



FREQUENTLY ASKED QUESTIONS | CSHBC Registration & Certified Practice Certificate Renewal 2023/2024

1. Are there any changes to the processes for registration and certified practice certificate renewals for the registration year from April 1, 2023, to March 31, 2024?

Yes. Registration sections of the Bylaws have been amended to streamline and simplify the registration renewal process and bring CSHBC in line with a majority of regulators in BC.

Some important renewal updates include:

- Registrants renewing a second and third registration must pay an additional renewal fee of \$150 for each additional Full or Conditional registration.
- The 30-day late period has been repealed, and the [reinstatement period](#) has been changed from 60 days to 30 days. The new annual reinstatement period is April 1-30.

On April 1, 2023, the registration of any registrant who has not renewed their registration on or before March 31, 2023, is automatically cancelled. Registrants who intend to practise but who failed to renew their registration on or before March 31, 2023, must apply for reinstatement. Applications for reinstatement are accepted between April 1, 2023, and April 30, 2023. **If you have applied for reinstatement, you cannot practise or use a reserved title until your reinstatement application has been approved by the College.**

Applications for reinstatement received after midnight on April 30, 2023, will not be accepted.

Reinstatement applicants must pay a reinstatement fee of \$500, in addition to regular renewal fees. A separate reinstatement fee applies for each registration being reinstated.

Registrants who fail to renew their registration by March 31, 2023, and fail to reinstate by April 30, 2023, and who are intending to practise, will be required to submit a new application for Full registration and meet all current Full registration requirements in place at the time of re-application, prior to resuming practise. **If you have re-applied for registration, you cannot practise or use a reserved title until your re-application has been approved by the College.**

2. I currently hold more than one registration with the College but do not want to renew all registrations for 2023/2024. What are my options?

You have the option to not renew any of your current registrations during the renewal process in the [Registrant Portal](#). Any registrations not renewed will be cancelled as of April 1, 2023.

- 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

Renewal of Registration

Renewal Progress 67%

2 Welcome Step 2 of 7

The renewal process contains several sections which must be completed sequentially, but may be completed in multiple sessions.

IMPORTANT:

- If you have decided to relinquish one or more registration(s), you may proceed to the next step.
- If you have a Certified Practice (CP) certificate expiring this March 31, please renew under "Certified Practice Renewal" page.

Your Hearing Instrument Practitioner (HIP) registration is currently Non-practising

Renew Hearing Instrument Practitioner (HIP) as: Select ...

Your Audiologist (AUD) registration is currently Full

Renew Audiologist (AUD) as: Select ...

If you experience difficulties with the renewal process, please contact the College by e-mail atenquiries@csbbc.ca. To contact the College by telephone please call 604.742.6380.

< Previous

Save and Continue >

Choose the classification for the registration you wish to renew from the drop-down menu, and do not select any classification for the registration you do not wish to renew. After carefully selecting your renewal options, save and continue to the next step.

- Dashboard
- Personal Information
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Select ...

Full

Non-practising

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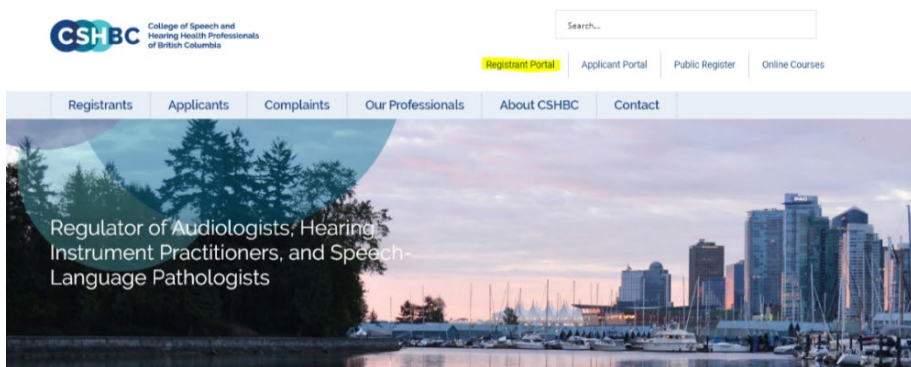
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Save and Continue >

Important: Your access to registration renewal in the Registrant Portal closes at the time of payment and at that point, if any additional registration renewals are required prior to March 31, 2023, you will need to contact the College.

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

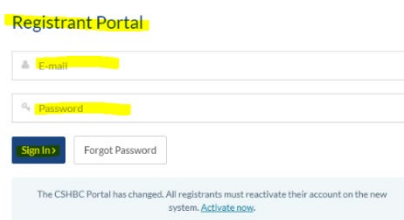
Make sure you are at the [CSHBC website](#), and then click “**Registrant Portal**” at the top of the page.



If you have activated your registrant account, enter your e-mail and password on the Registrant Portal Sign In page, then click “**Sign In**”.

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

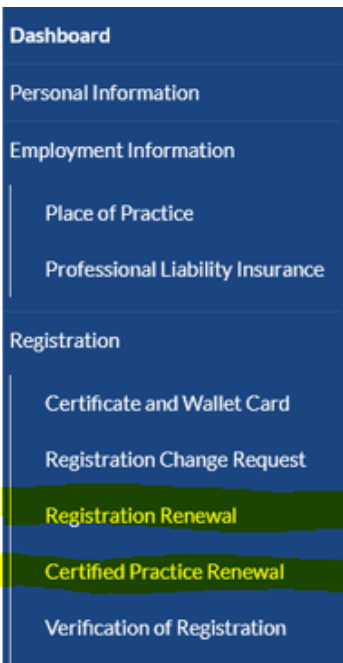
If you have not activated your registrant account, click “**Activate now**” on the Registrant Portal Sign In page to activate your account, then repeat the above step.





4. 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 Renewal and Certified Practice Renewal pages of the portal via the left-side 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 [Online Learning Courses page](#) 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. 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 appear and inform 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

Certified Practice Renewal

Certified Practice	Effective Date	Expiration Date	Renew?
Certificate E - Flexible Endoscopic Evaluation of Voice and Swallowing (FEEVS) - Adults	2020-03-31	2023-03-31	
Certificate J(c) - Videofluoroscopic Assessment and Management of Swallowing Disorders and Velopharyngeal Dysfunction - Paediatrics	2022-02-01	2024-03-31	N/A
Certificate K(b) - Management of airway secretions - Oropharyngeal and Tracheal	2020-10-19	2023-03-31	<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 E - Flexible Endoscopic Evaluation of Voice and Swallowing (FEEVS) - Adults

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

5. I am going to be on parental leave / medical leave / away for an extended period – what are my registration renewal options?

If you will not be practising during the **2023/2024 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 wish to return to practice within the 2023/2024 registration year, you will need to apply to change your registration status back to Full registration 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 [CSHBC Quality Assurance requirements](#)). Therefore, if there is a strong possibility that you will practise prior to March 31, 2024, then you may wish to consider renewing as Full **before March 31, 2023**.

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](#).

6. I am currently a Non-practising registrant, but intend to practise in the 2023/2024 registration year – can I change my status at registration renewal?

Yes. If you wish to practice after March 31, 2023, do not submit a Registration Change request. Rather, in your



registration renewal application you can choose to renew as a Full registrant in the drop-down menu. 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 [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 no later than **March 1, 2023**, 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, 2023.

If you are currently a Non-practising registrant and intend to practise before March 31, 2023, refer to [Changing Registration Classification](#).

7. What happens if I miss the March 31, 2023, registration renewal deadline?

If you fail to renew prior to midnight, March 31, 2023, and you still intend to practise, you must apply for reinstatement. Applications for reinstatement are accepted between April 1, 2023, and April 30, 2023.

Important: Even if you have applied for reinstatement, you are a former registrant until you have been notified by the College that your reinstatement application has been approved. You cannot practice until your reinstatement application has been approved by the College (see “Failure to Renew, Unlawful Practice, & Unlawful Use of a Reserved Title” below). Applications for reinstatement received after April 30, 2023, will not be accepted. Reinstatement applicants must pay a reinstatement fee of \$500 per registration reinstatement, in addition to regular renewal fees.

▪ Cancellation of registration & former registrants

If you did not renew or reinstate before the deadlines, you are considered 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, less 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.



8. What happens if I miss the March 31, 2023, deadline to renew my Certified Practice (CP) certificate(s) that expire on that date?

If you fail to renew your CP certificate(s) you must cease engaging in the relevant certified practice(s); continuing to perform these activities would constitute [unlawful practice](#). In addition, you must not indicate that you hold the certificate(s) which has/have expired.

CP Certificate reinstatement: April 1 to 30, 2023

If you fail to renew your CP certificate(s) by March 31, 2023, you may apply to reinstate the certificate(s) by April 30, 2023. You must pay a reinstatement fee of \$50 per certificate, in addition to regular CP certificate renewal fees.

Registrants who apply for reinstatement of a CP certificate after March 31, 2023, are not legally entitled to perform the relevant activity(ies) in BC until they receive notification from the College that their application has been approved. Applications for CP certificate reinstatement received after April 30, 2023, will not be accepted. After April 30, registrants must re-apply for the relevant CP certificate under section 91 of the CSHBC Bylaws.

9. 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.
- To renew a CP certificate that is expiring on March 31, 2023, registrants must provide evidence of meeting the requirement of reporting 4 Continuing Competency Credits (CCCs) applicable to each certificate.

Registrants who first registered with the College **on or after April 1, 2022**, must complete both the *Jurisprudence* and the *Client Consent* online learning modules to be eligible for renewal.

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

10. Why are the fees higher with my renewal this year?

The CSHBC Board, supported by recommendations from the Finance & Audit Committee (FAC), determined that fee increases, and new fees are required to achieve stabilized revenue for 2023/2024 and beyond, eliminate deficits, and maintain contingency reserves. The College is a not-for-profit entity created under BC's *Health Professions Act* and must operate on a cost-recovery basis to fulfill its multi-profession regulatory role. The BC Ministry of Health approved the increased and new fees and established the effective date of December 7, 2022.

For more information, read the [October 28, 2022 CSHBC News story on increased and new fees](#).



11. 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.

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 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/telerounds in AUD/HID/SLP	N/A	Speech-Language Pathologist (SLP)	Conference	4	2021-11-02	Edit Delete
Total				4		

[+ Add Credit](#)



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 ▾

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: *

Enter description...

Applies to Reserved Title: *

Select ... ▾

Date Completed *



Credits: *

Applies to Certified Practice:

Select ... ▾

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

Cancel

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"/>	

12. I have more than one CP certificate – what renewal fees will I be charged?

The renewal fee per CP certificate is \$100. There is no maximum renewal fee if multiple certificates are renewed.

13. 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.

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

Invoices and receipts are available in the Registrant Portal. Log in to the portal and click **“Invoices and Receipts”** in the left-side menu of the Registrant Dashboard. Click **“Review”** for each invoice and receipt to view detail.



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

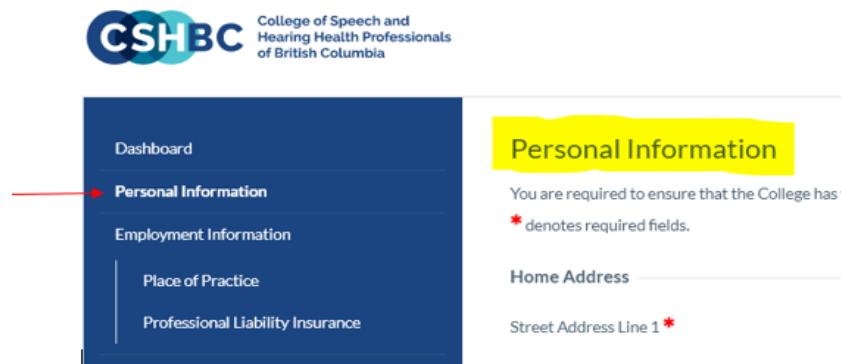
There are several ways to check your registration and CP certificate renewal status.

If you can see your registration expiry date is “2024-03-31” or your CP certificate expiry date is “2026-03-31”, through any of the [Registrant Portal](#) sections in the registrant Dashboard listed below, your renewal has been successful:

- **Reserved Titles and Status**
- **Certificate and Wallet Card** under Registration in the left-side menu
- **Public Register Profile** in the left-side menu

16. 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** in the left-side menu of the registrant Dashboard.



17. What is my Registration Number?

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

18. 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 CSHBC registrants, 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 (5) 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.



College of Speech and
Hearing Health Professionals
of British Columbia

For more information about CRCs, visit the [Criminal Record Check for Registrants webpage](#).

19. I became a CSHBC registrant within the past 12 months — do I need to renew now?

Yes. The College's next registration year begins **April 1, 2023 and ends March 31, 2024**. Your initial registration fee was pro-rated and will expire on **March 31, 2023**.