

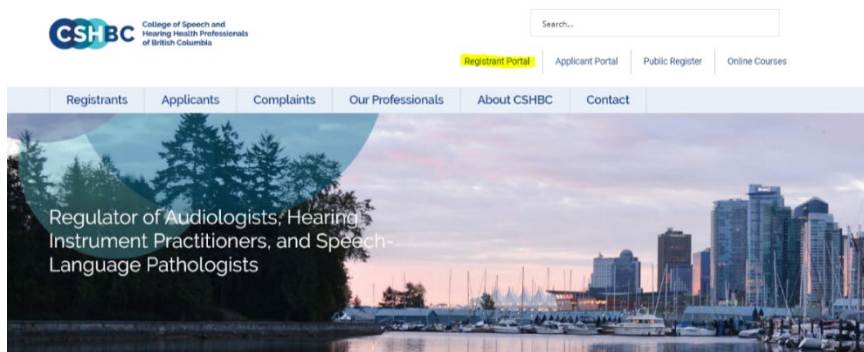


FREQUENTLY ASKED QUESTIONS | *CSHBC Registration & Certified Practice Certificate Renewal 2022/2023*

This document provides quick and easy reference to the most frequently asked questions during the registration and Certified Practice (CP) certificate renewal period.

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

Make sure you are at 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.



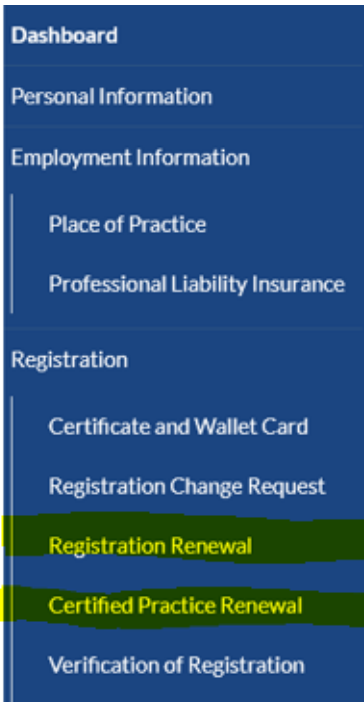
Registrant Portal

The CSHBC Portal has changed. All registrants must reactivate their account on the new system. [Activate now.](#)



2. Where do I renew my registration and 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:



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

Quality Assurance & Professional Practice

Certified Practice

Continuing Competency Credit

Certified Practice Renewal

Certified Practice	Effective Date	Expiration Date	Renew?
Certificate F - Fiberoptic Endoscopic Evaluation and Management of Swallowing Disorders	2019-03-31	2022-03-31	
Certificate H(b) - Communication and Swallowing Assessment and Management for Tracheostomy – Paediatrics – No speaking valves	2022-02-01	2024-03-31	N/A
Certificate K(b) - Management of airway secretions - Oropharyngeal and Tracheal	2020-10-19	2022-03-31	<input type="radio"/> Yes <input type="radio"/> No

⚠ Please note: you are not able to renew for the following certificate(s) at this time - less than 4 related Continuing Competency Credits (CCCs) for each certificate have been recorded.

- Certificate F - Fiberoptic Endoscopic Evaluation and Management of Swallowing Disorders

If you experience difficulties with the renewal process, please contact the College by e-mail at: enquiries@csahbc.ca. To contact the College by telephone please call 604.742.6380.

[Proceed >](#)

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 **2022/2023 registration year**, but wish to remain a registrant of CSHBC, you have the option to renew in the Non-practising registration category, with a renewal fee of \$250.

However, if you return to practice within the 2022/2023 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, 2022**.



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](#).

4. I am currently a Non-practising registrant, but intend to practise in the 2022/2023 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, 2022**, 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, 2022. 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, 2022, [registration](#) renewal deadline?

If you fail to renew prior to **midnight, March 31, 2022**, and you still wish to renew, you have a 30-day late renewal period to renew your registration by **April 30, 2022**, before your registration is cancelled.

- **LATE RENEWAL OF REGISTRATION: April 1, 2022, to April 30, 2022**

Applicants who renew their registration from April 1, 2022, to April 30, 2022, 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, 2022, 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, 2022, to June 30, 2022**

If you fail to renew prior to midnight, April 30, 2022, and you still intend to practise, you must apply for reinstatement. Applications for reinstatement are accepted between May 1, 2022, and June 30, 2022.



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, 2022, 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**”.

If 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, less stringent registration requirements (for example, recency of practice and [approved entry-to-practice exam](#) requirements must now be met before a Former registrant 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, 2022, 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, 2022**

Registrants failing to renew their CP certificate by March 31, 2022, 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 31, 2022, 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 learning 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?

All CCCs and practice hours should be recorded in the [Registrant Portal](#) on or before December 31, 2021. If you do not have sufficient CCCs or practice hours, you will be required to submit a deficiency plan that will require approval prior to renewing your registration. At least 4 CCCs must be reported for each CP certificate being renewed (see question 9, below, for more on this).

IMPORTANT: The reporting deadline for CCCs and practice hours is [December 31, 2021](#). Registrants are strongly encouraged to report their practice hours and CCCs before **December 23, 2021**, in case problems or questions arise as the CSHBC office will be closed during the holiday period. If Registrants have any questions or require staff support, requests can be submitted by email correspondence to qualityassurance@cshbc.ca before midday on December 23, 2021.

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 “Add Credit” or “Edit” function, as follows:

CSHBC College of Speech and Hearing Health Professionals of British Columbia Logout

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.

You are required to obtain a total of 45 credits.
 You have reported 4 credits.
 You need 41 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/teleconferences in AUD/HID/SLP	N/A	Speech-Language Pathologist (SLP)	Conference	4	2021-11-02	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Total				4		



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

- 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



Edit Continuing Competency Credit

Update the correct details below, and click "Save".

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: *	<input type="text" value="A1 - Conferences, conventions, presentations, workshops, lectures, rounds, seminars"/>
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: *	<input type="text" value="Conference"/>
Applies to Reserved Title: *	<input type="text" value="Speech-Language Pathologist (SLP)"/>
Date Completed *	<input type="text" value="2021-11-02"/>
Credits: *	<input type="text" value="4"/>
<p>Applies to Certified Practice:</p> <p>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.</p>	<input type="text" value="Select ..."/> <ul style="list-style-type: none"> 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
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

The maximum renewal fee for CP certificates is \$200, even if you hold more than 2 CP certificates.

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. 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.

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

Quality Assurance & Professional Practice

Certified Practice

Continuing Competency Credit

Online Learning

Practice Review

Practice Hours Requirement

Public Register Profile

Invoices and Receipts

Invoices and Receipts

To review paid invoices, click "Review." To review and pay any outstanding invoices, click "Review & Pay."

Note: Please note that the only accepted method of online payment is credit card.

Incorrect information? If you believe the information posted is incorrect, please contact the College.

Invoice #	Issued Date	Due Date	Total Amount Due	Balance Owning	
000864	2022-01-13	N/A	\$0	\$0	Review
000827	2021-12-08	2021-12-31	\$28	\$28	Review & Pay
000825	2021-12-02	N/A	\$750	\$0	Review
000823	2021-12-02	N/A	\$750	\$0	Review
000814	2021-09-17	N/A	\$50	\$0	Review
000796	2021-07-28	N/A	\$28	\$0	Review
000784	2021-04-26	N/A	\$1250	\$0	Review
000781	2021-04-23	N/A	\$1000	\$0	Review
000769	2021-04-08	N/A	\$200	\$0	Review
000749	2021-04-01	N/A	\$1000	\$0	Review

13. 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**.

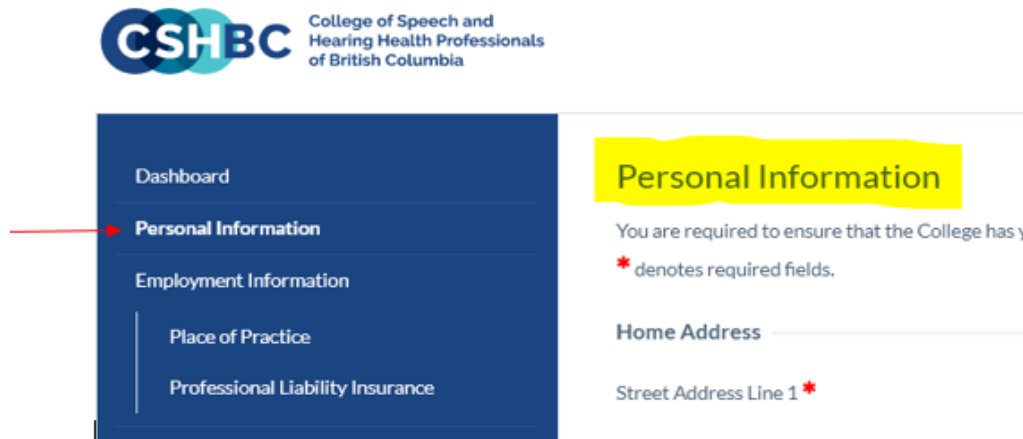
If you can see your registration expiry date is “2022-03-31” or your CP certificate expiry date is March 31, 2023, through any of the [Registrant Portal](#) sections listed below, your renewal has been successful:

- Reserved Titles and Status of your Registrant Dashboard
- Public Register from your Main Menu
- Certificate and Wallet Card



14. 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.



15. What is my Registration Number?

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

16. 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](#).

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

Yes – the College’s registration year begins **April 1, 2022 and ends March 31, 2023**. Your initial registration fee was pro-rated and will expire on **March 31, 2022**, as all registrants.