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# College of Physiotherapists of Ontario Assessment—Step-by-Step

The College of Physiotherapists of Ontario’s assessment provides a comprehensive look at a physiotherapist’s practice. The assessment is conducted by a College assessor and is comprised of a chart review of three to five patient records, a review of a PT’s written policies against checklists, and a 2-hour virtual video interview.

The assessment is part of the Quality Assurance Program and one of the ways that the College ensures PTs are providing safe, competent, and ethical care.

**The assessment has three parts:**

* PART 1: A review of the physiotherapist’s completed written policy checklists and confirmation that the policies are available.
* PART 2: A chart review of three to five patient records.
* PART 3: A series of behaviour-based interview questions.

Parts 1 & 2 occur BEFORE the scheduled assessment. The PT will securely submit their patient records, written policies and completed policy checklists at least 10 days before the assessment for the assessor to review. [See Step 4 for more details](https://www.collegept.org/registrants/assessment/step-4).

On the day of the scheduled assessment, an approximately 2-hour video conference will take place between the assessor and PT. The assessor will ask the PT a series of behaviour-based interview questions. [See Step 5 for more details.](https://www.collegept.org/registrants/assessment/step-5)

Before the assessment is over, the assessor will also suggest specific College resources they believe will be useful for the PT to review based on the assessment.

**Questions?**

Contact College staff if you have any questions:
1-800-583-5885 ext. 212 or 416-592-3828 ext. 212
qualityassurance@collegept.org
[www.collegept.org](http://www.collegept.org)

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## Getting Started

ASSESSMENT

#### Please follow steps one through six below to learn more about the assessment process.

#### If you have received an email from the College telling you that you were selected for an assessment, you must review and complete each step in the process, starting with Step 1.

#### Who will complete the assessment?

Physiotherapists whose screening interview results indicate that the College requires more information about their practice will be required to complete the assessment. The College estimates that five to 10 percent of physiotherapists who complete the screening interview will also complete the assessment.

The purpose of the assessment is to collect more information about the physiotherapist’s practice to help identify gaps in their knowledge, skills or judgement, and determine what follow-up action is required.

#### What happens after the assessment?

The Quality Assurance Program is meant to be supportive and educational. Once the physiotherapist receives the report, they have 30 days to respond to the report and provide additional information. The physiotherapist’s response, along with the report, are reviewed by the Quality Assurance Committee. If gaps are identified during the assessment, the Quality Assurance Committee will consider outcomes that will support the PT in addressing the gaps. The physiotherapist has a second opportunity to provide information when the Committee proposes a way to address the gaps. Results of the assessment are not shared with employers or other areas of the College.

### Resources

* Visit the [PT Portal](https://portal.collegept.org/)
* [Read the Assessment questions and begin to prepare](https://www.collegept.org/registrants/on-site-assessment/on-site-assessment-questions)
* Learn about your [Continuing Professional Development Obligations](https://www.collegept.org/registrants/pt-resources/continuing-professional-development)
* Learn more about the [Screening Interview](https://www.collegept.org/registrants/screening-interview)
* Review the standards and rules on the College website: [www.collegept.org](http://www.collegept.org)
* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Frequently Asked Questions (FAQs)

#### Why do I have to do an assessment?

You are required to do an assessment because you did not meet a pre-determined threshold for the screening interview. It is a flag for the College that it would be helpful to know more about your practice and an opportunity for you to highlight elements of your practice in greater detail.

The assessment process is a learning opportunity, and it gives you the chance to reflect on your practice through a discussion with another physiotherapist.

#### What will the assessor look at for my assessment?

The assessment will include the following components:

* Review of written policies and checklists
* Review of three to five patient charts
* Behaviour-based interview: case-based questions
* Behaviour-based interview: situation-based questions

At the end of the assessment, the assessor will spend a bit of time reviewing the College resources that they think would help your future learning. They will not be able to discuss the outcome of your assessment because this is determined by the Quality Assurance Committee.

#### Where do I have to do my assessment?

The chart review of your patient records, along with the written policies review against your completed policy checklists will occur before the scheduled assessment date. The assessor will review these documents independently from you.

Your scheduled assessment will take place virtually over video conference. Your assessor will send you the meeting invitation once the assessment date is set.

Make sure you have access to secure internet connection and a private room where you will be able to conduct your assessment.

The College is committed to ensuring that all physiotherapists have equal access to services and are treated with respect. Please contact the Quality Assurance team if you require an accommodation to complete your assessment.

#### I am not able to participate in the assessment. What are my options?

If your current circumstances make it difficult to complete the assessment, you can request an extension or deferral to have the assessment later in the year. Please email the Quality Assurance team at qualityassurance@collegept.org to request an extension or deferral.

The College is committed to ensuring that all physiotherapists have equal access to services and are treated with respect. Please contact the Quality Assurance team if you require an accommodation to complete your assessment.

#### How do I get a deferral or extension for an assessment?

If your current circumstances make it difficult for you to complete the screening interview, you can email the Quality Assurance team at qualityassurance@collegept.org to request an extension or deferral. The request must be in writing and should be submitted as soon as possible after you are selected for an assessment.

To help College staff and the Quality Assurance Committee make a decision, please provide as much detail as you can, including:

* The reason you are requesting a deferral or extension
* Any supporting documentation you can share
* How much extra time you think you need

Extensions, of up to three months, may be granted for the following reasons:

* Personal injury or illness
* Injury or illness of a family member and the PT is the primary caregiver
* Extenuating personal circumstances
* Not currently in practice due to a parental leave or enrollment in a full-time education program
* The PT is the subject of an active professional conduct matter with the College

Deferrals, of up to one year, may be granted for the following reasons:

* Personal injury or illness
* Injury or illness of a family member and the PT is the primary caregiver
* Extenuating personal circumstances
* Not currently in practice due to a parental leave or enrollment in a full-time education program
* The PT is the subject of an active professional conduct matter with the College

Note for an extension, you continue the assessment process but the due date to complete the assessment is extended. For deferrals, you are taken out of the process and are notified when the deferral expires. Once the deferral is expired, you must continue with the assessment process.

#### How can I request an accommodation? Are there options if I require a disability-related accommodation?

The College is committed to ensuring that all physiotherapists have equal access to services and are treated with respect.

Please contact the Quality Assurance team if you require an accommodation to complete your assessment. This includes access to materials our resources in alternate formats, or requests for in-person assessments instead of virtual.

Accommodations are provided on a case-by-case basis; however we will do our best to meet your needs.

#### What happens if I am going on parental leave or leaving the profession before the assessment?

If you are required to complete an assessment but you are going on leave while the assessment process is ongoing, you will not have to complete the assessment at that time.

We will provide you with a deferral and you will resume the assessment once you return to work. If you decide to leave the profession while the assessment process is in progress, your assessment will be deferred. If you decide to return to patient care in the future, you will resume your assessment process again.

## Step 1: Review Screening Interview Results

STEP 1

You will receive an email from the College to tell you that your screening interview results are available in the [PT Portal](https://portal.collegept.org/). The screening interview report will let you know if you are required to complete an assessment and if so, the College will send a second email making you aware that the assessment process has begun.

Log in to the [PT Portal](https://portal.collegept.org/) to review your personal and employment information and make changes if needed. You need to ensure your employment information is still accurate as this will help the College match you with an assessor. You have one week to update your information.

In the [PT Portal](https://portal.collegept.org/) you will see a table of all due dates for each step in your assessment process. Be sure to complete each step by the required date. Any emails you receive from the College will also tell you when things are due.

**To do: Update your employment information**

1. Go to the [PT Portal](https://portal.collegept.org/)
2. Log in and click on the Practice Assessments tab on the left
3. Click the Assessment link
4. Review and update your employment information

### Resources

* Review Due Dates in the [PT Portal](https://portal.collegept.org/)
* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Step 1: Frequently Asked Questions (FAQs)

#### What happens if my worksite changes between the time I do the screening interview and my assessment?

That is okay. The first step in the assessment process is to review and update the information you submitted in your pre-interview questionnaire before you had your screening interview.

If you have changed work locations or area of practice, the College needs this updated information to help match you with an appropriate assessor.

#### Is it possible to make changes to my employment record after resubmitting my pre-interview questionnaire?

If you change employment sites again after reviewing and submitting your pre-interview questionnaire, you need to update your work information by logging in to the [PT Portal](https://portal.collegept.org/) and clicking on the Employment History section.

Please be sure to share your new work information with the assessor because they will only have the work information you submitted in the pre-interview questionnaire.

#### How do I get a deferral or extension for an assessment?

If your current circumstances make it difficult for you to complete the assessment, you can email the Quality Assurance team at qualityassurance@collegept.org to request an extension or deferral. The request must be in writing and should be submitted as soon as possible after you are selected for a screening interview.

To help College staff and the Quality Assurance Committee make a decision, please provide as much detail as you can, including:

* The reason you are requesting a deferral or extension
* Any supporting documentation you can share
* How much extra time you think you need

Extensions, of up to three months, may be granted for the following reasons:

* Personal injury or illness
* Injury or illness of a family member and the PT is the primary caregiver
* Extenuating personal circumstances
* Not currently in practice due to a parental leave or enrollment in a full-time education program
* The PT is the subject of an active professional conduct matter with the College

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* The PT is the subject of an active professional conduct matter with the College

Note for an extension, you continue the assessment process but the due date to complete the assessment is extended. For deferrals, you are taken out of the process and are notified when the deferral expires. Once the deferral is expired, you must continue with the assessment process.

#### How can I request an accommodation? Are there options if i require a disability-related accommodation?

The College is committed to ensuring that all physiotherapists have equal access to services and are treated with respect. Please contact the Quality Assurance team if you require an accommodation to complete your assessment. This includes access to materials or resources in alternate formats, or requests for in-person assessments instead of virtual.

Accommodations are provided on a case-by-case basis; however we will do our best to meet your needs.

#### Do I have to pay for anything related to my assessment?

No, you do not have to pay for anything for your assessment.

#### What type of questions can I expect and how do I prepare for the assessment?

The first half of the interview are case-based questions. The questions are based on one of the patient records you submitted to the College (See [Step 4](https://www.collegept.org/registrants/assessment/step-4)). and you should answer the questions based on the record the assessor has selected. The remaining questions are situation-based questions on something that has occurred in the last year or two.

The College has posted the main questions that will be asked during the assessment. Please see [Step 5](https://www.collegept.org/registrants/assessment/step-5) to download all the assessment questions.

## Step 2: Matched Assessor and Conflict of Interest

STEP 2

Once you have completed reviewing and updating your employment information, the College will have one week to match you with an assessor. Assessors are physiotherapists who have been trained to conduct screening interviews and assessments. You will not be matched with the same assessor who completed your screening interview.

Once you have been matched with an assessor, you will receive an email from the College and will have one week to complete your conflict of interest declaration.

Please visit the [Public Register](https://collegept1.microsoftcrmportals.com/public-register/) to review the assessor’s profile and determine if a conflict of interest exists, but please do not use the employment information on the Public Register to contact the assessor.

If you have a conflict of interest with the assessor, you will be re-matched, and will complete the conflict of interest process again. You are not required to explain the conflict of interest.

**To do: Complete the Conflict of Interest Declaration**

1. Go to the [PT Portal](https://portal.collegept.org/)
2. Log in and click on the Practice Assessments tab on the left
3. Click on the Assessment link
4. Review the assessor’s profile in the [Public Register](https://collegept1.microsoftcrmportals.com/public-register/)
5. Answer the Conflict of Interest question

### Resources

* Visit the [PT Portal](https://portal.collegept.org/)
* Review the assessor’s profile in the [Public Register](https://collegept1.microsoftcrmportals.com/public-register/)
* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Step 2: Frequently Asked Questions (FAQs)

#### What is a conflict of interest?

Examples of a conflict of interest may include:

* You know the assessor personally
* The assessor is a family member
* You have another close connection with the assessor

If you are unsure if you have a conflict of interest with the assessor assigned to you, please contact qualityassurance@collegept.org or 416-591-3828 ext. 212.

#### Can I ask for a new assessor?

The assessor assigned to you was selected based on a few factors. You can ask for a new assessor if a conflict of interest exists. Otherwise, you are expected to proceed with the assessor you have been matched with.

A conflict of interest could be that you know the assessor personally, the assessor is a family member, or you have some other close connection to this person.

#### What happens if my assessor does not work in the same area of practice that I do?

We try to match assessors and physiotherapists based on several factors such as practice setting and rostered activities.

On rare occasions it is not possible to find a perfect match. Please be assured that assessors have been trained by the College and they have been given scoring cues to help them listen for information they need.

## STEP 3: Scheduling Your Assessment

STEP 3

If no conflict of interest exists, the assessor will contact you within a week to schedule a date for the assessment. The assessor will use the email that you identified as your primary contact for the College, so please be sure to check that email address.

The assessment will take about two hours. To be safe, you should schedule some extra time after your assessment in case it takes a little longer.

Remember that the assessment will take place between you and the assessor only via a video conference. It is very important to have a private space where you will not be interrupted for the entire two hours of your interview.

Do not schedule patients during the time you are scheduled with the assessor.

You have **six weeks** to schedule and complete your assessment.

Before your assessment it is essential that you:

* [Read the questions](https://www.collegept.org/registrants/on-site-assessment/on-site-assessment-questions) that you will be asked during the assessment. You are required to provide specific examples from your practice to answer the questions — like the screening interview you completed.
* Carefully review the [standards and rules](https://www.collegept.org/rules-and-resources) you will be asked questions about. If you have questions about the standards, feel free to contact the Practice Advisors for clarification.
* [Watch a video](https://www.youtube.com/watch?v=eMpserEFboY) showing an example of a behaviour-based interview question to give you an idea of the interview format.
* [Select patient records](https://www.collegept.org/registrants/on-site-assessment/submit-patient-record) and prepare your written policies. (See Step 4)

### Resources

* Review the [Guide to Selecting Records](https://www.collegept.org/registrants/on-site-assessment/submit-patient-record)
* Review the [Assessment Questions](https://www.collegept.org/registrants/on-site-assessment/on-site-assessment-questions)
* Check Due Dates in the [PT Portal](https://portal.collegept.org/)
* Watch the [Behaviour-Based Interview Video](https://www.youtube.com/watch?v=eMpserEFboY)
* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Step 3: Frequently Asked Questions (FAQs)

#### What do I need to do to prepare for the assessment?

To get ready for the assessment, you are required to gather and prepare certain documents for the assessor to review.

Select five patient records before your assessment based on the [Guide for Selecting Patient Records](https://www.collegept.org/registrants/on-site-assessment/submit-patient-record).

Please ensure you have arranged access with your work to share records with the College before your assessment. Keep in mind some facilities may need time to arrange access to patient records. Then, gather and review your written policies using the checklists that are available for you to download.

Depending on your practice situation, your written policies could include:

* One or more policies describing how to manage adverse events associated with a rostered activity
* A communication plan when working with physiotherapist assistants
* An infection prevention and control protocol
* A written process for review of equipment maintenance and safety
* A written process for review of fees, billing and accounts

Your five patient records, written policies and completed checklists must be available for your assessor to review at least 10 days before your scheduled assessment. Please see [Step 4](https://www.collegept.org/registrants/assessment/step-4) for more details including where to send these documents.

#### The assessor will not respond to my emails, what should I do?

If your assessor has not responded to your emails, it may be because your message was flagged as junk mail.

If you have not heard from your assessor and it has been more than two business days, please contact the Quality Assurance Team who will contact the assessor to confirm if they have received your email.

#### How long does the assessment take?

The scheduled assessment takes about two hours. Keep in mind it could take longer than that. We suggest planning for an additional 30 minutes.

Please do not book appointments immediately before, during or after the assessment.

## STEP 4: Select Patient Records and Review Written Policies

STEP 4

Before your assessment, you need to gather and prepare certain documents for the assessor to review. These documents include 5 patient records, written policies, and the policy checklists you have used to review your written policies.

Please note, these documents must be received by the College 10 days BEFORE your assessment to allow your assessor adequate time to review them. The College uses a highly secure file sharing platform called TitanFile. Using your primary email address, you will receive the Quality Assurance program’s own personal TitanFile Secure Submit link which can then be used to share assessment documents.

**1. Select five patient records**

Your assessor will review up to five patient records as part of the assessment. Select them in advance, based on the guide for selecting patient records. Please ensure you have arranged access with your work to share the records with the College in advance of your assessment. Keep in mind some facilities may need time to arrange access to patient records.

Your assessor will review the records you have chosen against a checklist. We have provided you with a link to the checklist below for your reference. You are not required to complete this checklist before your assessment. This checklist is the same list of items you used when you conducted the self-audit of one patient record for your screening interview.

* [Record Keeping Checklist Used by Assessors](https://www.collegept.org/docs/default-source/registrants%27-guideenglish/record_keeping_checklist.docx?sfvrsn=3cd3cda1_12)
* [How to Choose Patient Records for an Assessment](https://www.collegept.org/registrants/assessment/submit-patient-record)

**2. Gather and review written policies**

Several [College Standards](https://www.collegept.org/rules-and-resources) require PTs to have written plans or policies in place.

Depending on your practice situation, your written policies could include:

* One or more policies describing how to manage adverse events associated with a rostered activity
* A communication plan when working with physiotherapist assistants
* An infection prevention and control protocol
* A written process for review of equipment maintenance and safety
* A written process for review of fees, billings and accounts

**You should review your written policies using these checklists and send in completed copies of these checklists along with your written policies through the TitanFile link you will receive by email.**

* [Adverse Events and Rostered Activities Checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-adverse-events-rostered-activities.docx?sfvrsn=41ffc6a1_2)
* [Infection Prevention and Control Checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-infection-prevention.docx?sfvrsn=7dffc6a1_2)
* [Checklist Fees Billing and Accounts](https://www.collegept.org/docs/default-source/quality-assurance/checklist-fees-billing-and-accounts.docx?sfvrsn=42ffc6a1_2)
* [Communication Plan with Physiotherapist Assistants Checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-communication-plan-ptas.docx?sfvrsn=40ffc6a1_2)
* [Equipment Maintenance Checklist](https://www.collegept.org/docs/default-source/quality-assurance/checklist-equipment-maintenance.docx?sfvrsn=43ffc6a1_2)

### Resources

***Important:***

Assessment documents should NOT be sent directly over email to the College or to your Assessor. Please upload your documents using the TitanFile Secure Submit link you will receive by email. Once the documents have been received by the Quality Assurance team, we will confirm this by email and share them with your Assessor using TitanFile.

When the assessor completes your assessment report, they will include in their report if you are missing any policies or confirm if you have made plans to make changes or improve your written policies.

If you are uncertain what written policies you should have according to the standards, please reach out to one of the College’s Practice Advisors at advice@collegept.org
or call 1-800-583-5885 ext. 241.

* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Step 4: Frequently Asked Questions (FAQs)

#### What written policies and checklists should I submit to the College for the assessment?

The policies you have will depend on your practice. For example, if you are not on a roster to perform a controlled act (authorized activity), you will not have any policies to manage adverse events. If you are on a roster to perform three controlled acts, you should have written plans for managing adverse events for all three rostered activities.

Written policies could include:

* Communication plan for working with physiotherapist assistants
* Equipment maintenance
* Infection control
* Managing adverse events for controlled acts
* Fees, billing and accounts

If you are uncertain about which written policies are required for your practice, please reach out to one of the College’s Practice Advisors for help at advice@collegept.orgor call 1-800-583-5885 ext. 241.

#### Am I required to de-identify patient records for the assessment?

No, patient charts do not need to be de-identified for the assessment. Assessors can legally access patient records for Quality Assurance practice assessments purposes according to the rules set out in the Regulated Health Professions Act (RHPA) and the Personal Health Information Protection Act (PHIPA).

* [Privacy and Access to Patient Records](https://www.collegept.org/members/practice-assessments/i-was-selected-for-a-remote-assessment/Authority)

#### Am I required to obtain my patients’ consent to allow the assessor to review the records I selected?

No. Section 43. (1) of the Personal Health Information Protection Act permits health information custodians (HICs) to disclose personal health information to a regulatory College under the Regulated Health Professions Act (RHPA) for the purpose of administration and enforcement of the RHPA.

#### How do I select my five patient records for the assessment?

Select five patient records that best reflect your current practice to review with the assessor.
See the [instructions for how to select patient records](https://www.collegept.org/registrants/assessment/submit-patient-record) for assistance.

Areas to consider:

* If you are rostered for controlled act(s), please provide at least one record that demonstrates your use of each authorized activity that you perform in your practice setting.
* If you work with physiotherapist assistants, provide at least one record that demonstrates care you have assigned and supervised.

If you work in a private clinical setting, provide financial records of your selected patient records.

#### When I select my records for the assessor, how recent should they be?

Your records should reflect a sample of current or recently discharged patients from within the last year or two.

If you are having difficulty thinking of recent examples, please reach out to the Quality Assurance Team for guidance at qualityassurance@collegept.org or call 1-800-583-5885 ext. 212.

#### Am I required to upload my patient records, written policies, and completed policy checklists before my assessment?

Yes. You are required to submit your written policies, completed policy checklists, and your patient records at least 10 days before your scheduled assessment date. The College uses a highly secure file sharing platform called TitanFile which enable users to securely share the required assessment documents.

Using the PT’s primary email address, the PT is sent the Quality Assurance program’s own personal TitanFile Secure Submit link which they can then use to share their assessment documents.

Please DO NOT send your assessment documents by email to College staff or the assessor.

#### What is TitanFile and is it secure?

TitanFile uses state of the art features to ensure both privacy and security. You can learn more about these features at <https://www.titanfile.com/>.

Key highlights of TitanFile’s security includes:

* 256-bit TLS connection
* Comprehensive audit logs
* Custom data retention timeframe
* Password Policy & Two-Factor Authentication set-up
* TitanFile infrastructure complies with the Personal Information Protection and Electronic Document Act (PIPEDA), Personal Health Information Protection Act (PHIPA) and the Health Insurance Portability and Accountability Act (HIPAA)

#### What happens if I am unable to share my assessment documents over TitanFile?

If uploading assessment documents to TitanFile is not an option for the physiotherapist or the Health Information Custodian, the Physiotherapist can send hard copies to the College by courier.

Please contact the Quality Assurance Team at QualityAssurance@collegept.org for further information about this process BEFORE sending any patient records to the College.

## STEP 5: Complete Your Assessment

STEP 5

You will complete the two-hour assessment with the assessor virtually over video conference

**The assessment will include the following parts:**

* Introduction
* Behaviour-based interview: case-based questions
* Behaviour-based interview: situation-based questions
* Feedback and discussion
* Closing

The assessor will guide you through the different parts of the assessment. There will be breaks as needed.

### Resources

* Review the [Assessment Questions](https://www.collegept.org/registrants/assessment/assessment-questions)
* Watch an example of a [behaviour-based interview](https://www.youtube.com/watch?v=eMpserEFboY&feature=emb_logo)
* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Step 5: Frequently Asked Questions (FAQs)

#### What will the assessor look at on the day of my assessment?

The assessment will include the following components:

* Behaviour-based interview: case-based questions
* Behaviour-based interview: situation-based questions

At the end of the assessment, the assessor will spend a bit of time reviewing College resources that they think would help your future learning. They will not be able to discuss the outcome of your assessment because this is determined by the Quality Assurance Committee.

Please note, the assessor will review your patient records, written policies and completed policy checklists prior to the assessment date.

#### Who do I speak to if I have concerns about my assessment experience or the assessor?

After you complete a screening interview or assessment, you will receive a link to a survey. The survey is to get your feedback about your experience, including the assessor. It would be very helpful if you fill out this information and submit it to the Quality Assurance Team.

You can also contact the Quality Assurance Team at qualityassurance@collegept.org or 416-591-3828 ext. 212.

#### ****Can my screening interview results or assessment results be shared with others?****

**No. Your screening interview or assessment results should not be shared with anyone. The report (including summary scores) is confidential and for your learning only.**

**Additionally, the College cannot not share your results with anyone - including other areas of the College, colleagues or your employers.**

## STEP 6: Staff Review and Assessment Results

STEP 6

The assessor will submit their report to the College within one week following your assessment. College staff will then review the report within the next two weeks. Normally, PTs can expect their results within two to three weeks.

You will receive an email when your report is available to be viewed or downloaded in the
[PT Portal](https://portal.collegept.org/).

**Quality Assurance Committee Review**

Once a PT receives their assessment report, they have 30 days to provide a written response about the assessment results. The response and the assessment report are reviewed by the Quality Assurance Committee. The PT’s written response is their chance to provide further information about their practice and to clarify anything the assessor might have misunderstood. The PT can tell the Committee about anything they have learned or any changes they have made, or plan to make, to their practice since completing the assessment.

PTs are provided a tip sheet by email to help write the response. This information is accessible in Step 6 as well.

PTs are not required to provide a written response, but if the assessor found any gaps in the PT’s assessment, a submission can help the Committee better understand the PT’s practice and the assessment results.

**Possible Outcomes of An Assessment**

The Committee can direct a PT to take some additional learning to address identified gaps in their practice. This could include meeting with a practice coach, submitting a review of College standards and resources, or completing courses. Any activities directed by the Committee are intended to help PTs address their learning needs in the areas identified by the assessment report.

After the Quality Assurance Committee reviews the assessment results and written responses, they usually close the file or propose additional learning. In rare cases they can decide to refer a PT to the Inquiries, Complaints and Reports Committee (ICRC) or they can ask the Registrar to place terms, conditions or limitations on your practice.

To help the Committee make decisions in the public interest, they use a decision tool to help them consider risk.

For decisions that result in additional learning, restrictions on practice or a referral to ICRC, the PT is always given a second opportunity to respond to the Committee’s proposed decision.

Within 30 days, PTs will receive an email letting them know if their file has been closed or if the Committee is proposing additional actions. If the PT’s file is closed, there is nothing more to do. If the Committee is proposing additional actions, the PT is given 30 days to respond to the Committee’s proposed actions. The Committee will consider the PT’s response before finalizing their decision.

PTs can always reach out to the Quality Assurance Team if they have questions about this part of the process by emailing qualityassurance@collegept.org or calling 416-592-3828 ext. 212 or 1-800-583-5885.

### Resources

* [Review Tips for Responding to Your Assessment Report](https://www.collegept.org/registrants/assessment/assessment-report-tips)
* [Go to the PT Portal for Your Results](https://portal.collegept.org/)
* Contact College staff: 1-800-583-5885 ext. 212 or qualityassurance@collegept.org

### Step 6: Frequently Asked Questions (FAQs)

#### When will I receive my results?

You will be notified that your assessment results are available within three weeks of your assessment. The report will be accessible in the [PT Portal](https://portal.collegept.org/).

#### I don’t agree with everything in my assessment report — what should I do?

After you receive the results of your assessment, you have 30 days to respond to the assessment report and provide further information that will help inform the Committee’s decision. You can clarify anything you believe your assessor misunderstood or share additional examples to highlight things in your practice.

Please use the [Tip Sheet](https://www.collegept.org/registrants/assessment/assessment-report-tips) for guidance when you are responding to your assessment report.

#### What do I include in my response (submission) about my assessment report?

Along with your assessment report, you received a document called [Tips to Help You Respond to Your Assessment Report.](https://www.collegept.org/registrants/assessment/assessment-report-tips)

Please review this document carefully as it will be helpful as you prepare your submission.

#### When will I receive the Committee’s decision about my assessment report?

Once your assessment report and your response has been reviewed by the Committee, the College has 30 days to provide you with a decision.

If the Committee thinks you need more assistance to address the concerns identified in your report, they will let you know.

#### What decisions can the Quality Assurance Committee make after they review my assessment report and response?

* The Committee may find that you have successfully completed the assessment.
* The Committee may find that you have successfully completed the assessment, but your practice could be enhanced with advice and recommendations. There is nothing more to do in this case.
* The Committee may require that you complete additional learning activities. This process is referred to as a Specified Continuing Education or Remediation Program (SCERP) or remediation/practice enhancement. If this is required, the Committee will share their plan with you and ask for your input.
* If serious concerns are identified, the Committee may restrict your practice. For example, a PT can be restricted from performing acupuncture until they complete additional training.
* If the Committee is concerned about your conduct or competence and does not feel that a remedial approach is reasonable, they will refer you to another Committee for an investigation.

#### What can I do if I don’t agree with the Quality Assurance Committee’s decision?

#### After the Committee reviews your report and your written response to the report, they send you their proposed decision. If the Committee closes your file, there is nothing more for you to do.

#### When the Committee wants a physiotherapist to participate in additional learning, , they are planning to restrict the PT’s practice, or they plan to refer the PT to a different Committee, the PT is given an additional 30 days to submit a second written response.

#### The Committee will consider any additional information the PT provides before making a final decision. Be sure to review the Tip Sheet before providing your second response. It is important to address any specific concerns that the Committee identified.

#### Some physiotherapists decide to start their learning activities immediately. In these cases, the PTs will not make a second submission to the Committee.

Questions? Contact the College
For more information about the Assessment, visit [www.collegept.org](http://www.collegept.org)
or contact College staff at qualityassurance@collegept.org or 1-800-583-5885 ext. 212.