



FREQUENTLY ASKED QUESTIONS | *CSHBC Continuing Competency Credit (CCC) requirement*

December 7, 2021

The following provides answers to common questions about CCCs.

1. What are the modules in the QAPP program for ensuring competency?

The QAPP program modules include the following:

- The [practice hours](#) requirement specifically looks at whether registrants have practiced their profession(s) in a three-year period. This ensures public trust that registrants have recent practice.
- Reporting of [continuing competency credits](#) (CCCs) ensures that registrants are keeping current in their knowledge.
- Participation in performance-based [practice reviews](#) ensures that professional and clinical standards are being met in practice.
- [Practice Consultations](#), which provide free and confidential practice consultations and support.

2. What authorizes CSHBC to require CCCs?

The College's Quality Assurance & Professional Practice Committee administers the QAPP program, including the Practice Hours module, pursuant to the *Health Professions Act* (HPA) and the CSHBC Bylaws. [Section 16 of the HPA](#) stipulates that CSHBC has an obligation to:

- Establish, monitor, and enforce standards of practice to enhance the quality of practice and reduce incompetent, impaired, or unethical practice amongst registrants.
- Establish and maintain a continuing competency program to promote high practice standards amongst registrants.

[Sections 159 and 162 of the CSHBC Bylaws](#) prescribe CCC and deficiency plan requirements.

3. Have there been changes to the CCC requirement for those with multiple professions?

Yes. Under the current CSHBC Bylaws that came into force June 29, 2020, the Continuing Competency Credit (CCC) requirement for registrants registered in multiple professions has changed.



As outlined in the [Continuing Competency Credits section \(159\) in the Bylaws](#), when a registrant is registered in more than one profession, in addition to completing and reporting the required 45 CCCs for the first profession before the end of a three-year cycle, the registrant must also complete and report an additional 15 CCCs for a second registration and another 15 CCCs for a third registration.

4. This cycle (January 2, 2019 ~ December 30, 2021) was part way through when the changes came into effect on June 29, 2021. Is there any pro-rating for this cycle for the additional CCCs required for renewal?

Yes. As the amended CCC requirement was launched in the middle of the cycle, the Quality Assurance & Professional Practice (QAPP) Committee has approved a pro-rated requirement for the remainder of the cycle. **The CCC requirement for registrants with multiple registrations is being pro-rated for the remainder of this cycle to 5 CCCs for each additional profession.**

5. What notification was given to registrant that changes to the CCC requirements were occurring?

The CSHBC Bylaws, which included changes regarding CCC requirements, came into force on June 29, 2020. Notice regarding these amended Bylaws was provided in December 2019. Further, a [Notice to the Professions](#) was published on September 22, 2020. Associated changes to the [CCCs webpage](#) were also made.

6. Which registrants need to report CCCs?

The CCC requirement applies to all Full, Conditional and Non-practising CSHBC registrants. This is different to the [Practice Hours Requirement](#), which does not apply to Non-practising and Conditional registrants. This is because Non-practising registrants cannot practise the profession, and Conditional registrants may only practise while under supervision, but both can participate in professional development activities.

7. What categories are available for CCCs?

For information about CCC categories, see the [Attaining and Maintaining Practice Competence Standard of Practice](#) (PDF). Registrants must be aware that some CCC categories have limits attached to them while others are unlimited.

8. I hold a Certified Practice (CP) Certificate. What are the CCC requirements for CP certificate renewal?

Out of your total CCCs reported, you must have at least 4 CCCs that pertain to each CP certificate that you hold, in order to be eligible to renew your certificate. You must indicate which certificate your credits apply to in the Registrant Portal.



9. Some categories of CCCs seem to overlap with Practice Hours. How are they different?

CCCs focus on professional development and having current knowledge in a profession. Practice hours reflect being current in practising your profession.

To use the example of delivering a presentation:

- **CCCs** for providing a presentation: a ½ presentation counts for 4 credits as there is an assumption that this is a professional development opportunity, while **practice hours** for this same presentation may include many more hours for the development, presenting, reporting and follow-up.

10. I am dually registered. How do I know which profession I should put my 45 credits towards, and which should be the 5 additional pro-rated credits?

If you spend the majority of your time in one profession that should be the one you use for the 45 credits. If your time is split equally between the two professions, you can simply decide based on your professional development activities which way you want to report them.

11. I have completed more than 45 credits. Do I have to report them all?

Although registrants are not required to report more than 45 CCCs for the reporting cycle ending December 31, 2021, registrants are encouraged to do so where that information is readily available as, if audited by the College, all reported CCCs may not be countable.

12. Why do I have to retain proof of my CCCs for one year after the cycle ends?

After the reporting deadline of December 31, a random audit will be conducted, and registrants audited will need to submit proof of having completed the CCCs that they reported.

13. What happens if I have not reported sufficient credits by the end of the cycle:

Registrants with deficient CCCs as at the end of a reporting cycle must submit a CCCs deficiency plan no later than February 15. Any deficiency plans received after this date will be subject to a deficiency plan fee of \$200. See the [Attaining & Maintaining Practice Competence standard of practice](#) for more information about deficiency plans and the consequences of not submitting one.

14. Is the College's QAPP committee information subject to the Freedom of Information and Protection of Privacy Act (FIPPA)?

Generally, no. Although CSHBC is monitoring ongoing legal developments in this area. Pursuant to s. 26.2(1) of the HPA, FIPPA does not apply to records and information the QAPP Committee



receives as part of the QAPP program. Such records are confidential, apart from the exceptions contained within that section. For more information, please contact CSHBC at qualityassurance@cshbc.ca.

15. How do I report my CCCs?

Like practice hours, CCCs are reported in the Registrant Portal. The reporting steps are as follows:

1. Log into your [Registrant Portal](#) account
2. On your Dashboard, at the bottom of the page, see your Practice Hours Requirement Progress. This shows how many practice hours you need to attain in the cycle in question, and how many you have already reported.
3. Go to the left-hand menu and select **Continuing Competency Credits**, under the heading **Quality Assurance & Professional Practice**. Here, you are able to add and edit CCCs.
4. When you add CCCs, select to which registration, or reserved title, and CP certificate (if applicable) the CCCs apply.

Screenshots showing the step-by-step process for CCC reporting in the Portal are provided at the foot of this FAQ document.

16. I am having problems reporting my CCCs in the Portal, what should I do?

If you are having problems with the Registrant Portal, please try clearing the cache in your web browser, or using an alternative browser. If after trying this you continue to experience problems, please contact qualityassurance@cshbc.ca for assistance.

The CSHBC office will be closed for Christmas. We strongly encourage all registrants to report their CCCs well before the holiday period. If you experience technical difficulties in reporting your CCCs in the Portal between midday on December 23, 2021 and midnight on December 31, 2021, you must take a screenshot showing that you are unable to report your CCCs online, and send this to qualityassurance@cshbc.ca along with full details of the CCCs you are trying to report (including the number of CCCs, the CCC category they apply to, a description of the CCCs, what profession they apply to, and what CP certificate they apply to, if applicable).



CCC Reporting – Step by Step

1. Click on the “**Continuing Competency Credits**” option in the left-hand blue menu bar. The CCC progress summary, shown below, appears on both your Portal Dashboard and the CCC (pictured):

Continuing Competency Credit

Full, Conditional, and Non-practising registrants with 1 registration (reserved title) are required to obtain and report a minimum of 45 Continuing Competency Credits (CCCs) within a 3-year cycle. CCCs will not be carried over from one cycle to the next. Registrants with more than 1 Full registration (reserved title) are required to obtain and report additional 15 practice hours for each additional Full registration.

The current three-year cycle runs from January 1, 2019 to December 31, 2021. As the additional CCC requirements for registrants with multiple registrations launched in the middle of the cycle, the QAPP Committee has approved a pro-rated CCC requirement for the remainder of the cycle. Registrants with more than 1 Full registration are required to obtain and report an additional 5 CCCs per registration, which must be specific to that registration. Please see the [CCCs webpage](#) for further information.

January 1, 2019 – December 31, 2021 | January 1, 2016 – December 31, 2018

You are required to obtain a total of 45 credits.
You have reported 0 credits.
You need 45 remaining credits.

List of Continuing Competency Credits
This table lists all of the credits that you have recorded to date for the current cycle:

CCC Category	Applies to Certified Practice	Applies to Reserved Title	Details	Credits	Date completed
Total				0	

+ Add Credit

2. Click “**+Add Credit**” button, then select a CCC category. After a category is selected, the optional field “Applies to Certified Practice” field will then be displayed.



Add Continuing Competency Credit

Registrants are responsible for truthfully and accurately reporting their Continuing Competency Credits (CCCs). Reporting is subject to audit by CSHBC. Instances of false reporting of CCCs may be reported to the CSHBC Inquiry Committee. If you have questions about reporting your CCCs, please contact the College.

* denotes required fields.

CCC Category: *

Details: *

Applies to Reserved Title: *

Date Completed *

Credits: *

Add Continuing Competency Credit

Registrants are responsible for truthfully and accurately reporting their Continuing Competency Credits (CCCs). Reporting is subject to audit by CSHBC. Instances of false reporting of CCCs may be reported to the CSHBC Inquiry Committee. If you have questions about reporting your CCCs, please contact the College.

* denotes required fields.

CCC Category: *

Details: *

Applies to Reserved Title: *

Date Completed *

Credits: *

- Select ...
- Select ...
- A1 - Conferences, conventions, presentations, workshops, lectures, rounds, seminars, online courses, teleconferences/telerounds in AUD/HID/SLP
- A2 - Manufacturers' Product Training Workshops in AUD/HID/SLP
- A3 - CSHBC-developed online learning courses



- Dashboard
- Personal Information
- Employment Information
 - Place of Practice
 - Professional Liability Insurance
- Registration
 - Certificate and Wallet Card
 - Registration Change Request
 - Registration Renewal
 - Certified Practice Renewal
 - Verification of Registration
 - Application for Additional Reserved Title
- Quality Assurance & Professional Practice
 - Certified Practice
 - Continuing Competency Credit
 - Online Learning
 - Practice Review
 - Practice Hours Requirement
- Public Register Profile
- Invoices and Receipts
- Account Setting

Add Continuing Competency Credit

Registrants are responsible for truthfully and accurately reporting their Continuing Competency Credits (CCCs). Reporting is subject to audit by CSHBC. Instances of false reporting of CCCs may be reported to the CSHBC Inquiry Committee. If you have questions about reporting your CCCs, please contact the College.

* denotes required fields.

CCC Category: *

Category Description: Each hour of attendance for education content (e.g. not a business meeting) will equal 1 CCC. Teleconferences, telerounds, and online courses must be arranged by a professional association, health or education agency, society, college, or university. Also applies to general manufacturer sponsored seminars/workshops on general topics.

Maximum Credits/year: No Maximum

Details: *

Applies to Reserved Title: *

Date Completed *

Credits: *

Applies to Certified Practice:

Note: You must only report CCCs for CP certificates that you currently hold. Please check the name and expiry date of your CP certificate before reporting your CCCs.

Please click the button below to save your changes.

3. Enter required fields, denoted by a red Asterix.



- Dashboard
- Personal Information
- Employment Information
 - Place of Practice
 - Professional Liability Insurance
- Registration
 - Certificate and Wallet Card
 - Registration Change Request
 - Registration Renewal
 - Certified Practice Renewal
 - Verification of Registration
 - Application for Additional Reserved Title
- Quality Assurance & Professional Practice
 - Certified Practice
 - Continuing Competency Credit
 - Online Learning
 - Practice Review
 - Practice Hours Requirement
- Public Register Profile
- Invoices and Receipts
- Account Setting

Add Continuing Competency Credit

Registrants are responsible for truthfully and accurately reporting their Continuing Competency Credits (CCCs). Reporting is subject to audit by CSHBC. Instances of false reporting of CCCs may be reported to the CSHBC Inquiry Committee. If you have questions about reporting your CCCs, please contact the College.

* denotes required fields.

CCC Category: *

Category Description: Each hour of attendance for education content (e.g. not a business meeting) will equal 1 CCC. Teleconferences, telerounds, and online courses must be arranged by a professional association, health or education agency, society, college, or university. Also applies to general manufacturer sponsored seminars/workshops on general topics.

Maximum Credits/year: No Maximum

Details: *

Applies to Reserved Title: *

Date Completed: *

Credits: *

Applies to Certified Practice:

Note: You must only report CCCs for CP certificates that you currently hold. Please check the name and expiry date of your CP certificate before reporting your CCCs.

Please click the button below to save your changes.

- If applicable, registrants must select the relevant Certified Practice (CP) certificate in “**Applies to Certified Practice**” field, to demonstrate that they meet their CP renewal requirements.



- Dashboard
- Personal Information
- Employment Information
 - Place of Practice
 - Professional Liability Insurance
- Registration
 - Certificate and Wallet Card
 - Registration Change Request
 - Registration Renewal
 - Certified Practice Renewal
 - Verification of Registration
 - Application for Additional Reserved Title
- Quality Assurance & Professional Practice
 - Certified Practice
 - Continuing Competency Credit
 - Online Learning
 - Practice Review
 - Practice Hours Requirement
- Public Register Profile
- Invoices and Receipts
- Account Settings

Add Continuing Competency Credit

Registrants are responsible for truthfully and accurately reporting their Continuing Competency Credits (CCCs). Reporting is subject to audit by CSHBC. Instances of false reporting of CCCs may be reported to the CSHBC Inquiry Committee. If you have questions about reporting your CCCs, please contact the College.

* denotes required fields.

CCC Category: *

Category Description:

Maximum Credits/year:

Details: *

Applies to Reserved Title: *

Date Completed *

Credits: *

Applies to Certified Practice:

Note: You must only report CCCs for CP certificates that you currently hold. Please check the name and expiry date of your CP certificate before reporting your CCCs.

Please click the button below to save your changes.

Select ...
Select ...
Certificate A - Vestibular Assessment and Management
Certificate B - Cochlear Implant Assessment and Management
Certificate C - Cerumen Assessment and Management
Certificate D - HID Services for children aged 12-16

5. Click on "Save" after all required fields are entered.



- Dashboard
- Personal Information
- Employment Information
 - Place of Practice
 - Professional Liability Insurance
- Registration
 - Certificate and Wallet Card
 - Registration Change Request
 - Registration Renewal
 - Certified Practice Renewal
 - Verification of Registration
 - Application for Additional Reserved Title
- Quality Assurance & Professional Practice
 - Certified Practice
 - Continuing Competency Credit**
 - Online Learning
 - Practice Review
 - Practice Hours Requirement
- Public Register Profile
- Invoices and Receipts

Add Continuing Competency Credit

Registrants are responsible for truthfully and accurately reporting their Continuing Competency Credits (CCCs). Reporting is subject to audit by CSHBC. Instances of false reporting of CCCs may be reported to the CSHBC Inquiry Committee. If you have questions about reporting your CCCs, please contact the College.

* denotes required fields.

CCC Category: A1 - Conferences, conventions, presentations, workshops, lectures, rounds, seminars, online cour. ▾

Category Description: Each hour of attendance for education content (e.g. not a business meeting) will equal 1 CCC. Teleconferences, telereounds, and online courses must be arranged by a professional association, health or education agency, society, college, or university. Also applies to general manufacturer sponsored seminars/workshops on general topics.

Maximum Credits/year: No Maximum

Details: Conference

Applies to Reserved Title: Audiologist (AUD) ▾

Date Completed: 2021-11-17

Credits: 3

Applies to Certified Practice: Certificate A - Vestibular Assessment and Management ▾

Note: You must only report CCCs for CP certificates that you currently hold. Please check the name and expiry date of your CP certificate before reporting your CCCs.

Please click the button below to save your changes.

Save X Cancel

6. The of reported CCCs is updated following the new entry.



Continuing Competency Credit

Full, Conditional, and Non-practising registrants with 1 registration (reserved title) are required to obtain and report a minimum of 45 Continuing Competency Credits (CCCs) within a 3-year cycle. CCCs will not be carried over from one cycle to the next. Registrants with more than 1 Full registration (reserved title) are required to obtain and report additional 15 practice hours for each additional Full registration.

The current three-year cycle runs from January 1, 2019 to December 31, 2021. As the additional CCC requirements for registrants with multiple registrations launched in the middle of the cycle, the QAPP Committee has approved a pro-rated CCC requirement for the remainder of the cycle. Registrants with more than 1 Full registration are required to obtain and report an additional 5 CCCs per registration, which must be specific to that registration. Please see the CCCs webpage for further information.

January 1, 2019 – December 31, 2021

You are required to obtain a total of 2.5 credits.

You have reported 2.5 credits.

You need 0 remaining credits.

List of Continuing Competency Credits

This table lists all of the credits that you have recorded to date for the current cycle:

CCC Category	Applies to Certified Practice	Applies to Reserved Title	Details	Credits	Date completed	
A1 - Conferences, conventions, presentations, workshops, lectures, rounds, seminars, online courses, teleconferences/telerounds in AUD/HID/SLP	Certificate A - Vestibular Assessment and Management	Speech-Language Pathologist (SLP)	[Enter Description]	2.5	2021-11-01	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Total				2.5		

- Reported CCCs may be edited or deleted using the “Edit” or “Delete” options to the right of each record.