

BRIEFING NOTE

TO: Board of Directors

FROM: Quality Assurance Committee

DATE: December 5, 2023

SUBJECT: 24.0 Accreditation Policy

☒ For Decision

☐ For Information

☐ Monitoring Report

Purpose:

To determine whether to approve proposed changes to the Quality Assurance Committee's (QAC) Continuing Education (CE) Accreditation Policy.

Background:

The Accreditation Policy outlines the process and criteria by which the QAC will recognize CE as "accredited" activities. The accreditation process strives to ensure that high quality continuing education is available for all opticians. Accreditation indicates that the accreditation team reviewed the material and determined it to be optician specific and contain an acceptable amount of related content to facilitate optician engagement in the Quality Assurance Program.

Accreditation of an activity does not indicate College endorsement of any products, services, or companies associated with the accredited activity.

The Accreditation Policy was updated in 2020 to include a more rigorous review of course content to ensure the material is evidence based, that the creator of the material relied on objective, neutral and reliable sources, and that the primary purpose of the activity would be the advancement of professional competency and scientific knowledge rather than being for the purpose of endorsing a specific product or brand.

For Consideration:

At its meeting November 8, 2023, the Committee considered:

- feedback gathered from CE providers about the Accreditation Policy and processes.
- the fact that Standard 8: Refraction and the Refraction Designation rescinded.

Key features of the proposed policy changes include:

Policy or Guideline	Concern(s) Identified	Considerations and Recommendations
Availability of CE activity to all opticians	<ul style="list-style-type: none"> • What does this achieve? • Is there a gap between opticians working in different environments? • Is this enforced? If so, how? 	<ul style="list-style-type: none"> • Regardless of whether an activity is available to all opticians, it provides education. • Some resources are under-utilized as they have not been accredited. • Opticians that are required to complete an activity with their employer are at a disadvantage as the material has not been accredited. • This has not always been consistently enforced and is very difficult to enforce. • The activity must meet all criteria of the policy which ensures that it is an organized, evidence-based activity that will contribute to the advancement of professional competency. • <i>It is recommended that this be removed from the policy</i>
Use of Logos	<ul style="list-style-type: none"> • Inconsistency (e.g., College presentation contains logos on every slide) • Why is this a concern? • How does a logo affect the content of a presentation? 	<ul style="list-style-type: none"> • The policy does not contain criteria related to the use of logos. However, current guidelines approved by the Committee around criteria 7, state that there can be a logo on the first and last slide only. • Other criteria of the policy ensure that the presentation is not an advertisement for a specific company or product. • <i>It is recommended that this be removed from the guidelines.</i>
Other modes of distance learning e.g., podcast	<ul style="list-style-type: none"> • How would you verify that it has been listened to? • How do you verify content? 	<ul style="list-style-type: none"> • The provider must submit a detailed outline of what is being discussed and/or reviewed during the podcast

		<p>and information related to all speakers.</p> <ul style="list-style-type: none"> Providers must have a means to verify that the podcast was listened to (e.g., a test or, a way to monitor how much of the podcast was played) <i>It is recommended these criteria be added to the policy</i>
Scholastic Category	<ul style="list-style-type: none"> Registrants completing a post-secondary program related to opticianry are actively engaging in professional development. 	<ul style="list-style-type: none"> Opticians must successfully complete the course to receive verification of completion. Continuing Education hours can only be claimed in the year in which they were obtained, they cannot be carried over. <i>It is recommended that criteria be added to the policy</i>
Accreditation Categories	<ul style="list-style-type: none"> Standard 8: Refraction and the Refraction Designation were rescinded by the Board at the October 2, 2023, meeting 	<ul style="list-style-type: none"> Category definitions have been updated and the EG/CL/RF category has been eliminated.

The proposed updates to the policy are included as Appendix A.

Public Interest Considerations:

Continuing education in a variety of modalities and topics from a variety of sources will ensure that opticians maintain competence and keep abreast of the new products, technologies, research, services, and industry and/or regulatory standards.

Diversity, Equity, and Inclusion Considerations:

The committee agreed that not granting accreditation to material that is not available to all opticians (e.g., continuing education available through the workplace) but otherwise meets all criteria of the policy may be considered a barrier by registrants.

The Board should consider whether there are any other DEI considerations arising from the proposed updates to the policy.

Recommendations/Action Required:

The Quality Assurance Committee recommends that the Board approve proposed updates to the Accreditation Policy.

Quality Assurance Committee

Continuing Education Accreditation Policy

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INTRODUCTION

As set out in the Regulations¹, the College of Opticians of Ontario's (the College) Quality Assurance program consists of Continuing Education (CE) designed to promote the continuing competence and continuing quality improvements of optician registrants. The Quality Assurance Committee (QAC) is responsible for administering the Quality Assurance (QA) Program and determining which CE activities achieve the objectives of the program.

This policy outlines for CE providers the process and criteria by which the QAC will recognize CE as "accredited" activities. The QAC accredits CE solely for the purpose of ensuring that high quality CE is available in order to facilitate registrant engagement in the QA Program. Accreditation of CE does not indicate College endorsement of any products, services or companies associated with the accredited activity.

¹ RHPA, s80.1(a) and O.Reg 219/94 8 (1)i

Accreditation Process and Criteria

The QAC will consider requests for CE accreditation in the following delivery formats:

- live presentations (e.g., seminars, lectures, workshops)
- live-broadcast presentations (e.g., webinar)
- distance learning (e.g., internet, podcasts, videos, print)
- Scholastic courses and programs

The following process and criteria apply to the accreditation of CE activities in **all** delivery formats:

1. The activity must be an organized, evidence-based program that will contribute to the advancement of professional competency and scientific knowledge in the practice of opticianry, and be designed to reflect the educational needs of registrants.
2. CE providers must identify the competencies covered within the activity (see NACOR Appendix or [National Competencies](#) for Canadian Opticians, 4th Edition).
3. Course content must be presented in an objective manner.
4. Course content must not include any material considered discriminatory under the *Ontario Human Rights Code* and/or unprofessional.
- ~~5. —Accreditation will only be granted to activities that are available to all registrants of the College.~~
- ~~6-5.~~ CE providers must demonstrate that they have relied upon objective, neutral and reliable sources to support the course content (see Appendix 1A, Accreditation Checklist).

- ~~7.6.~~ CE content must have as its primary purpose the advancement of professional competency and scientific knowledge in the practice of opticianry, and must not primarily be for the purpose of endorsing a specific product or brand.
- ~~8.7.~~ Requests for accreditation must be accompanied by an accreditation request form and the accreditation review fee. The accreditation fee is non-refundable, regardless of the QAC's accreditation decision, and is charged in accordance with the College's by-laws and the review timeline requested by the provider².
- ~~9.8.~~ New CE accreditation requests must be substantially different from any previous CE submission by the same provider.
- ~~10.9.~~ The CE provider must ensure that all material submitted to the QAC for accreditation is an exact copy of what is actually presented to registrants.
- ~~11.10.~~ An acceptable CE presenter must be either: a) a *registered* optician, medical doctor, optometrist; b) an instructor at a recognized academic institution; or c) have at least five years of work experience in their field of specialization.
- ~~12.11.~~ An acceptable CE presenter must not engage in conduct or behaviour that is unprofessional and/or discriminatory.
- ~~13.12.~~ Accreditation granted by the QAC applies for three years from the date the activity is accredited.
- ~~14.13.~~ CE providers shall supply registrants who participate in accredited CE activities with verification of attendance documentation³ which serves as evidence of successful completion of the CE activity.
- ~~15.14.~~ The CE must be approved as accredited by the QAC at the time the course is offered (i.e. the QAC will not back-date any accreditations).
- ~~16.15.~~ The promotion and advertising of CE seminars and conferences must adhere to the criteria as outlined below.

From time to time, as it deems necessary, the QAC may consult qualified third-party professionals to determine whether a CE activity meets the criteria.

² ~~The Standard Accreditation Review Fee will be waived for CE activities that meet the following criteria:~~

- ~~1.—The activity was granted accreditation by the QAC between October 1, 2017 and October 1, 2020;~~
- ~~2.—The activity would have been eligible for a one-time renewal of three additional years under the policy as it was at the time of initial accreditation; and~~
- ~~3.—The request for accreditation is accompanied by payment of the Accreditation Renewal Fee set out in the by-laws.~~

³ Previously referred to as a "Credit Slip"

Professional and Anti-Discriminatory Expectations

In accordance with criteria 3 required of all accredited CE activities, presentation material must not contain any unprofessional or discriminatory content. This includes any content or material that discriminates against, diminishes, or demeans a person or group based on their identity, such as race, ethnicity, gender identity and expression, sex, sexual orientation, age, language, ability levels or physical appearance.

Any unprofessional and/or discriminatory material identified in an accreditation request will be brought to the attention of the continuing education provider for revision prior to any accreditation decision being made by the QAC.

In addition, the QAC expects all CE presenters to act in a professional manner at all times during the presentation of an accredited activity. CE presenter behaviour will be monitored as outlined in the ongoing accreditation monitoring section of this policy. Any unprofessional or discriminatory actions by a CE presenter may result in the activity's accreditation being reviewed, suspended and/or rescinded.

The QAC reserves the right to determine what material and/or presenter behaviour is considered ~~classified as~~ unprofessional or discriminatory.

Live and Live-Broadcast Presentations Criteria

In addition to the requirements for all CE, the following criteria are specific to CE that is delivered in-person (e.g., seminars, lectures, workshops) or by live-broadcast (e.g., a webinar presented “live” online via Zoom or other such platform ~~webinar~~):

1. CE in this category must consist of a minimum actual presentation time (not including set-up or question and answer period) as follows:

Presentation Time	Question and Answer Period	Value Awarded
At least 25 minutes	5 minutes	½ hour
At least 50 minutes	10 minutes	1 hour
At least 80 minutes	10 minutes	1 ½ hour
At least 110 minutes	10 minutes	2 hours

2. Submissions must include:

- A biography or curriculum vitae submitted for every presenter
- a complete copy of all media that will be presented (e.g. PowerPoint presentation, videos, etc)
- ~~1. • complete information about how the CE provider will endeavor to make the CE available to all Ontario opticians.~~

3. In the case of a **practical workshop**, submissions must include_:

- A list of all of the equipment that is to be used
- A list of the individuals that will provide instruction or guidance at each workstation.
- An outline of what will be achieved

- 2.4. In the case of a **live-broadcast**, submissions must include: information satisfactory to the QAC about how optician participation will be tracked (e.g. monitoring registrant log-in/log- out, optician participation in chat forum, etc.)

Distance Learning Criteria

In addition to the requirements for all CE, the following criteria are specific to CE that is delivered via distance learning formats (e.g. internet, videos or previously recorded presentations, print, podcasts):

1. CE in this category must consist of written course material that is a minimum of 2000 words or 50 minutes of audio content. Every 2000 words or 50 minutes of audio content will be considered for 1 accredited CE hour.
2. Submissions must include: a detailed description outlining the proposed course content; and a means of assessing optician participation in the CE activity (e.g. a test). Any assessment must contain materials that accurately reflect the activity's content. ~~The submission must also include complete information about how the CE provider will endeavor to make the CE available to all Ontario opticians.~~
3. Opticians engaging in distance learning CE must achieve a minimum score of 70% on any assessment in order to receive the verification of attendance documentation.

Scholastic

In addition to the requirements for all CE, the following criteria are specific to CE that is delivered via a post-secondary educational institute (e.g., continuing education courses offered through an accredited post-secondary school) or other means

1. Submissions must include:
 - a course outline including a description and learning outcomes,
 - reference materials
 - prescribed texts, if applicable
 - modes of evaluation
 - Length of course in hours
2. Opticians engaging in post-secondary continuing education must successfully complete the course to receive verification of completion.

Changing Delivery Format

Should the provider wish to change a CE Activity from one format to another, the material and any additional requirements for the new format must be re-submitted for review by the QAC.

Verification of Attendance Documentation Requirements

Verification of attendance documentation ensures that opticians are able to accurately track completion of their own CE activities, and are able to provide evidence to the College about their compliance with the QA program requirements.

CE providers must ensure that a registrant has actually attended or participated in 80% of the CE in order to issue the registrant a verification of attendance document.

All CE providers are required to supply opticians with verification of attendance documentation upon satisfactory completion of accredited CE. CE providers may design their own documentation, provided that it contains the following information:

1. The full name, College registration number, and signature of the optician who participated in the activity;
2. The title of the activity and the accreditation activity number assigned by the College;
3. The name of the CE provider, the name of the CE provider's representative, along with their signature and contact information.

CE Provider Records

The College encourages CE providers to maintain and ensure the availability of attendance records to opticians and the College. The College would recommend that CE providers retain records for a period of 6 years.

Ongoing Accreditation Monitoring

To ensure the quality, accuracy, and professionalism of CE after the materials have been accredited by the QAC, the College may send a representative to attend an accredited activity to ensure presentation content is consistent with the original submission and that presenters are acting in a professional manner at all times while presenting accredited activities. If any inconsistencies between the submission and the presentation are observed or where unprofessional and/or discriminatory content is identified, the QAC will provide the CE provider with notice of its concerns and ask for a resolution. In some cases, the QAC may suspend the accreditation granted until all concerns are resolved.

Where serious concerns present themselves or where a CE provider is unable to rectify any concerns identified by the QAC, the QAC may provide the CE provider with notice of its intention to rescind the accreditation. The QAC reserves the right to suspend accreditation during the notice period. The CE provider will be given at least 30 days to resolve the concerns to the QAC's satisfaction. If the concerns are not resolved by the end of the notice period, the QAC will rescind the accreditation and notify the CE provider.

Promotion and Advertising of Accredited CE

CE providers of accredited activities offered in Ontario are encouraged to make reasonable attempts to notify all opticians in Ontario of the availability of their CE activities. It is recommended that promotional materials include:

- information about the educational objectives of the CE
- the target audience
- the name of the presenter and their credentials
- a complete description of the steps the optician must take to successfully complete the CE

Accreditation Categories

The QAC will accredit CE activities for the following categories:

1. **Eyeglasses (EG):** Content may include, but is not limited to: fabrication, fitting techniques, and emerging technology related to eyeglasses.

2. **Contact Lens (CL):** CE content may include, but is not limited to: fabrication, fitting techniques and emerging technology related to contact lenses.
3. **Eyeglass/Contact Lens (EG/CL):** CE content may include, but is not limited to: ocular anatomy; physiology of the eye; the visual pathway; ocular structures and systems; pharmacology and impact on dispensing to patients; accommodation and visual acuity evaluation (including ophthalmic instruments used to evaluate visual acuity); ocular motility; visual anomalies and the impact on dispensing to patients; low vision evaluation and dispensing; and patient management.
- ~~4. **Eyeglass/Contact Lens/Refraction (EG/CL/RF):** CE content may include, but is not limited to: ocular anatomy; physiology of the eye; the visual pathway; ocular structures and systems; pharmacology and impact on dispensing to patients; accommodation and vision acuity evaluation (including ophthalmic instruments used to evaluate visual acuity); ocular motility; visual anomalies and the impact on dispensing to the patient; low vision evaluation and dispensing; and patient management.~~
- 5.4 **Professional Growth (PG):** CE content may include but is not limited to topics associated with professional practice such as patient relations, regulatory updates, health and safety, jurisprudence, communications, economic trends to adapt to change, business management, CPR & first aid courses.

Accreditation Decisions

The QAC may approve, defer, or refuse accreditation.

The QAC may defer making a decision about accreditation if it believes additional information is required, in which case, the QAC will require the submission of outstanding information within 15 days. A second review fee will not be charged.

The QAC may refuse accreditation to a CE activity if the activity is deemed insufficient, in terms of either its quality, content or in its duration, or if the QAC determines that the CE does not comply with the accreditation criteria.

In cases where the QAC refuses accreditation, it will provide the CE provider with reasons for the refusal. The CE provider may request a review of the QAC decision in writing within 30 days of receipt of notice that the QAC has refused accreditation. The review is subject to a non-refundable accreditation review fee