community involvement, background and life experiences.

**Awarded To: Ana Kraljvecic, York University**

More about each of our deserving 2023 recipients will be published in upcoming editions of *Your College and You (YCA)* and on the College's social media channels.

## **COLLEGE STRATEGIC PRIORITIES**

### **1. Strengthen transparency and accountability**

#### **Annual Meeting of Members**

Promotion for this year's Annual Meeting of Members (AMM) started in mid-September, with stories in both the September and October issues of *YCA* and the September issue of *The Standard*. The virtual AMM took place on October 24, 2023 and a recording of it was posted online for those unable to attend the live broadcast.

#### **Focus on Teaching Survey**

Focus on Teaching: A Survey of Ontario Certified Teachers is a new study that provides information about a variety of aspects of College membership, including employment patterns, teacher attrition and demographic information. Over 16,000 members responded to the voluntary survey, providing the College with a foundation upon which to develop an

expanded study to support the goals and enablers of the College's 2024-2028 Strategic Plan. An overview of the survey report will be presented to Council at its December 7, 2023 meeting.

### **Additional Qualifications**

At its September 27, 2023 meeting, the Standards of Practice and Education Committee approved the revised template for Additional Qualification (AQ) course guidelines. The guideline template provides the framework for development of the 1000+ AQs offered in Ontario. It establishes foundational concepts and required elements that must be addressed within accredited AQ courses and programs. In January 2022, the College introduced a new template for the first time in over a decade. Informed by research and consultation with relevant stakeholders, the new template prioritizes transparency through plain language use and accountability with the introduction of a criterion-based approach to AQ accreditation. Template adjustments were made in Q3 in response to analysis of early implementation feedback. The Committee-approved template will be used for all future AQ guidelines as well as those currently in production. It is available to providers on the AQ Provider Hub.

The College also reviewed and updated eligibility criteria for providers of AQ courses and programs for school and system leadership. Provincial consultations conducted in Q2 of 2023 informed the criteria review, and revised eligibility requirements were defined in Q3. The updated policy names Indigenous institutes among eligible providers of Principal's Qualification Program (PQP), the Principal's Development Course (PDC), Supervisory Officers Qualification Program (SOQP) and Supervisory Officer's Development Qualification Course (SODQC). Provider eligibility is detailed in the Fall 2023 Update [memorandum](#).

Guideline development for the new *Holocaust Education and Countering Antisemitism* AQ course proceeded this quarter following Council's approval to add this AQ to Ontario Regulation 176/10 Teachers' Qualifications. Scholars, researchers, practitioners, subject matter experts and system leaders representing faculties of education, school boards, AQ providers and community organizations from across the province are contributing to the draft guideline. The Friends of Simon Wiesenthal Centre for Holocaust Studies has agreed to contribute to the preface, using content generated during the consultations. This new AQ course aligns with the government's earlier announcement that Ontario would implement a mandatory learning requirement on Holocaust education in the Grade 6 curriculum.

### **Initial Teacher Education Program Reviews**

At its August 10, 2023 meeting, the Accreditation Committee renewed accreditation to programs from the Ontario Institute for Studies in Education at the University of Toronto (OISE/UT), including the addition of a new French as a Second Language component to its consecutive Primary/Junior program.

At this meeting, the Committee also considered program changes brought forward for review by a panel of roster members established by the Chair of the Committee. The Committee confirmed accreditation for the following programs, as modified:

- Queen's University – Consecutive and concurrent programs with areas of study in the Intermediate/Senior divisions – Addition of Health and Physical Education and Social Sciences – General teaching subjects; and

- Tyndale University – Consecutive program with areas of study in the Primary/Junior and Junior/Intermediate divisions, including the Primary/Junior division with a focus on teaching French as a Second Language – Shifting of coursework and practicum earlier in the program to accommodate the Transitional Certificate.

The Committee also received the annual report from l'Université de l'Ontario français on its plan to remove conditions on the accreditation of its consecutive multi-session program of professional education with areas of study in the Primary/Junior divisions.

### **Technological Education Certification Requirements**

College staff continue to consult with stakeholders in consideration of potential amendments to technological education certification requirements. Recent consultations included input from stakeholders including, but not limited to: Faculties of Education offering technological education programs, the Ontario Teachers' Federation and its affiliates, the Ontario Principals' Council, the Council of Ontario Directors of Education, and the Ontario Council for Technology Education. These requirements are being reviewed in order to determine how best to align them with general education certification requirements as well as to understand how any barriers to leadership for technological education teachers may be overcome.

### **Internationally Educated Teacher Bridging Programs**

Certain Faculties of Education have expressed interest in offering programs that ease the transition of internationally educated teachers into the Ontario education system. Accreditation and Membership Services staff met with representatives of Queen's University to discuss their Post-Graduate Certificate for Internationally Trained Teachers. This program helps prepare internationally educated teachers for Ontario's learning environment. The College provided information about accreditation and registration requirements and offered to hold information sessions for the students in the program to facilitate applications for certification.

### **Social Media**

The College's overall social media presence (i.e., X (formerly Twitter), Facebook, LinkedIn, Instagram and YouTube) continued to expand during the third quarter of 2023. Compared to Q2, our total number of followers increased by 3.6 per cent (2,255) to 65,670. The consistent and progressive growth from Q2 to Q3 indicates the College's content is relevant to its target audiences. The Communications team remains committed to leveraging this momentum, continuously refining their methods, and amplifying the voice of the College in the digital space.

From July 1 to September 30, 2023, the total number of inquiries received through social media platforms decreased by 24 per cent, from 221 in Q2 2023 to 174 in Q3 2023. This quarter marked the lowest volume of inquiries since the College initiated its social media monitoring. This achievement is part of a broader trend: a consistent decline in inquiries since March 2022. Adding momentum to this downward trajectory, our Communications team introduced a targeted social media strategy in September 2022, which proactively provides answers to popular questions, thereby contributing to a further reduction in inquiries.

Communications staff continue to monitor and analyze the effectiveness of the College's social media strategy to ensure we are meeting the needs of our audiences and responding to their inquiries in a timely and efficient manner.

Communications continues to highlight the professional development resources offered by the Margaret Wilson Library, such as eBooks, digital magazines and other materials. Since the last report, these resources have received 33,782 views on social media.

### **Digital Newsletters**

Communications tracks and analyzes online data for the College's e-newsletters, including YCAY, which is sent to members and applicants monthly, and *The Standard*, our quarterly publication for the public. Both newsletters have above industry-standard open rates. On average, education-based emails have an open rate of 29 per cent. Through Q3 2023, YCAY had an open rate of 54 per cent for English emails and 59 per cent for French emails. The English open rate decreased slightly by four per cent, while the French open rate increased by two per cent from Q2 2023.

*The Standard* maintained an open rate of 46 per cent for English emails and 54 per cent for French emails, an increase of 17 per cent. The fluctuations in open rates for both newsletters are a regular occurrence with the transition from summer to the start of the school year.

### **Accessibility and AODA Compliance**

Communications works collaboratively with internal staff to ensure that all documents posted on the College website meet accessibility guidelines, as required by the *Accessibility for Ontarians with Disabilities Act* (AODA). The unit also ensures that videos uploaded to the College's YouTube channel meet these criteria.

During the third quarter of 2023, Communications focused on assessing and remediating the following documents and videos to ensure they meet accessibility standards in English and French:

- 2022 Annual Report, Fair Registration Practices Report and Transition to Teaching Report
- Updated Registration Guides
- Holocaust Education Information Session videos
- 2023 Accreditation Resource Guide
- New Transitional Certificate Information Session slide deck

### **Media Inquiries**

The College continues to receive inquiries from alternative media outlets that are following high-profile cases. Answers are provided promptly as part of our commitment to transparency. Questions about College operations beyond investigations and discipline matters were limited this quarter. However, when they do arrive, they are treated as an opportunity to further educate the public about the College's role.

### **Complaint Resolution**

Complaint Resolution (CR) is a process for concluding matters early in the complaint process that leads to a final disposition. Resolving less significant matters through CR is a responsible use of resources, freeing up the Investigations unit's time and resources for more serious complaints. CR panel meetings are conducted electronically and take place in



either English or French, as required.

Single-member panels of the Investigation Committee (IC) held between July 1 and September 30, 2023 adopted 41 CR agreements between members and the College. Panels for the same period in 2022 adopted a total of 11 CR agreements. While the volume of complaints assessed for CR was up by 24 per cent, the number of resolutions was up 260 per cent when compared to the same period in 2022.

Staff assess every complaint for possible suitability for the CR program. As is the case for all IC dispositions, CR outcomes are not made public. However, the member, employer(s), and complainant(s) each receive a copy of the IC's Decision and Reasons, thus creating accountability. CR also allows the College to resolve low-risk complaints more expeditiously, in line with the College's commitment to be both nimble and responsive to members whose conduct has been impugned.

### **Internal Resolution**

Between July 1 and September 30, 2023, staff assessed nine referrals to the Discipline Committee for suitability for prosecution by internal staff (18 for the same period in 2022). Of those nine matters, four (two in 2022) were retained for internal prosecution (44 per cent) and the remainder were transferred to external counsel.

In addition to having carriage of files internally, Professional Conduct continues to provide prosecution, penalty and scheduling instructions to the College's two external legal teams. Staff address novel issues as they arise and help implement legislative changes (e.g., posting members' criminal charges and convictions to the public register, recovery of therapy and counselling costs, etc.).

### **Tribunals**

The Tribunals Unit continues to make improvements to the discipline process to better reflect public expectations, and to this end, has maintained its focus on reducing hearings timelines, implementing process efficiencies, and ensuring that hearings processes are fair and transparent. In Q3 of 2023, staff have, among other things, continued to:

- close hearings files on a weekly instead of monthly basis, to shorten the overall lifespan of a file;
- work with a third-party provider to refine the automated scheduling process used for panel selection of the Discipline and Fitness to Practise Committees; and
- work on a longer-term project to develop publicly available resources (i.e., FAQs) that will provide accessible and transparent information about the hearings process, particularly to inform and assist self-represented OCTs and members of the public in Discipline or Fitness to Practise proceedings.

## **2. Manage risk more strategically**

### **Encouraging Self Service and Reducing Call Volumes**

Since 2022, the Communications and Client Services teams have continued to collaborate to help reduce the number of tickets received by Client Services, primarily by improving the Frequently Asked Questions (FAQ) section on our website. Using a data-driven and analytical approach to make changes and user-driven improvements, the new FAQs launched in May 2023.

Between Q2 and Q3 2023, the number of web tickets dropped by 471, a 32 per cent decline. At the same time, the number of times people viewed our help website went up by 33,671 visits or 41 per cent. These changes are positive and suggest that people are finding the answers they need on our help website, reducing or eliminating the need to reach out for additional support.

### **Investigations**

Three-member panels of the Investigation Committee (IC) met 14 times between July 1 and September 30, 2023. Six of these meetings were a part of the regular schedule, while eight panels were for seized or urgent matters. The panels considered 125 files (40 of those matters were considered by a single member panel of the IC). Seven matters were referred to the Discipline Committee (DC) and no matters were referred to the Fitness to Practise Committee (FTPC). The referral rate to the DC and FTPC was approximately six per cent, which is well within a sustainable referral rate. This rate helps to ensure that only the most serious matters are referred to DC or FTPC which means the resources of those committees are focused on matters that raise issues of protection of children and governing the profession in the public interest.

As noted earlier in this report, the unit continues to receive an ever-increasing number of files referred from Intake. The statistics indicate that this is not a blip or an anomaly but rather is the norm. The College has seen a marked increase in the number of complaints related to social media and racism and discrimination, which partly accounts for the increased numbers. While the unit continues to investigate and the Investigation Committee continues to dispose of complaints at a record pace, the referral rate to DC and FTPC has remained relatively uniform. However, given the sheer number of files that have been transferred to Investigations to date this year, it is to be expected that the volume of files and the nature of the files (e.g., complexity) referred to DC will continue to keep that committee busy in the foreseeable future. The relatively new statutory authority that permits the IC to address capacity matters at the investigations stage does mean that a referral to FTPC will be the exception rather than the rule.

### **Professional Conduct**

The Professional Conduct (PC) unit has continued to manage risk more strategically in 2023 by (a) staying up-to-date with IC precedents when assessing matters for CR suitability, ensuring that resolutions proposed through the CR process are consistent with prior IC decisions and take into account the feedback of IC panel members; (b) pressing forward with hearings using videoconference and electronic document sharing technologies, thereby avoiding delay and reducing the risk of waning attention among participants, and other intervening events (e.g., health issues); and (c) continuing to offer members Undertakings to Resign & Never Reapply in suitable cases, which reduces the need to hold costly and protracted hearings in some cases and eliminates the risk of a sub-optimal hearing outcome.

The PC Unit continues to meet its maximum interval goal of 45 days between CR panel dates. This strategy prioritizes promptness of disposition of matters that are ready for the Investigation Committee's consideration, avoiding delays that may result from waiting for panel agendas to be filled with a minimum threshold of ready cases.

The PC Unit is experiencing historical highs in terms of case numbers, as set out above, with 40 of 126 IC dispositions during the reporting period being reached through CR (32 per cent),

and that rate is climbing. The PC Unit will consider holding additional single member IC panels as necessary to ensure that matters continue to be resolved in a timely fashion.

### **Tribunals**

In Q3 of 2023, staff continued to advance Tribunals' ongoing commitment to Equity, Diversity and Inclusion (EDI) by updating processes and hearings resources to ensure that hearings are held in accordance with Ontario's *Human Rights Code* and are free of harassment or discrimination with respect to any protected grounds. For instance, processes have been improved to capture the phonetic name spelling of hearings participants in order to ensure the respect and dignity of all those who participate in the College's Discipline or Fitness to Practise proceedings. Parties to a proceeding are also now reminded, at the start of a proceeding, that the Panel will not tolerate any harassment or discrimination with respect to the protected grounds under Ontario's *Human Rights Code*.

Tribunals staff have also developed new procedures to dispose of matters before the Discipline Committee more efficiently in cases where the new provisions at subsection 30.2(8) of the *Ontario College of Teachers Act* apply. These new provisions came into effect on June 8, 2023, when Bill 98 received Royal Assent, and permit the Discipline Committee to revoke a member's certificate without holding a formal hearing where (1) the professional misconduct involves the sexual abuse of a student, a prohibited act involving child pornography, or a prescribed sexual act, (2) the member has been convicted or found guilty of an offence under the *Criminal Code* (Canada) for that same conduct, and (3) no further appeal of the member's criminal proceedings is available. Hearings participants will be notified when these new, streamlined processes and related rules of procedure take effect.

## **3. Improve stakeholder engagement**

### **Stakeholder Engagement Events**

In July 2023, the College developed a short video greeting for the International Forum of Teacher Regulatory Authorities conference, advancing and promoting the importance of the College's role as Ontario's teaching regulator.

Accreditation Unit staff continue to work with Indigenous educational organizations interested in offering teacher education programs for and by Indigenous groups. This quarter, meetings have occurred with representatives of the First Nations Technical Institute and the Indigenous Institutes Consortium in order to provide information on the accreditation review process.

In late July, a bilingual group of experienced associate teachers, teacher educators and scholars with a research focus on associate teaching and mentorship assembled to revise the *Associate Teaching* Additional Qualification guideline. Several writing team members provided positive feedback regarding the geographic, linguistic, and experiential diversity of the group.

Every year, staff make presentations to faculties of education to provide teacher candidates with important information to help build awareness and knowledge of the College, the teacher certification process, and the wealth of services and supports available to members of the College. A total of 25 faculty presentations took place in Q3 of 2023.

The College presents to members enrolled in the Principals' Qualification Program (PQP) and the Supervisory Officer's Qualification Program (SOQP) across the province throughout the year. The presentations reinforce the concept and importance of self-regulation, including the College's mandate to operate in the public interest. Staff provide Ontario Certified Teachers with interactive case studies to help them understand and reflect on the Standards of Practice, and Ethical Standards for the Teaching Profession, and the investigations and hearing process from an administrator's perspective. These sessions also provide an opportunity for the College to highlight resources available to administrators to assist them in their roles. College staff conducted four PQP presentations and one SOQP presentation in July 2023.

Also in July, the College made two presentations on ethical decision-making to the Ontario Institute for Studies in Education (OISE) Master of Teaching – Law, Policy & Ethics class.

In August, College staff co-presented an information session with the Ministry of Labour, Immigration and Skills Development, to a group of internationally educated teachers where details on the application process were provided.

In September 2023, representatives from the Investigations and Professional Conduct Department met with the teachers' affiliates and the principals' affiliates in separate meetings. The meetings allowed the Department to provide information, including data and trends, to the affiliates and allowed the affiliates to raise questions or concerns regarding the Department's processes. The meetings foster dialogue between the Department and the profession's affiliates and ensure openness with respect to the Department's processes.

Also in September 2023, Intake and Investigations staff gave presentations to the principals and vice-principals of an Eastern Ontario school board that provided details on recognizing and preventing professional misconduct. The interactive presentation included case studies and focused heavily on the College's various Professional Advisories. These presentations promote understanding of the College's mandate and its processes, and work toward ensuring the safety of all students in the province.

Tribunals' staff continue to provide presentations about hearings processes to university students who are completing their studies in Education, and who attend discipline proceedings from time to time as part of their program requirements.

## STATISTICS

### Human Resources

Recruitment is ongoing as vacancies arise from time to time in the 204 full-time staff positions approved in the 2023 budget. The total staff complement includes regular College staff, staff seconded from school boards and temporary staff as of September 30, 2023.

### Services to Applicants and Members

In Q3 of 2023, Client Services assisted 15,318 clients through various communication channels. Of that number, 10,673 clients received assistance on the same day that they contact the College. The breakdown by communication channel is as follows:

Phone calls	-	10,198
Emails	-	4,310
Callback feature	-	350
Escalated outbound calls	-	178
Reception	-	125
Social Media	-	97
Outreach sessions	-	60

In the third quarter of 2023, the volume of answered calls was 10,198. On average, a client waited in the queue 1.42 minutes, which is a significant improvement over the 31.51 minutes for the same timeframe in 2022. The total number of abandoned calls was 661 (5%) for this reported period compared to an abandon percentage of 34% in 2022.

A call back feature was launched in August 2023 and 350 clients elected to take advantage of this function. The feature offers our clients the opportunity to either wait for a live agent or enter their phone number for a call back from us when it is their turn in the call queue. The call back option has been well-received by our clients who continue to offer praise for the feature. Comments included, “having this feature was such a relief as I could go back to the classroom and continue my work until you called me back” and “what a great idea-got my callback and a great service from your team.”

Client Services Assistants assisted 4,310 clients by email, down from 17,882 in the third quarter of 2022. The volume of emails received is considerably reduced for reasons including the redesign of the College website to successfully redirect traffic from emails to our FAQs page and Client Services’ promotion of self-serve options such as the upload portal for documents.

Client Services staff assisted 97 clients whose enquiries were received by social media, down from 208 for the same period in 2022. We continue to see a significant reduction in the number of social media enquiries for the same reasons cited above, as well as a corporate communication strategy that provides consistent answers to common questions.

Certification outcomes, new members:

CERTIFICATES ISSUED		
Certificate Type	Language of Teaching Qualifications	July 1-Sept. 30, 2023 (Q3)
Certificate of Qualification and Registration	English	946
	French	89
Temporary Certificate of Qualification and Registration	English	42
	French	0
Multi-session Transitional Certificate of Qualification and Registration (renamed on August 30, 2023 to Transitional Certificate of Qualification and Registration)	English	71
	French	13
Transitional Certificate of Qualification and Registration (introduced on August 30, 2023)	English	22
	French	0
<b>TOTAL</b>		<b>1,183</b>

For the third quarter of 2023, the total number of certificates issued decreased by 31%. The Temporary Certificate issuance was largely responsible for this decrease, with a total of 599 issued in the first quarter and 42 issued in the second quarter. As the Temporary Certificate was an emergency measure that was introduced as a response to the COVID-19 pandemic, this initiative will end on December 31, 2023.

AVERAGE CERTIFICATION TIMELINE BY APPLICANT TYPE (Q3 2023)			
Applicant Type	July 2023	August 2023	September 2023
Ontario	Same day	Same day	Same day
Labour Mobility	24 days	30 days	26 days
International	162 days	120 days	114 days

The average certification timeline represents the number of calendar days from the date the College is in receipt of all required documents to the date the certification decision was issued. For the third quarter of 2023, the average certification timeline for labour mobility applicants remained consistent and within the legislated timeline of 30 business days outlined in the *Fair Access to Regulated Professions Act*. During Q3 of 2023, the certification timeline continued to decrease for internationally educated teachers.

EXPEDITED LICENSURE LIST		
	Language of Teaching Qualifications	July 1– Sept. 30, 2023 (Q3)
Received a Certificate of Qualification and Registration or had a certificate converted	English	34
	French	6
<b>TOTAL</b>		<b>40</b>

The table above shows the numbers of individuals who received an initial certificate or had an expiring certificate converted to a permanent one.

## Member Statistics

Status	Sept. 30, 2023	Sept. 30, 2022
Inactive/Non-Practising	254,014	247,545
Good Standing	226,174	223,614
Expired	21,488	21,524
Cancelled – Resigned	3,176	3,197
Revoked	490	463
Cancelled	265	265
Suspended – Interim	89	90
Suspended	20	20
<b>Total</b>	<b>505,716</b>	<b>500,680</b>

## Margaret Wilson Library

In Q3 of 2023, members borrowed 9,705 items versus 9,142 items in the same period the previous year (including eBooks). Library staff interactions with members totalled 478 in the third quarter of 2023 including in-person, by email or phone and via the College web portal.

In July, Communications created a short video on “How to place holds for library materials.” These short, closed-captioned videos meet our minimum AODA standards for compliance and are also informative to members in their search for education resources.

## Standards of Practice and Accreditation

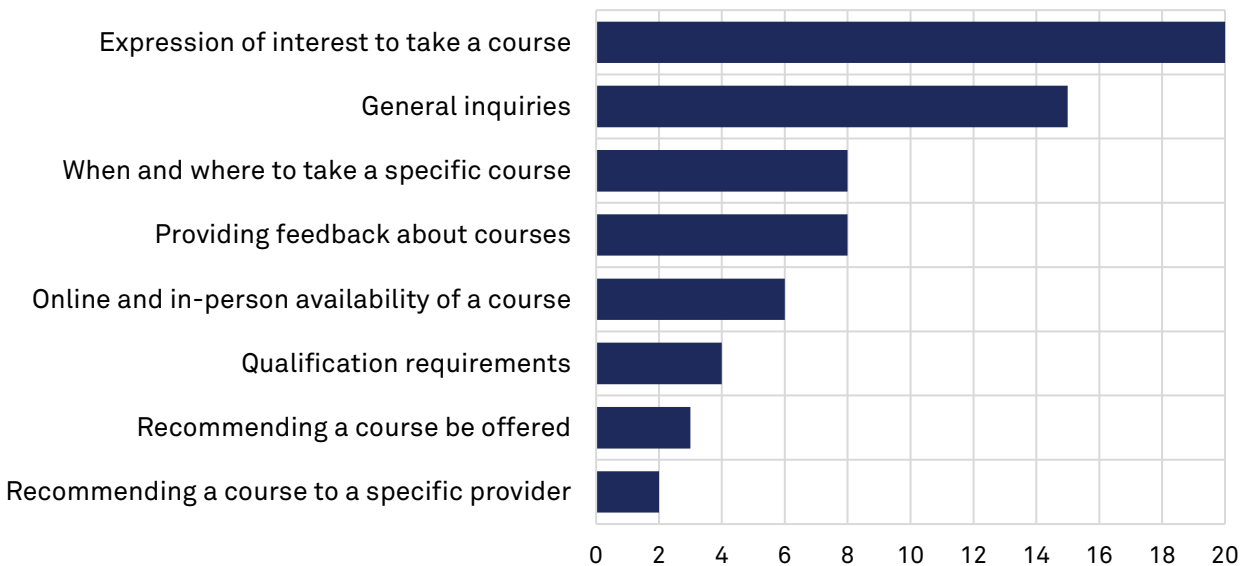
### In-Service Teacher Education

Description	July 1-Sept. 30, 2023 (Q3)
Accreditation: Submitted Additional Qualification Courses	54
Courses Accredited	41
Governance Reviewed	1
Draft Guidelines posted to website	34 (EN:17, FR:17)
Final Guidelines posted to website	8 (EN:42, FR:4)

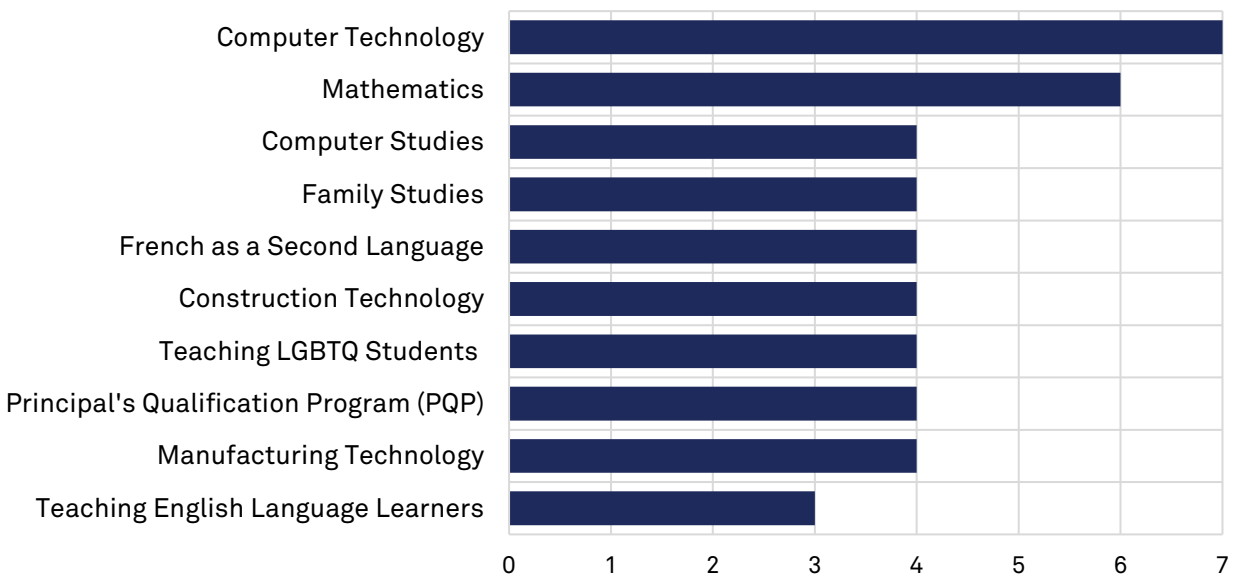
### Find an AQ Feedback Analysis

For the third quarter of 2023, a total of 66 inquiries (46 English, 20 French) were received via the web portal, as detailed in the charts below:

### Nature of Find an AQ Inquiries



### Top AQ Course Inquiries





## Initial Teacher Education Decisions

Section 18 Initial Accreditation or Renewal of Accreditation	Section 19 Review, Addition to Program	Section 21 Substantial Change to Program
<p><b>Ontario Institute for Studies in Education of the University of Toronto (OISE)</b></p> <p>General accreditation granted to:</p> <ul style="list-style-type: none"> <li>Consecutive program of professional education with areas of study in the Primary/Junior, Junior/Intermediate and Intermediate/Senior divisions, leading to a Master of Teaching degree</li> <li>Consecutive program of professional education with areas of study in the Primary/Junior divisions, leading to a Master of Arts in Child Study and Education degree</li> </ul> <p><b>Decision rendered: August 10, 2023</b></p>	<p><b>Ontario Institute for Studies in Education of the University of Toronto (OISE)</b></p> <p>Addition to program, accredited:</p> <ul style="list-style-type: none"> <li>Areas of study in the Primary/Junior divisions with a focus on teaching French as a Second Language, leading to a Master of Teaching degree or a Master of Arts in Child Study in Education degree</li> </ul> <p><b>Decision rendered: August 10, 2023</b></p>	<p><b>Queen's University</b></p> <p>Substantial change to programs, accredited:</p> <ul style="list-style-type: none"> <li>Consecutive program of professional education with areas of study in the Primary/Junior and Intermediate/Senior divisions, including the Primary/Junior divisions with a focus on teaching French as a Second Language, leading to a Bachelor of Education degree</li> <li>Concurrent program of professional education with areas of study in the Primary/Junior and Intermediate/Senior divisions, including the Primary/Junior divisions with a focus on teaching French as a Second Language, leading to a Bachelor of Education degree</li> </ul> <p><b>Decision rendered: August 10, 2023</b></p> <hr/> <p><b>Tyndale University</b></p> <p>Substantial change to programs, accredited:</p> <ul style="list-style-type: none"> <li>Consecutive program of professional education with areas of study in the Primary/Junior and Junior/Intermediate divisions, including the Primary/Junior divisions with a focus on teaching French as a Second Language, leading to a Bachelor of Education degree</li> </ul> <p><b>Decision rendered: August 10, 2023</b></p>

## Investigations and Professional Conduct

The College's complaints and discipline functions are carried out by the Investigations and Professional Conduct department, which consists of three units: Intake, Investigations and Professional Conduct.

### Intake

Description	2023 (Q3)	2022 (Q3)
<b>Origin of Concerns for New Intake files</b>		
- Member of the public	82	58
— Secretary of Board – Teacher Performance Appraisal <sup>(1)</sup>	1	0
- Member of the College	13	8
- Registrar (including employer notifications)	135	118
- Minister of Education	0	0
<b>Total New Intake files</b>	<b>230</b>	<b>184</b>
- Resolved at Intake <sup>(2)</sup>	72	56
• Employer notifications resolved at Intake	14	10
- Transferred to Investigations Unit <sup>(2)</sup>	163	118
- Active Intake files	135	72
<b>Therapy and Counselling Funding Program</b>		
- New applications	3	0
- Applications approved	0	0
- Applications denied	0	0
- Applications being processed at end of reporting period	3	1

<sup>(1)</sup> Reports related to resignation or termination as a result of unsatisfactory teacher performance appraisal.

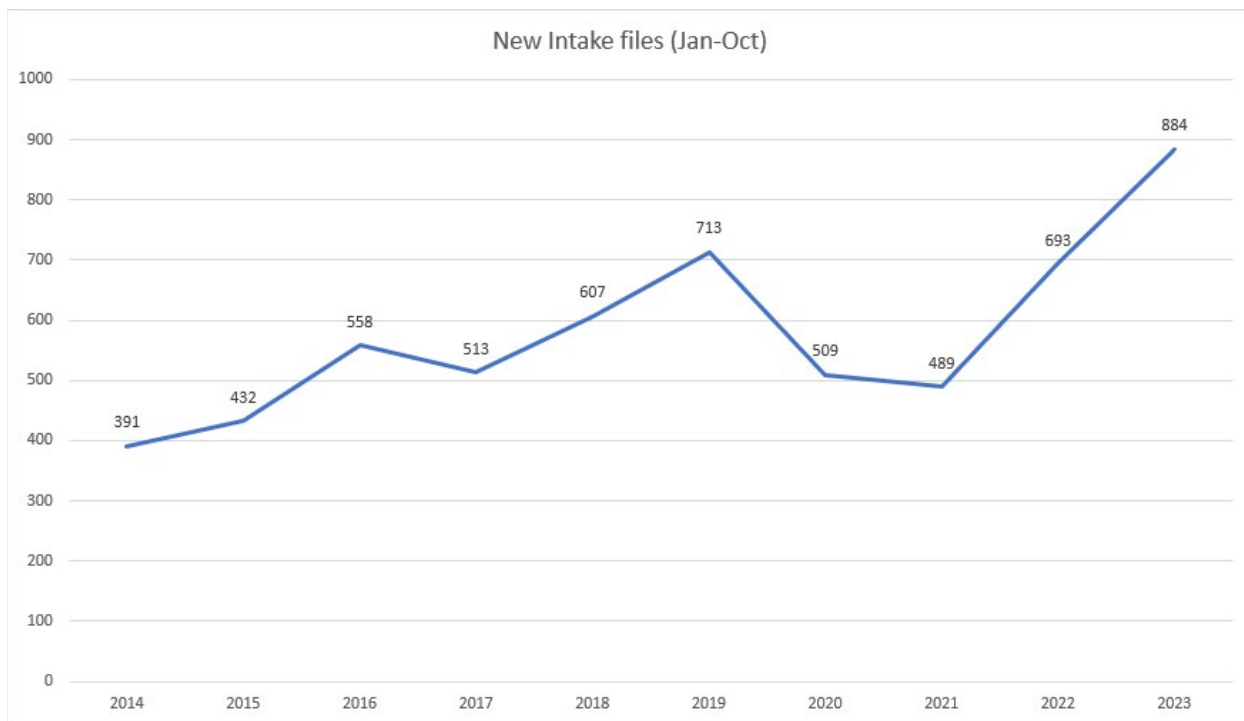
<sup>(2)</sup> The number of Intake files noted as “Resolved at Intake” and “Transferred to Investigations Unit” in this chart may have been received by the College in a previous reporting period. The number of matters resolved or closed during a reporting period will therefore not match the number of new files received during the same period.

Between July 1 and September 30, 2023, Intake received approximately 150 telephone calls and email inquiries. The vast majority of calls to Intake are resolved on the day they are received.

In addition to addressing concerns by telephone and email, Intake completed the processing of 235 formal expressions of concern and employer notifications in Q3 of 2023. Intake processing timelines were as follows:

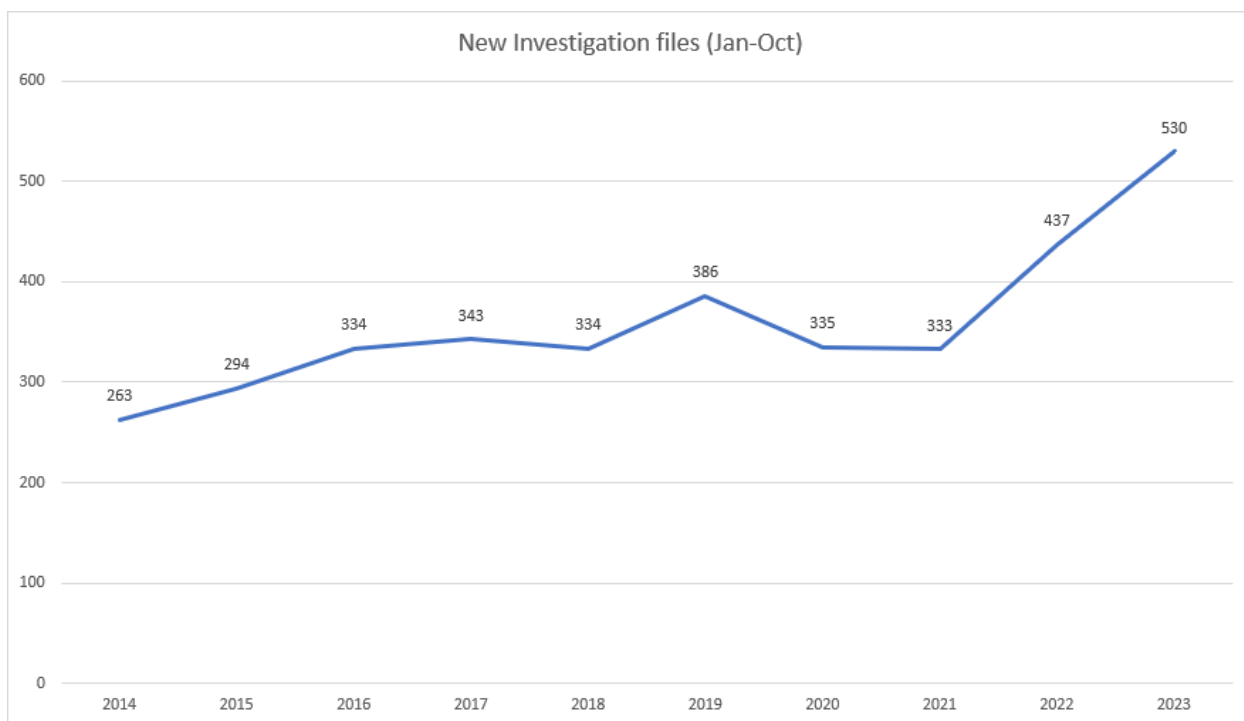
- Files completed in under 30 days – 173
- Files completed in 30 to 60 days – 14
- Files completed in over 60 days – 48

The chart below reflects the year-over-year increase in new Intake files:



### Investigations

The table below reflects the year-over-year increase in new Investigation files:



The following is a summary of the disposition of cases concluded by panels of the Investigation Committee in the third quarter of 2023 compared to the same period in 2022.

<b>Disposition of Cases</b>	<b>July 1-Sept. 30, 2023 (Q3)</b>	<b>July 1-Sept. 30, 2022 (Q3)</b>
Referred to Discipline Committee under subsection 26(5)(a)	7	18
Referred to Discipline Committee under subsection 26(9) – Direct Referral	0	0
Referred to Fitness to Practise Committee under subsection 26(5)(a)	0	0
Admonishment in person under subsection 26(5)(c)	8	10
Written admonishment under subsection 26(5)(d)	2	6
Caution in person under 26(5)(c)	2	2
Written caution under subsection 26(5)(d)	7	1
Advice under subsection 26(5)(d)(i)	9	3
Reminder under subsection 26(5)(d)(i)	2	2
Remedial training or education under subsection 26(5)(d)(ii)	2	n/a
Not referred following an investigation and no further action taken under subsection 26(5)(b)	23	16
Refused to investigate: not related to professional misconduct or incapacity under subsection 26(2)(a), OR, frivolous, vexatious, abuse of process, manifestly without substance or made for an improper purpose under subsection 26(2)(b) (Request for Direction)	15	17
Undertaking to Resign under subsection 26(5)(d)	4	1
Undertaking – Medical	3	1
TPA Undertaking under subsection 26(5)(d)	0	2
Complaint resolution under subsection 26(5)(d)	40	19
Coursework	1	0
<b>Total</b>	<b>125</b>	<b>98</b>

The total number of files considered by the Investigation Committee does not include files that were abandoned or withdrawn. In Q3 of 2023, 15 files were abandoned or withdrawn.

## **Policy, Governance and Tribunals**

### **Registration Appeals**

The Registration Appeals Committee is a statutory committee established under the Act that is objective, fair and transparent. The Committee reviews and makes decisions on appeals from applicants who were not granted College certification/membership or who were granted certification/membership with terms, conditions or limitations.

Between July 1 and September 30, 2023, panels of the Registration Appeals Committee met three times and heard four cases. The following table shows the appeals received and decisions rendered in Q3 of 2023 and for the same period in 2022:

<b>Registration Appeals</b>	<b>July 1-Sept. 30, 2023 (Q3)</b>	<b>July 1-Sept. 30, 2022 (Q3)</b>
Appeals received	6	8
Decisions rendered	2	5

## Tribunals

### Hearings Schedule

For up-to-date information regarding upcoming Discipline hearing dates, please refer to the College website's hearing schedule: <https://www.oct.ca/public/complaints-and-discipline/hearing-schedule>. Fitness to Practise hearing dates are not displayed on the College website because they are presumptively closed to the public.

### Discipline Committee Dispositions

The following is a summary of the dispositions from the 13 concluded discipline hearings in Q3 of 2023. Where a disposition included multiple sanctions (e.g., (1) reprimand; (2) terms, conditions or limitations; and (3) suspension), only the most severe sanction ("suspension" in this example) is recorded below.

Disposition of Cases – Discipline Committee	July 1-Sept. 30, 2023 (Q3)
Revocation	6
Suspension	6
Reprimand	1
Resigned – Cancelled	0
Terms, Conditions or Limitations	0
Withdrawal of Notice of Hearing	0
Not Guilty	0
Reinstatements denied	0
Reinstatements granted	0
<b>TOTAL</b>	<b>13</b>

### Fitness to Practise Committee Dispositions

No Fitness to Practise hearings concluded in Q3 of 2023.

### Cumulative Volume of Open Hearings Files

The cumulative number of open hearing files at the end of Q3 2023 (September 30) for the Discipline Committee and Fitness to Practise Committee is summarized below:

2023	2022	2021	2020	2019
85	99	176	305	301

### Key data relating to the volume and nature of the work of the Discipline and Fitness to Practise Committees during Q3 of 2023

- There were **85 open hearings files** at the end of Q3 of 2023. This represents a **61% decrease** from the average cumulative volume of open hearings files at the end of Q3 from the previous four years (220.3 files).
- **13 hearings were concluded** in Q3 of 2023. A matter is considered to be concluded after the hearing has ended, and the panel has issued its Decision and Reasons. This represents a **51% decrease** from the average number of concluded matters (26.8) in Q3 of the previous four years.

- **21 panel days** were spent holding hearings, deliberation sessions, or pre-hearing conferences in Q3 of 2023. The amount of time spent conducting the work of the Discipline and Fitness to Practise Committees (21 days) was **34% lower** than the Q3 average during the previous four years (32 days).
- **6 days** were spent conducting **contested** Discipline and Fitness to Practise proceedings (i.e., hearings and/or motions) in Q3 of 2023. This represents a **41% decrease** in the number of contested proceeding days compared to the Q3 average during the previous four years (10.3 days).
- **13 uncontested proceedings** were heard in Q3 of 2023. This represents a **45% decrease** compared to the Q3 average during the previous four years (23.5 uncontested proceedings).
- **2 pre-hearing conferences** were held in Q3 of 2023. This represents a **50% decrease** from the Q3 average during the previous four years (4 pre-hearings).

### Analysis

When analyzing the above hearings data, it is important to note that quarterly data is inherently limited, given the relatively short reporting period. Five-year trends are considered in order to establish a proper baseline.

The data for Q3 of 2023 generally shows that this was a slower than usual quarter for the Discipline and Fitness to Practise Committees. Volume is down in every category over this three-month period. While this data will be monitored over the coming quarters to determine if it is the beginning of a new trend, this does not appear to be the case when analyzing the year-to-date data.

Year-to-date data (i.e., Q1 to Q3 of 2023) is more consistent with recent trends. Notably, the volume of contested proceedings remains exceptionally high (up 58% compared to Q1 to Q3 averages over the previous four years) and the volume of uncontested proceedings remains significantly lower than usual (50% lower than Q1 to Q3 averages over the previous four years). The amount of time spent conducting the work of the Discipline and Fitness to Practise Committees from Q1 to Q3 of 2023 is 11% lower than the averages over the previous four years.

It is similarly noteworthy that the cumulative volume of opening hearings files has decreased significantly from its highs in 2019 and 2020 (> 300 open files) to its current level of 85 at the end of Q3 of 2023. Considerable efforts have been made by the Prosecutions' and the Tribunals' teams over the past few years to conclude a high volume of open files within expected timelines, and to bring the cumulative volume down to its current levels. As there is currently a high volume of complaints and investigations files (a proportion of which will be referred to the Discipline or Fitness to Practise Committees), it is anticipated that the number of open hearings files will begin to increase again. This trend may be exacerbated if the increase in long, complex contested hearings continues, as these files consume significantly more time and resources than uncontested ones.

Staff will continue to closely monitor these and related trends to determine whether the Q3 data represents the beginning of a new trend at Tribunals or is simply an outlier (possibly related to a return to more normal summer holiday schedules following the pandemic). For instance, one promising trend appears to be that, despite the very high caseload before the Investigation Committee, its referral rate to the Discipline or Fitness to Practise Committees

has recently been significantly lower than in previous years. This may be related to processes that allow the Investigation Committee to resolve matters at an earlier stage, including permitting members (in appropriate cases) to enter into an undertaking to resign and never reapply (prior to any referral to discipline); the relatively new legislative provisions that allow the Investigation Committee to order that a member undergo an independent medical examination, which may in turn reduce the number of referrals to the Fitness to Practise Committee and the Investigation Committee's new power to require a member to complete remedial education or training. Such early intervention is desirable as it ultimately leads to the timelier resolution of matters, without sacrificing fairness or public protection, and while conserving costly judicial resources.

I trust this information will be of assistance to you and look forward to any questions or comments you may have.

Linda Lacroix, OCT  
Registrar and Chief Executive Officer