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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

Chartered Professional Accountants of Ontario (CPA Ontario)
 Charles Lamnam, VP Public Policy and Public Affairs
 clamnam@cpaontario.ca

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

No,

Description of change/improvement that would impact fair registration outcomes:

N/A

Q3

Assessment of qualifications

No,

Description of change/improvement that would impact fair registration outcomes:

N/A

Q4

Timelines for registration, decisions and/or responses

Yes,

Description of change/improvement that would impact fair registration outcomes:

CPA Ontario is tracking and ensuring that our timelines comply with FARPACTA.

Q5

Registration and assessment fees

No,

Description of change/improvement that would impact fair registration outcomes:

N/A

Q6

Resources for applicants

Yes,

Description of change/improvement that would impact fair registration outcomes:

In June 2022, CPA Ontario held a Meet Your Regulator education session for students. This session was designed to ensure students understand their education pathway to membership and their regulatory obligations, while answering common questions. Students had the opportunity to ask those responsible for overseeing those components of the student program direct questions. The session was recorded and is available for students on CPA Ontario's website.

Q7

Changes to internal review or appeal process

Yes,

Description of change/improvement that would impact fair registration outcomes:

In 2022, CPA Ontario implemented a change to improve the appeal process. The Rules of Practice and Procedure were amended to reduce the time for the Registrar to provide the record of determination from 45 days to 30 days, allowing for matters to be heard more expeditiously.

Q8

Access by applicants to their records

No,

Description of change/improvement that would impact fair registration outcomes:

No changes were made. Members can continue to access, correct, or update their personal information in CPA Ontario's records through CPA Ontario's portal.

Q9

Mutual recognition agreements

Yes,

Description of change/improvement that would impact fair registration outcomes:

In 2022, CPA Canada began re-evaluating several agreements that were due to expire within the period. As a part of this process, these agreements were extended beyond their expiry date in order to maintain the pathway to membership for eligible applicants while equivalency is being assessed and the agreements are reviewed. A Mutual Recognition Agreement (MRA) with one accounting body outside Canada (CPA Ireland) sunsetted in 2022. This agreement was a legacy agreement signed by a legacy body prior to unification of the CPA profession in 2015 and was due to expire after five years. Members of this accounting body continue to have a pathway to membership with CPA Ontario under this agreement by way of the "Member of an Accounting Body Outside Canada" category. Applicants continue to be eligible for various exemptions from some student requirements. This has not significantly impacted volumes, as only four applications from CPA Ireland have been received since 2014. In addition, CPA Ontario continues to maintain a MRA with CA Ireland, which facilitates labour mobility for those who hold that designation.

Q10

Training and resources for staff regarding registration

Yes,

Description of change/improvement that would impact fair registration outcomes:

CPA Ontario provided training to its staff in the Registrar's Office, Customer Service Centre, and the Finance department on the pathways for Internationally Trained Accountants to membership. The goal of this training was to improve overall service levels and administration efficiency. The session was recorded for those unable to attend and for new staff as they are onboarded. As part of CPA Ontario's Equity, Diversity, and Inclusion (EDI) strategy to strengthen inclusive leadership capabilities through a culture of continuous learning, staff are given regular opportunities to attend live training sessions hosted by external subject matter experts. Recent examples include learning sessions around National Day for Truth & Reconciliation, International Day for People with Disabilities, Black History Month, Asian Heritage Month and Pride Month. Through CPA Ontario's partnership with the Canadian Centre for Diversity and Inclusion, staff are also provided with access to on-demand resources such as webinars and a knowledge repository.

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Q11

Relationship with third party service provider(s)

No,

Description of change/improvement that would impact fair registration outcomes:

N/A

Q12

Accreditation of educational programs

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

N/A

Q13

Technological or digital improvements

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

N/A

Q14

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

All tribunal members at CPA Ontario participated in a training module in December on bias in decision-making and how to guard against it. All new members also took a five-day adjudication course, which included modules on self-represented parties and anti-bias training. Under the direction of the new Vice-President, Equity, Diversity & Inclusion, CPA Ontario developed a three-year strategy to advance three key EDI objectives. The first is to harness the strengths of a diverse workforce internally through an organizational culture of belonging. The second is to continue building a profession representative of the communities it serves. And third is to advance equity-deserving groups within their communities. CPA Ontario continued to foster an inclusive workplace culture through equitable practices. Our employee-led EDI Working Group supported further inclusion within CPA Ontario through learning sessions and consultation forums. CPA Ontario continued to collect voluntary demographic information on an anonymous basis from members and students on their gender identity, race/ethnic identity, 2SLGBTQ+ identity, and disability identity. Demographic data from members and students is critical to supporting the strategic direction of CPA Ontario's equity, diversity, and inclusion initiatives. The CPA Ontario Foundation, which supports the educational success of aspiring CPAs facing barriers to pursuing their goals, began a partnership this year with Pathways to Education to engage in long-term mentoring and tutoring at Pathways Program Ontario locations. The CPA Ontario Foundation has also created bursary programs this year -- Black Student Success and Indigenous Student Success -- awarded on the basis of demonstrated financial need. Through these bursaries, 10 post-secondary institutions in Ontario will receive funding over the next two years to support aspiring CPA students.

Q15

Organizational structure

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

CPA Ontario made important changes to its senior leadership team in 2022, adding the role of Executive Vice-President and Chief Communications and Sustainability officer, with Equity, Diversity & Inclusion (EDI) as part of that portfolio. A new Vice-President, Equity, Diversity & Inclusion was also hired. These positions focus on identifying and removing barriers to creating a more diverse and inclusive workplace which, in turn, helps CPA Ontario organization better understand and improve EDI within the member and student population.

Q16

Contingency or continuity of operations plans

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

CPA Ontario's Business Continuity Plan is updated on an ongoing basis to ensure that the Plan remains current and is responsive to future scenarios. The Plan maps out key processes and business interruption scenarios covering three broad categories: 1) Technology: Inability to use or access technology. 2) Facilities: Long-term lack of access to facilities that requires CPA Ontario and other workers (including contractors and vendors) to work remotely for a protracted period of time. 3) People: Key people not being available to deliver a service. CPA Ontario's preparedness guided us in ensuring that there was no material business interruption to our registration processes and other operations during the pandemic.

Q17

Documentation requirements for registration

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

N/A

Q18

English / French language proficiency testing

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

N/A

Q19

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

- 1 **In June 2022, CPA Ontario held a new session in its Meet Your Regulator education series for students in the CPA program and aspiring students, including Internationally Trained Accountants. This session was designed to ensure students understand their education pathway to membership and their regulatory obligations, while answering common questions. Students had the opportunity to ask those responsible for overseeing those components of the student program direct questions. The session was recorded and is available for students on CPA Ontario’s website.**
- 2 **More than 100 female internationally educated professionals joined CPA Ontario for the inaugural Dare to Disrupt Women’s Conference in March 2022. The Own Your Future Conference and Career Fair catered to internationally educated professionals in accounting, finance and business interested in launching their career in Canada. More than 700 registrants attended over two events.**
- 3 **CPA Ontario made changes to our internal systems to track newly established FARPACTA timelines. We continue to monitor any additional questions we are receiving and assess whether additional system changes are needed.**

Q20

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

- 1 **A key challenge is ensuring an appropriate assessment of good character for applicants. It is vital that the Registrar has full disclosure of discipline, regulatory and criminal proceedings that an applicant has faced. While information is provided by applicants in relation to their past conduct, it is sometimes difficult to obtain supporting documentation in relation to such potential conduct issues. CPA Ontario continues to work with applicants to obtain records of proceedings to assess suitability for admission.**
-

Q21

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No,

Other (please specify):
CPA Ontario does not require Canadian work experience for applicants for Membership.

Q22

QUANTITATIVE SECTION The following quantitative 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. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,

Other (please specify):
N/A

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	57314
Total Female	43230
Total Non-binary	12
Gender not provided	323
Overall Total	100879

Q24

In relation to your members: Do you collect race-based data?

Yes,

Other (please specify):
CPA Ontario began collecting demographic information from members in 2021 and continues to ask members to voluntarily self-identify their gender identity, racial/ethnic identity, 2SLGBTQ+ identity, and disability identity. Answers to these optional questions form part of our equity, diversity, and inclusion initiatives to learn about the demographics of our members and help identify and address any systemic issues. Members are provided with assurance that demographic information will only be shared in limited circumstances and only in aggregate form.

Q25

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):
CPA Ontario collects various data such as age, residence, and educational background (university name, degree, and country), as part of the application to confirm their designation in their home jurisdiction.

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Q26

Do you plan to collect race-based data in the future?

Yes,

If yes, please indicate the type::

Consistent with questions asked in 2021 and 2022, we are asking members to voluntarily self-identify in terms of their: 1) Gender identity, 2) Racial/ethnic identity, 3) 2SLGBTQ+ identity, and 4) Disability identity.

Q27

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	100879
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
All other classes	0
Overall Total	100879

Q28

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	90633
Other Canadian Provinces and Territories	4365
USA	780
Other Countries	5101
Multiple and/or Unspecified Jurisdiction	0
Total	100879

Q29

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	United Kingdom - 3090
2	USA - 780
3	India - 731
4	South Africa - 484
5	Hong Kong - 181
6	Pakistan - 155
7	Australia - 144
8	Ireland - 64
9	Philippines - 64
10	New Zealand - 39
11	Zimbabwe - 37
12	Sri Lanka - 18

Q30

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	1549
Total Female	1525
Total Non-binary	0
Gender not provided	154
Overall Total	3228

Q31

In relation to the applications, you received: Do you collect race-based data?

No

Q32

Do you collect other identity-based or demographics data?

Yes,
If yes, please indicate the type: :
Identity-based/demographic data such as home accounting body and addresses for communications.

Q33

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

47

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Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	2431
Number of Applicants Licensed/Certified	2430
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	276
Number of applicants fully licensed/certified	276
Average Time to Process Application in Weeks from First Point of Applicant Contact	5
Average Time to Process Application in Weeks from Receipt of all Required Documents	3

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Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	443
Number of applicants fully licensed/certified	427
Average Time to Process Application in Weeks from First Point of Applicant Contact	20
Average Time to Process Application in Weeks from Receipt of all Required Documents	10

Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	1176
Number of applicants fully licensed/certified	1176
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q41

Please provide any additional comments you may have for questions 33-41.

USA applications are included in responses to questions that do not specifically request those applications be excluded.

Question 39 totals are included within Question 34, as it is not a separate membership pathway.

Regarding Question 35, the Chartered Professional Accounting provincial and territorial bodies across Canada expect applicants to become members in the province in which they reside, prior to accessing the certificate-to-certificate (labour mobility) pathway.

Q42

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	India - 139
2	United Kingdom - 104
3	Hong Kong - 99
4	USA - 78
5	South Africa - 36
6	Pakistan - 13
7	Australia - 11
8	Philippines - 11
9	Ireland - 6
10	Zimbabwe - 5
11	Nigeria - 4
12	Mexico - 3

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

3209

Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	3077
3 months – less than 6 months	65
6 months – less than 12 months	57
12 months – less than 18 months	10
18 months – less than 24 months	0
24 months and greater	0

Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

133

Q46

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	101
3 months – less than 6 months	24
6 months – less than 12 months	5
12 months – less than 18 months	1
18 months – less than 24 months	1
24 months and greater	1
TOTAL	133

Q47

Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1- December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

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Q48	Ontario	0
Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q49	Ontario	0
Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	0
	Other International	0
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	0

Q50	Ontario	3
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	Other Countries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	3

Q51	Ontario	0
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	2
	Other Countries	10
	Multiple and/or Unspecified Countries	0
	TOTAL	12

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Q52

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	3
OtherCountries	13
Multiple and/or Unspecified Countries	0
TOTAL	16

Q53

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	1
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	1

Q54

List the top three reason for appeals (by percentage) of a registration decision

- | | |
|---|--|
| 1 | All were due to a failure to meet the eligibility requirements of the Mutual Recognition Agreement (MRA). |
|---|--|
-

Q55

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

- | | |
|---|---|
| 1 | The applicant did not meet eligibility requirements of the Mutual Recognition Agreement (MRA). |
| 2 | The applicant did not satisfy good character requirements. |
-

Q56

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

- | | |
|---|---|
| 1 | The applicant did not satisfy good character requirements. |
|---|---|
-

Q57

Please provide any additional comments you may have:

Please note that CPA Ontario has made the following assumptions in its responses:

- 1) For the Quantitative questions, the USA population was removed only if the question specifically asked to separate out the USA population. For all other questions, the USA population is included in the international counts.

 - 2) With regards to application information, CPA Ontario has provided information related to those entering into membership with our organization. No student registration information has been provided. This is consistent with the approach used in last year's responses. Any variation in quantitative information, compared to responses prior to 2021, is due to the non-inclusion of the student registration information. It was previously provided under those questions.

 - 3) Answers that have N/A (Not Applicable) have not been missed. Those questions contain requests for data for structures that CPA Ontario does not have or that are not applicable. For example, in relation to tiered membership, CPA Ontario does not have a tiered membership structure. For some responses, the numeric "0" was used as the survey platform would not accept N/A.

 - 4) For Question 35, the result of zero is based on the regulatory structure of CPA bodies across Canada. Students apply in the province they reside in and do not apply to other provinces, as they are able to easily move from province to province under our labour mobility framework.

 - 5) For questions that asked about timelines measured in weeks, the survey only accepts whole numbers. As a result, weekly timelines were either rounded up or down as appropriate. Therefore, the limitation of the survey input mechanism means that the numbers provided are not a precisely accurate measurement of timelines.
-