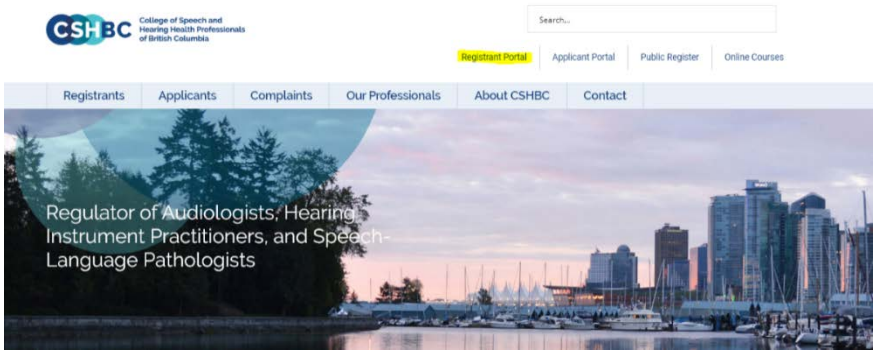
College of Speech and Hearing Health Professionals of British Columbia

FREQUENTLY ASKED QUESTIONS | *CSHBC Registration & Certified Practice Certificate Renewal 2021*

This document provides quick and easy reference to the most frequently asked questions during the registration renewal period.

1. I'm renewing my registration and/or certified practice certificate(s) online, but I'm having problems logging in.

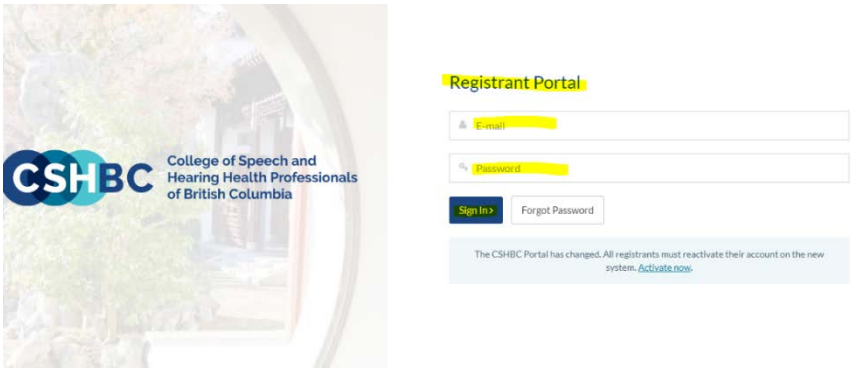
Navigate to our website, and then click **"Registrant Portal"** on the top of the page.



If you have activated your registrant account, enter your e-mail and password, then click **"Sign In"**.

- **E-mail --** the primary email address that you used to activate your account
- **Password** – if you've forgotten your password, you can always click on **"Forgot Password"** and a new temporary password will be sent to your email address (please check your junk box if you don't receive it in your inbox).

If you have not activated your registrant account, click **"Activate now"** in the Registrant Portal page to activate your account, then repeat the above step.



2. Where do I renew my registration and Certified Practice (CP) certificate(s)?

When you have logged into the Registrant Portal, you can navigate from the Dashboard to the registration and CP certificate pages of the portal via the left-hand menu, as follows:

If you cannot see the Registration Renewal page, this will be because you are not a current registrant, or you are blocked from renewing your registration. The most common reason for this is if you are a new registrant who has not yet completed the mandatory Jurisprudence and/or Client Consent courses. Therefore, if you are a new registrant and cannot see the Registration Renewal page, please ensure you have completed the mandatory courses before contacting the College. For information about completing the courses, see the Notice to the Professions on the subject.

On the Registrant Portal Dashboard itself, you will see the status and expiry date of each of your CP certificates. When you click into the Certified Practice Renewal page, you will see the same list of your CP certificates, along with an option to renew any CP certificate currently eligible for renewal. Note that if you have not reported 4 Continuing Competency Credits (CCCs) for your expiring CP certificate, you will not have the option to renew it. A red box will be present informing you of this (see question 9 for more information about reporting CCCs for CP certificates), as follows:

In this example, the registrant in question can renew Certificate K(b). However, the option to renew Certificate F is not available due to the required CCCs not having been reported. Certificate H(b) is not eligible for renewal as it does not expire until 2024.

3. I am going on maternity leave / medical leave / going to be away for an extended period of time -- what are my registration renewal options?

If you will not be practicing during the **2021/2022 registration year**, but wish to remain a registrant of CSHBC, you have the option to renew in the Non-practicing registration category, with a renewal fee of $275.

However, if you return to practice within the 2021/2022 registration year, you will need to apply to change your registration status back to Full registration status and pay pro-rated Full registration fees for the remainder of the year. Change of status applications entail a number of steps, which may include providing additional information and documentation (such as a verification of registration from another regulatory body, proof of your entitlement to work in Canada, proof of your professional liability insurance, and/or proof that you meet the CSHBC Quality Assurance requirements). Therefore, if there is a strong possibility that you will practice prior to March 31, 2022, then you may wish to consider renewing as Full **before March 31, 2021**.

Please note that Full, Conditional, and Non-practising registrants must obtain **Continuing Competency Credits (CCCs)**. In addition, to convert back to Full registration status, Non-practising registrants must demonstrate that they meet the **Practice Hours Requirement**. There are no exceptions.

4. I am currently a Non-practising registrant but intend to practise in the 2021/2022 registration year – can I change my status at registration renewal?

Yes – on your registration renewal application you can indicate that you wish to renew as a Full registrant. All renewals from Non-practising registrants applying for Full registration are reviewed by CSHBC staff, and additional information and documents may be required (such as a verification of registration from another regulatory body, proof of your entitlement to work in Canada, proof of your professional liability insurance, and proof that you meet the CSHBC Quality Assurance requirements). As such, if you are planning on changing your status at registration renewal, we strongly recommend that you submit your renewal application by **March 1, 2021** to allow time for your application to be processed.

IMPORTANT: Submitting your renewal application does not mean that your change of status will be granted automatically. You must wait for written confirmation from the College that your application has been approved. Once approved, your Full registration status will be valid from April 1, 2021. If you intend to practise before the end of the current registration year, you must complete a status change request in the Registrant Portal.

5. What happens if I miss the March 31, 2021 registration renewal deadline?

If you fail to renew prior to **midnight, March 31, 2021**, and you still wish to renew, you have a 30-day late renewal period to renew your registration by **April 30, 2021** before your registration is cancelled.

- **Late Renewal -- April 1, 2021 to April 30, 2021**

Applicants who renew their registration from April 1, 2021 to April 30, 2021 are considered late renewal applicants.

IMPORTANT: If you have applied for late renewal, you cannot practise until your application has been approved (see "Failure to Renew, Unlawful Practice, & Unlawful Use of a Reserved Title" below). Applications for late renewal received after April 30, 2021 will not be accepted. Late renewal applicants must pay a late renewal fee of $250, in addition to regular renewal fees.

- **Cancellation of Registration & Reinstatement -- May 1, 2021 to June 30, 2021**

If you fail to renew prior to midnight, April 30, 2021, and you still intend to practise, you must apply for reinstatement. Applications for reinstatement are accepted between May 1, 2021 and June 30, 2021.

IMPORTANT: If you have applied for reinstatement, your registration has been cancelled and you cannot practice until your application has been approved (see "Failure to Renew,

Unlawful Practice, & Unlawful Use of a Reserved Title" below). Applications for reinstatement received after June 30, 2021 will not be accepted. Reinstatement applicants must pay a reinstatement fee of $500, in addition to regular renewal fees.

- **Cancellation of Registration & Former Registrants**

If you did not renew or reinstate before the deadlines, you are considered as a **"Former registrant"**.

When you wish to return to practice, you will be required to apply under section(s) 82 and/or 85 of the College Bylaws. You will need to meet all current registration requirements before your application will be approved and you can resume practice. This may pose issues for former registrants who first registered with the College under previous, lest stringent registration requirements (for example, if you have not passed an approved entry-to-practice exam, you will need to do so before you can regain Full registration).

- **Failure to Renew, Unlawful Practice, & Unlawful Use of a Reserved Title**

Practicing or using any of the reserved titles set out under the Speech and Hearing Health Professionals Regulation, BC Reg 3300/300, without renewing your registration will be unlawful practice and/or unlawful use of a reserved title.

The College actively enforces against unlawful practice and use of a reserved title as part of its legislated public protection mandate. The College may take regulatory action against anyone who engages in unlawful practice or use of a reserved title.

6. What happens if I miss the March 31, 2021 deadline to renew my Certified Practice (CP) certificate(s) that expire on that date?

Registrants failing to renew their CP certificate(s) must cease engaging in the relevant certified practice(s); continuing to perform these activities would constitute unlawful practice. In addition, such registrants must not indicate that they hold the certificate(s) which has/have expired.

CP certificate reinstatement – April 1 to 30, 2021

Registrants failing to renew their CP certificate by March 31st may apply to reinstate it during the 30-day reinstatement period (i.e., by April 30th). Registrants must pay a reinstatement fee of $50 per certificate.

Registrants who apply for reinstatement of a CP certificate after March 31st are not legally entitled to perform the relevant activity(ies) in BC until they receive notification from CSHBC that their application has been approved. Applications for CP certificate reinstatement received more than 30 days after the certificate was cancelled will not be accepted. After more than 30

days, registrants must re-apply for the relevant CP certificate under section 91 of the CSHBC Bylaws.

7. What are the renewal requirements?

The CSHBC registration and certified practice certificate renewal requirements are defined in the CSHBC policy Registration & Certified Practice Certificate Renewal Requirements. Registrants should review this policy in full, and note:

- To renew with Full or Conditional registration status, registrants must have the required professional liability insurance in place.

Registrants who first registered with the College between **April 1 and June 28, 2020** must complete the *Jurisprudence* online leaning module -- until they have done so, they will be unable to renew.

Registrants who first registered with the College **on or after June 29, 2020** must complete both the *Jurisprudence* and the *Client Consent* online learning modules to be eligible for renewal.

Registrant with fines and/or levies payable to the College will be unable to renew until they have been paid.

8. Do I need to report my CCCs and practice hours at renewal?

No – this year there will not be an option to enter your Continuing Competency Credits (CCCs) and practice hours in your renewal application. Registrants can report CCCs separately, on the CCC page in the Registrant Portal. At least 4 CCCs must be reported for each CP certificate being renewed (see question 9, below, for more on this).

Practice hours reporting is not yet available; CSHBC is currently working with our systems administrator to develop this function and will advise all registrants when this is available.

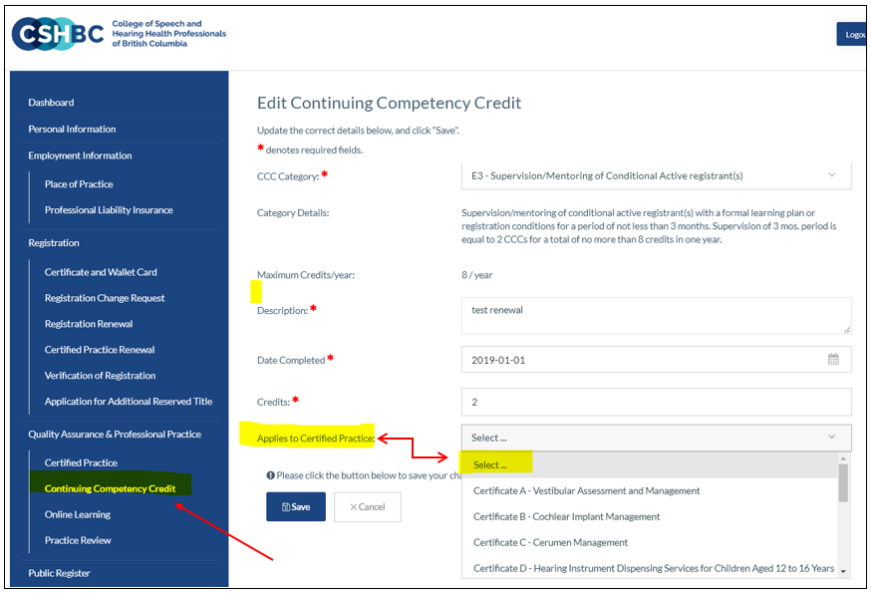
Note that the reporting deadline for CCCs and practice hours is not until **December 31, 2021**. CSHBC will ensure the relevant reporting functions are up and running well in advance of this deadline.

For more information about the CCC and practice hours requirements, please review the Quality Assurance & Professional Practice section of the CSHBC website.

9. How do I allocate CCCs to my CP certificates?

To be eligible to renew a CP certificate, registrants must report at least 4 CCCs that relate to that certificate. These CCCs must have been completed during the current life cycle of the certificate.

CCCs are reported in the Registrant Portal. When reporting CCCs, registrants indicate the relevant date of completion, and may assign the CCCs to a CP certificate by using the "Edit Continuing Competency Credit" function, as follows:



10. I have more than 1 Certified Practice (CP) – what renewal fees will I be charged?

The maximum renewal fee for Certified Practice (CP) is $50, even if you hold more than 2 CPs.

11. What if my employer is paying for my registration renewal?

All registrants are responsible for renewing and paying for their registration online. It is up to the employers and their employees to resolve any reimbursement arrangement.

12. Is there an installment plan for paying registration renewal fees this year?

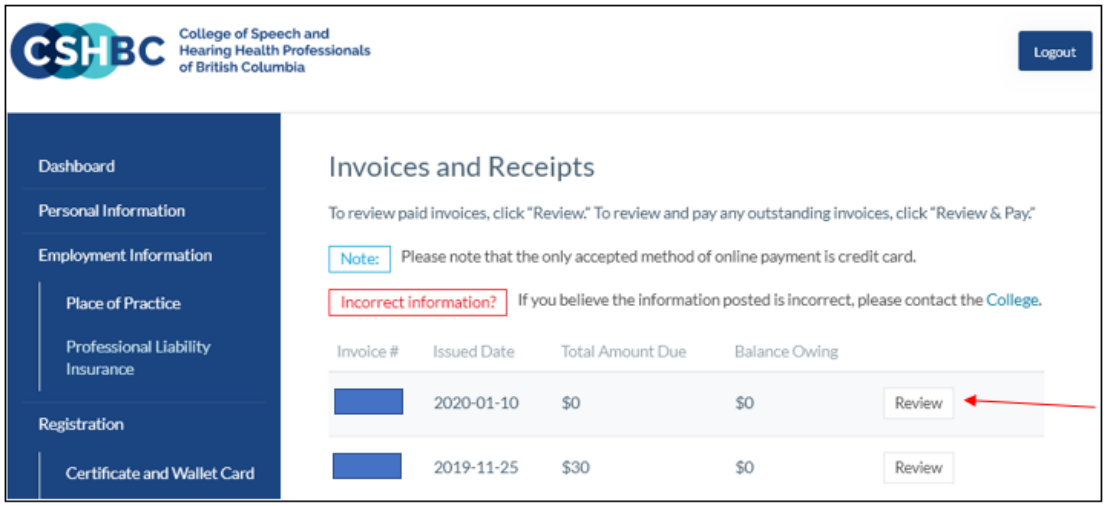
Unfortunately, no. The impacts of the COVID-19 pandemic were unprecedented. Given that a state of emergency was declared just two weeks prior to the College's 2020/2021 registration renewal deadline, the College's Registration Committee passed a one-time emergency

resolution that same day to allow registrants to pay 2020/2021 renewal fees under an installment plan, to assist them in meeting the financial challenges of practice disruptions and the general lockdown related to COVID-19. The Committee's one-time emergency resolution was only possible under an emergency order issued by Government. The CSHBC Bylaws have no provision for an installment plan.

While the vast majority of registrants fulfilled their professional responsibility by paying their fees on time despite the challenges, a small but relatively significant number did not. This resulted in a significant administrative burden to the College. As a small non-profit entity with a single revenue source, the annual budget development and approval process under an installment plan is untenable.

13. I need to obtain my tax/credit card receipt.

Invoices and Receipts are available from the **Main Menu of your Registrant Portal**. Login and click on **"Invoices and Receipts"** from the Main Menu on the left side of the registrant dashboard page. Click **"Review"** of each invoice to view the detail of individual receipt.



14. I got an email reminder from the College – can I check to see if I have renewed my registration or CP certificate?

There are **several ways to check your registration and CP certificate renewal status**.

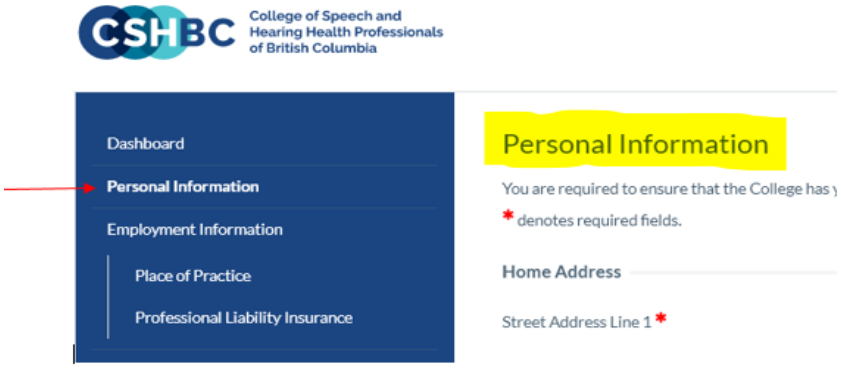
If you can see your registration expiry date is "2022-03-31" or your CP certificate expiry date is March 31, 2024, through any of the Registrant Portal sections listed below, your renewal has been successful:

- Reserved Titles and Status of your Registrant Dashboard

- Public Register from your Main Menu
- Certificate and Wallet Card

15. How do I change my contact information?

Pursuant to the CSHBC Bylaws, it is the responsibility of all registrants to ensure that their registrant profile information is current. Only registrants can update their profile information, by logging in **Registrant Portal** and clicking on **Personal Information** from the **Main Menu** on the left side of the registrant dashboard page.



16. What is my Registration Number?

Your registration number is available from the Registrant Dashboard page of your Registrant Portal.

17. How often am I required to apply for a Criminal Records Check (CRC)?

The *Criminal Records Review Act* requires that all regulated health professionals, including registrants of CSHBC, undergo a criminal record check (CRC). CSHBC facilitates the CRC on behalf of the Ministry of Public Safety and Solicitor General's Criminal Records Review Program.

A CRC is required at initial registration, and every five years thereafter. Registrants provide their ongoing consent for repeat CRCs during the initial application process. When your CRC is due to expire, you will be required to pay a $28 CRC fee. CSHBC is statutorily required to collect this fee on behalf of the Ministry of Public Safety and Solicitor General and does not retain any of these funds.
For more information about CRCs, visit the Criminal Record Check for Registrants webpage.

18. I just joined the College within one year, do I need to renew now?

Yes. The College's registration year begins **April 1st and ends March 31st**. Your initial registration fee was pro-rated and will expire on **March 31, 2021** as all registrants.