

Competency Assessment

Applicant Guide for Remote Delivered Assessment

ACOTRO
ASSOCIATION OF CANADIAN OCCUPATIONAL
THERAPY REGULATORY ORGANIZATIONS



ACORE
ASSOCIATION CANADIENNE DES ORGANISMES
DE RÉGLEMENTATION EN ERGOTHÉRAPIE

Dated November 2020

Non-Disclosure Statement

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Introduction

The following information is to help you prepare for the Competency Assessment. Please also visit our website at <http://acotro-acore.org/seas/competency-assessment-interview> for additional information.

The Competency Assessment is a six-and-a-half-hour assessment of internationally educated occupational therapists (IEOT) knowledge, skill, judgment and attitudes to ensure that the IEOT has the entry-level competencies required for safe and ethical practice. The IEOT's competencies are measured against *The Essential Competencies of Practice for Occupational Therapists in Canada, 3rd Edition*.

The Competency Assessment focuses on the following competency units:

- Professional responsibility
- Critical thinking
- Practice knowledge
- Occupational therapy practice process
- Communication and collaboration
- Practice management

The Essential Competencies of Practice for Occupational Therapists in Canada, 3rd Edition can be found here:

- http://acotro-acore.org/sites/default/files/uploads/ACOTRO_EC_3rd_ed.pdf

We encourage you to review the *Essential Competencies of Practice for Occupational Therapists in Canada, 3rd Edition*. Becoming familiar with the essential competencies will provide you with an understanding of the expectation for occupational therapy practice in Canada and provide you with an understanding of the focus of assessment questions.

During the Competency Assessment session you will NOT be asked factual questions, or be required to memorize specific details of the reference materials.

The Competency Assessment is oral. There is no written test.

The Competency Assessment is conducted by a trained assessor. Occasionally, for training purposes, two assessors may be present during the assessment.

Your Competency Assessment will be conducted remotely via the Cisco Webex Training platform. Webex is a video conferencing platform to deliver the Competency Assessment over the internet. You will find the Cisco Webex Privacy Statement here:

- <https://www.cisco.com/c/en/us/about/legal/privacy.html>

Before your Competency Assessment

Before the date of your Competency Assessment, please use the link below to conduct a Cisco Webex network test on your computer system.

<https://mediatest.ciscospark.com/#/main>

For more information on Cisco Webex Operating System and Browser Support, please go to <https://help.webex.com/en-us/nki3xrq/Webex-Meetings-Suite-System-Requirements>

Be prepared for your Competency Assessment – Environment and Test Room Requirements

- You will need a functioning microphone and web camera with good resolution. The assessment cannot proceed if the assessor cannot see you clearly throughout the assessment
- A strong and stable internet connection is required for the Competency Assessment – it is important that you plan ahead for this.
- You must be in a private, well-lit room during the assessment
- Clear your workspace before the assessment begins – you should only have your laptop or desktop on your workspace. Duplicate computer monitors are prohibited
- Walls in front, to the side and behind must be clear
- Visible books must be closed
- Front of computer must be clear of any materials, devices and resources.
- Have your photo I.D. ready (must be the same as the primary identification you provided to SEAS at registration - government issued and contain your name, a permanently affixed photo, signature, and cannot be expired).
- Have a reflective surface handy (mirror at least 10cm x 10cm)
- Close all third-party programs (email, websites, applications such as word) before the Competency Assessment begins
- No mobile devices or other technology are permitted during the assessment. Devices and technology must be removed from the environment where you are completing the assessment
- Wearable technology is not permitted (eg – Apple watches)
- No non-religious head coverings are to be worn during the assessment
- No headphones

Breaks

There are three breaks scheduled during the competency assessment. These breaks must be taken at the time permitted by the assessor and do not impact on the time available for your assessment. Unscheduled breaks are not permitted. The lunch break will be spent with the assessor remotely.

You are permitted to have a drink on your workstation during the assessment.

Applicant Check in Process

The integrity and security of the Competency Assessment is important to ensure a fair and objective assessment process for all applicants. The applicant is prohibited from:

- Retaining, saving, downloading, or copying any aspect or content of the assessment including case studies and assessment questions
- Retaining, saving, downloading, or copying any notes that the applicant makes during the assessment. All notes must be returned to the assessor prior to each break.
- Recording the Competency Assessment session in part or whole.
- Accessing any materials or resources, or assistance from others during the Competency Assessment session and during break times.

Environment

The applicant is not permitted to have any paper or writing instruments during the assessment. The applicant is only permitted to use the annotation tools within Webex for making notes.

Before starting your Competency Assessment, the assessor will conduct an environment scan and identification verification process. The applicant must submit to having these checks re-performed upon return from all breaks.

The assessor will conduct a 360° scan of your environment and workspace to ensure that you are conforming to the requirements for the assessment. You will use your web camera for this scan. You will also be required to share your desktop with the assessor prior to starting the assessment to verify that Webex is the only application open.

The assessor will also be completing the following checks:

- Request that you pull up your sleeves for visual inspection
- Checking your ears and inspecting eyeglasses to ensure there are no prohibited devices.
- Turn out your front pockets to ensure there is nothing in them

Identify Verification Process

Your identity will be confirmed via comparison of your identification with your face and comparing your identification with the identification that SEAS has on file.

Notes:

The identification must be identical to the identification provided at the time of registration to SEAS.

If your current identification documents are in a name that is not the same as the identification that you provided at the time of application to SEAS, contact SEAS.associate@acotro.org prior to your competency assessment to provide proof of name change.

If you forget your identification, or do not bring it to the assessment, you will not be allowed to participate in the competency assessment at that time. The fees you have paid will not be refunded.

ACOTRO strictly enforces security measures. If a breach of security or integrity occurs in the course of the assessment, the assessor will immediately terminate the assessment.

Web camera, microphone, speaker must remain on for the duration of the competency assessment. The assessor will be recording (audio and video) the entire Competency Assessment session for the following purposes:

- Quality assurance
- Training
- To make determinations about suspected assessment security or integrity breaches

Webex Invitation Step 1: Registration for the Competency Assessment

After your Competency Assessment has been scheduled, you will need to register your attendance for the assessment through Webex. You will receive a registration email from messenger@webex.com

Susan Domanski invites you to participate as an attendee in the following online training session:

Topic: Applicant competency assessment

Host: Susan Domanski

Date: Tuesday, November 3, 2020

Time: 8:45 am, Eastern Standard Time (Toronto, GMT-05:00)

Session Number: Not Available

Registration password: This session does not require a registration password.

To register for this training session

Go to <https://acotro.webex.com/acotro/k2/j.php?MTID=ta3357235468635fddef877c4015ad51d> and register.

Once you are approved by the host, you will receive a confirmation email with instructions for joining the session.

Click the link to register. Insert your name and email address. Then click “Register” at the bottom right-hand corner of the registration page.

Register for Applicant competency assessment

Please provide the following information to register for this training session. You will receive an email confirmation of your registration.

Session Information

Topic:	Applicant competency assessment
Session status:	Not Started
Session dates:	Tuesday, November 3, 2020
Starting time:	8:45 am, Eastern Standard Time (Toronto, GMT-05:00)
Duration:	1 hour
Presenters:	Susan Domanski
Description:	
Host's name:	Susan Domanski
Host's email:	seas.manager@acotro.org

Registration Information

First name:	<input type="text"/>	(Required)
Last name:	<input type="text"/>	(Required)
Email address:	<input type="text"/>	(Required)



You will receive the following message:

Registration Pending Applicant competency assessment

Thank you for registering. Your registration information has been sent to the host. Once the host accepts your registration, you will receive a confirmation message by email with instructions for how to join the training session.

Once the assessor approves your registration, you will receive an email from Messenger@webex.com confirming that your registration has been accepted. The link to join the Competency Assessment is in this email

Proceed to Webex Invitation Step 2

Webex Invitation Step 2 – Setup and Joining the Assessment

The remote Competency Assessment will be held with an assessor via Cisco Webex.

You will need to add a 'Cisco Webex Add-On' to your computer for the Competency Assessment to run. You will be prompted through a series of steps. These will look slightly different depending on whether you are using a Windows-based computer or Apple Mac computer.

The preferred web browser to use for the Competency Assessment is Google Chrome.

Steps

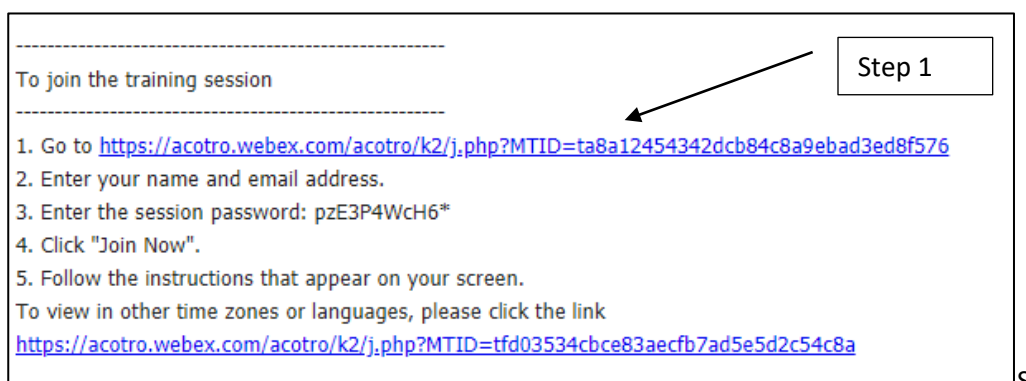
After you registered for the assessment, you will receive an invite via email from the assessor. The email will come from the email address of messenger@webex.com.

- Add this address to your 'safe senders' list so your invitation does not get caught by filters.
- If it does not arrive when expected, please check your junk mail folder.

If you do not receive this invitation, please contact SEAS.associate@acotro.org as soon as possible.

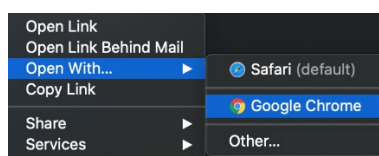
Open the email to view the instructions on how to join the Competency Assessment:

Joining the Competency Assessment from your email invitation:



Click on the training session URL in Step 1 of the email (see above). **Open in Google Chrome.**

- If using an Apple computer, right click on the link and select to open in Chrome



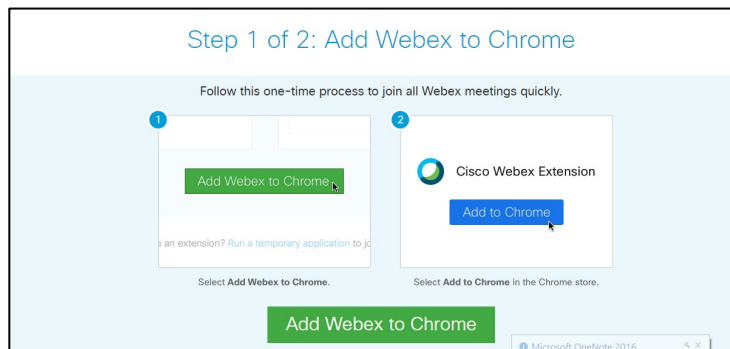
NOTE: If your competency assessor has not yet arrived at the session, you will receive the message "You cannot join the training session now because it has not started". You will need to exit out of the Session Information screen and return to your email invitation. Click on the training session URL and try again.

Instructions for installing the Cisco Webex Add-On required to run Webex for the Assessment

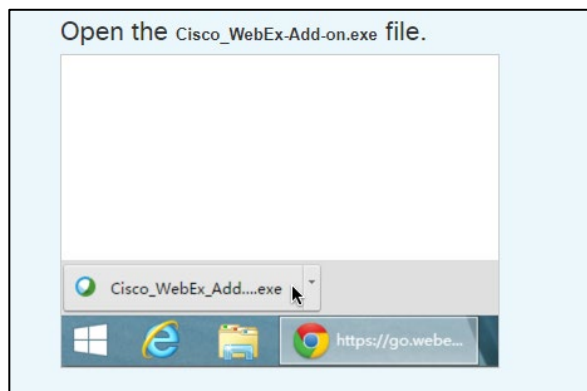
**** Please note:** Your experience may differ slightly from the steps shown depending on your individual computer settings or if you already have a version of Cisco Webex on your computer.

Windows

Click the green “add Webex to Chrome”. Then click the blue “Add to Chrome”

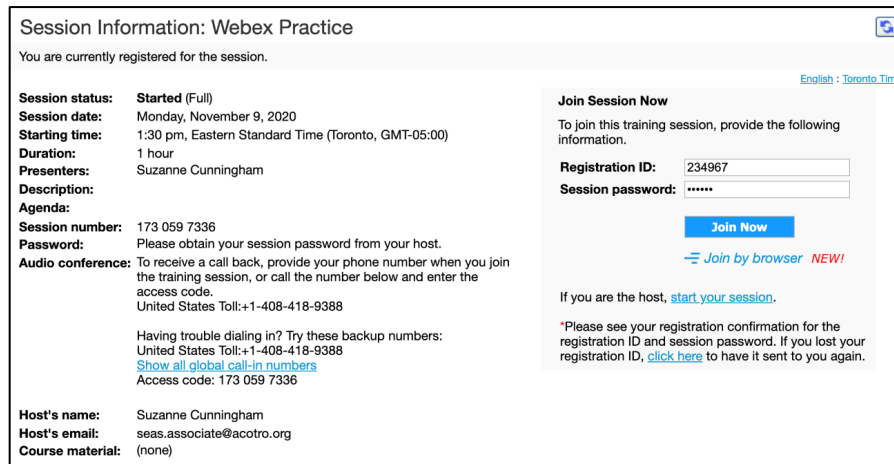


On the “Download the Webex Application page”, click “download”
Run the download installer to join the meeting.

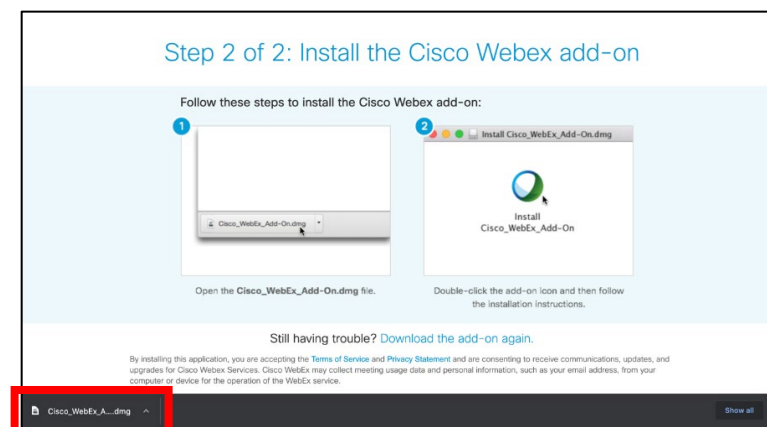


Mac

Session login page will open. Enter the password from the invitation
Click “Join Now”



Click on the ‘Cisco_WebEx_Add-On.dmg’ at the bottom left of the page – run installer



Windows

The session information screen will open

Session Information: Competency Assessment

You are currently registered for the session.

[English - Toronto Time](#)

Session status: Started (Full)

Session date: Tuesday, November 10, 2020

Starting time: 3:45 pm, Eastern Standard Time (Toronto, GMT-05:00)

Duration: 1 hour

Presenters: Susan Domanski

Description:

Agenda:

Session number: 173 112 6963

Password: Please obtain your session password from your host.

Audio conference: To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code.
United States Toll: +1-408-418-9388

Having trouble dialing in? Try these backup numbers:
United States Toll: +1-408-418-9388
[Show all global call-in numbers](#)
Access code: 173 112 6963

Join Session Now

To join this training session, provide the following information.

Registration ID:

Session password:

[Join Now](#)

[Join by browser](#) **NEW!**

If you are the host, [start your session](#).

*Please see your registration confirmation for the registration ID and session password. If you lost your registration ID, [click here](#) to have it sent to you again.

Click "Join Now"

Join Session Now

To join this training session, provide the following information.

Registration ID:

Session password:

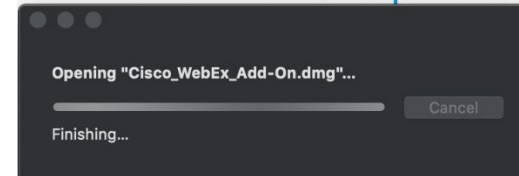
[Join Now](#)

[Join by browser](#) **NEW!**

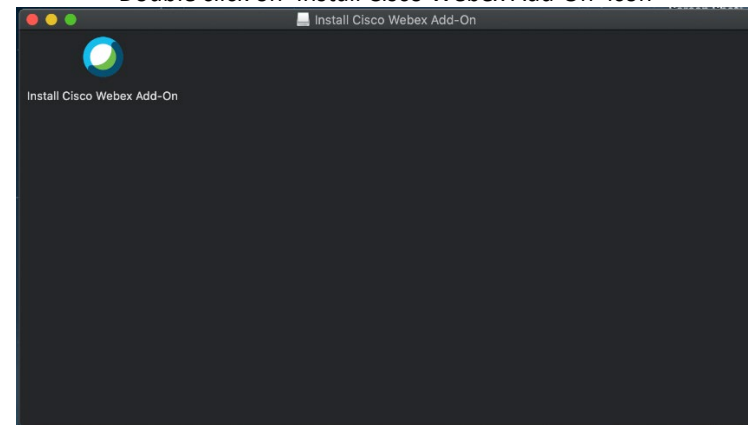
If you are the host, [start your session](#).

*Please see your registration confirmation for the registration ID and session password. If you lost your registration ID, [click here](#) to have it sent to you again.

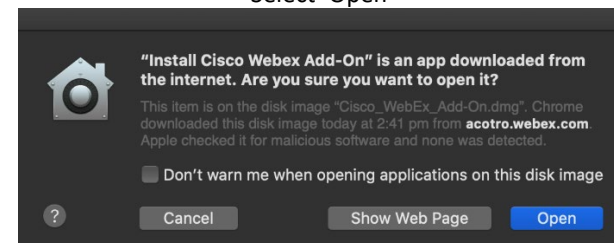
Mac



Double click on 'Install Cisco Webex Add-On' icon

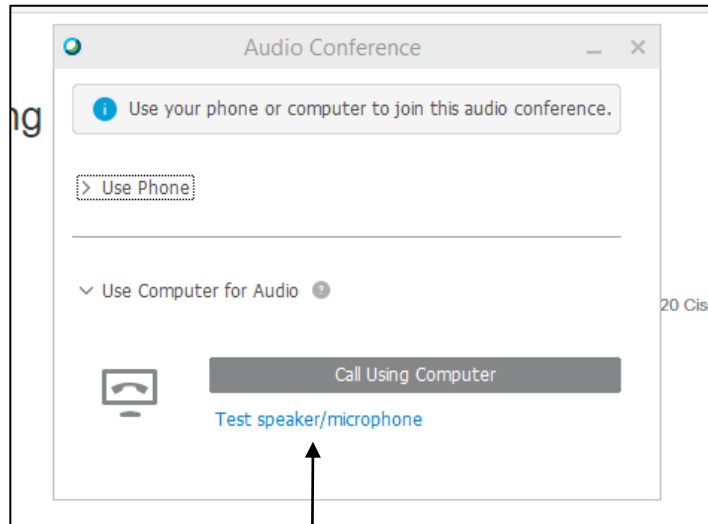


Select 'Open'

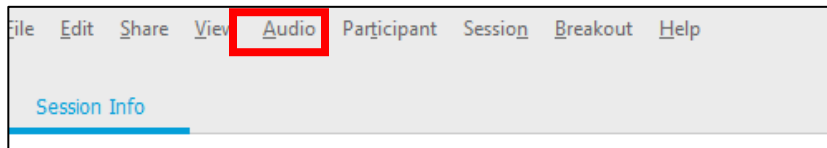


Windows

Connecting to Webex Audio
Set up your audio and video before you join the assessment.
Click “call using computer”. Then test your speaker/microphone.

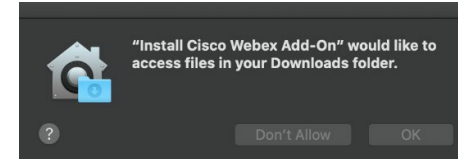


Click “Test speaker/microphone” on the Audio Conference window.
Or on the session window, click “Audio” at the top left hand of your screen.



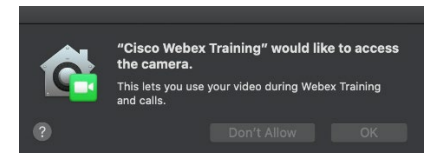
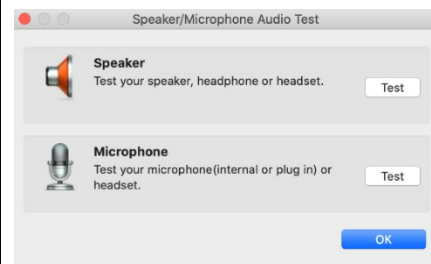
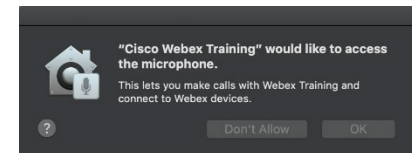
Mac

Click OK to allow Add-On to open



Connecting to Webex Audio

Click on ‘Call Using Computer’ and click ‘OK’ to allow computer to access microphone and camera

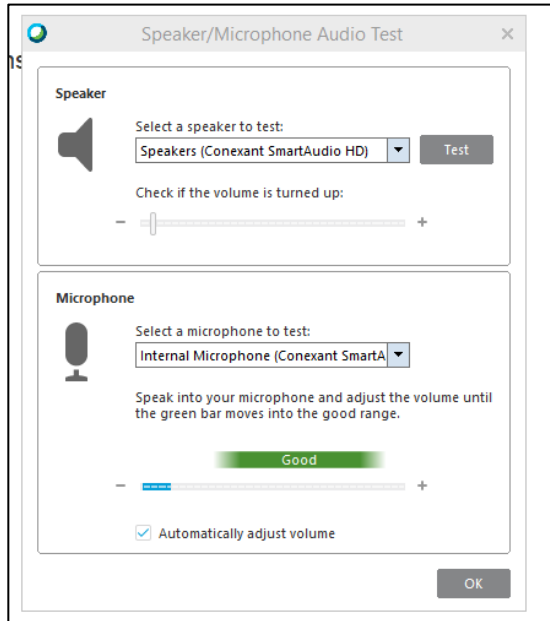


Windows

Click "Speaker/Microphone Audio Test".

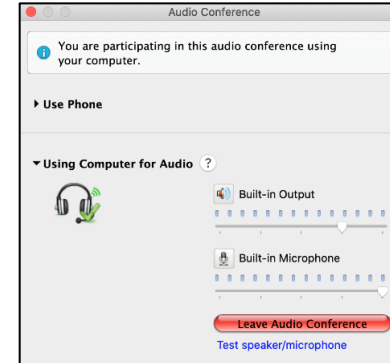
Click "test" to test your speaker.

To check your microphone, check that the bar in the Microphone screen is green and says "Good"

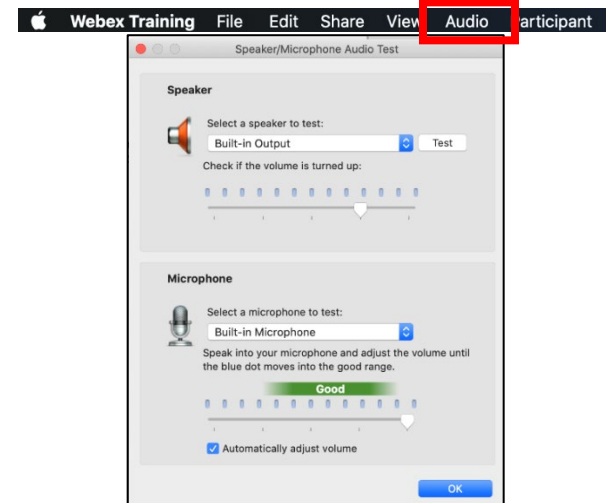


Mac

You will be able to test your speaker and microphone settings from this pop up



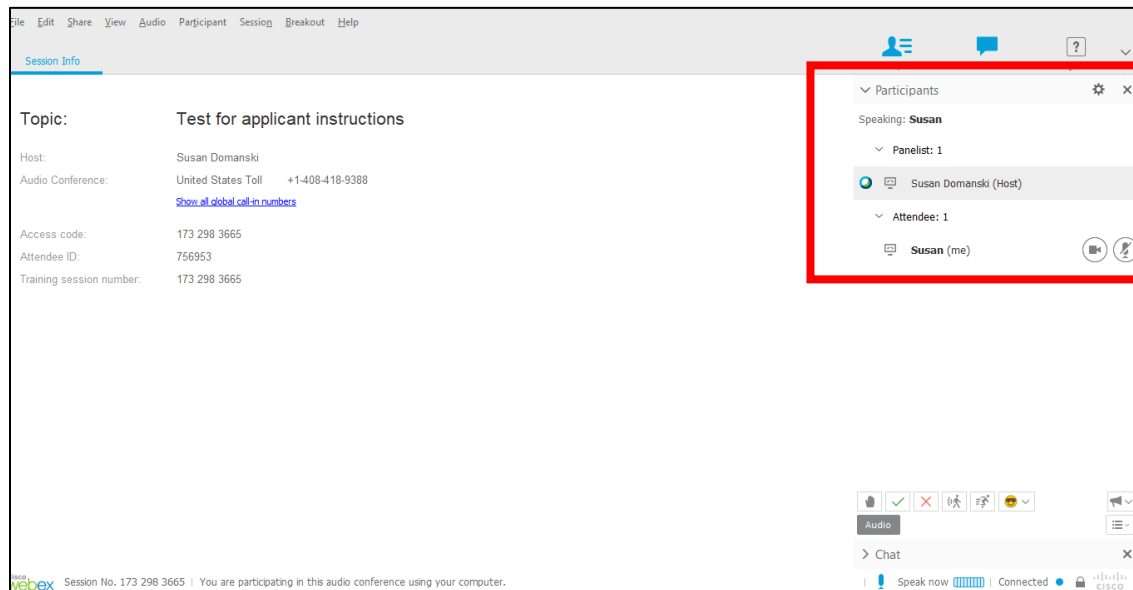
Alternatively, you can click on Audio at the top menu bar to conduct a test



Check in with Assessor

Before your Competency Assessment can start, you must close all applications on your computer including websites, email, word documents, etc. Only Webex should be open. All other applications are prohibited.

After installing the Cisco Webex Add-On, you should be on this session window

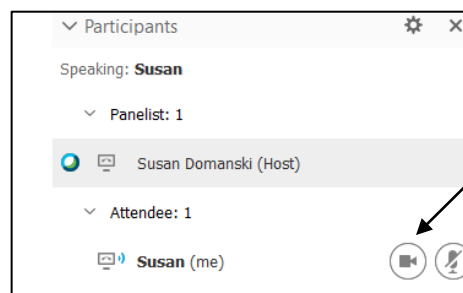


NOTE: If you lose the session window, click this icon at any time during the assessment.



Video

To start your video camera, click the video camera symbol beside your name under “attendee” on right hand side of the screen (see red box above and arrow below).

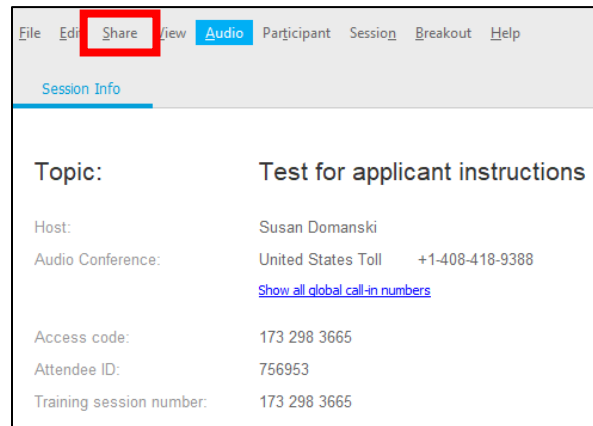


Audio

Place your cursor over the mic symbol to ensure you are not on mute. You are not muted if the option to “Mute” shows when you hover your cursor over the mic symbol.

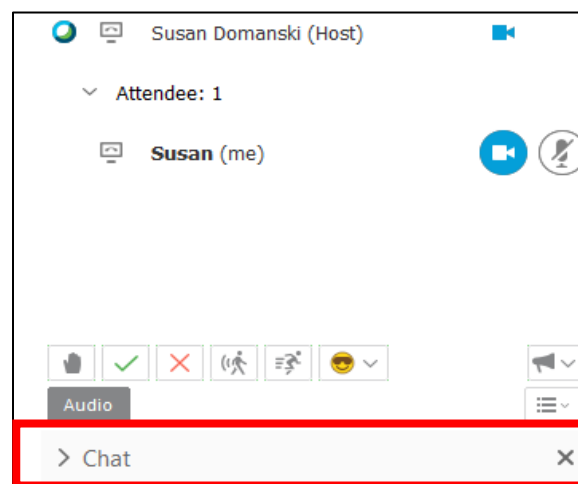
Desktop Check

The assessor will ask you to share your desktop to ensure that you only have Webex open. At the top left-hand corner of your screen, click “Share” and then “My Desktop”.

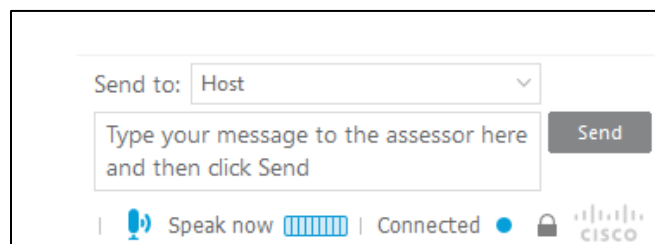


Chat Feature

If you are having difficulty with your audio during the session and you need to send a message to the assessor, use the Chat box.



Click the arrow beside “Chat”. Type your message in the text box and click “Send”



Competency Assessment Session Schedule

The Competency Assessment session is a six-and-a-half-hour assessment.

There are two parts to the Competency Assessment session:

- Behaviour-based interview
- Modified Triple Jump

In both instances, a trained assessor will conduct the interviews. Occasionally, for training purposes, two assessors may be present during the interview. The following is the schedule for the day:

Schedule for One Day Competency Assessment Session:

- ▶ 30 minutes – Welcome, security screening, Identification verification
- ▶ 90 minutes– Behaviour-based interview situation questions
- ▶ 10 - 15 minutes – Break
- ▶ 90 minutes – Modified triple jump: assessment case file
- ▶ 30 minutes – Lunch
- ▶ 120 minutes – Modified triple jump: treatment case file
- ▶ 5 minutes Closing

If SEAS staff schedule your assessment over two days, the schedule will be as follows:

Schedule for Two Day Competency Assessment Session:

Day 1

- ▶ 30 minutes – Welcome, security screening, Identification verification
- ▶ 90 minutes– Behaviour-based interview situation questions

Day 2

- ▶ 30 minutes – Welcome, security screening, Identification verification
- ▶ 90 minutes – Modified triple jump: assessment case file
- ▶ 30 minutes – Lunch
- ▶ 120 minutes – Modified triple jump: treatment case file
- ▶ 5 minutes Closing

What should I expect during the assessment?

1. The assessor will ask you the interview questions and take notes on a computer.
2. You are expected to be present for the entire six-and-a-half-hour day.
3. Two short breaks and a longer lunch break are provided.
4. You must have permission from the assessor to leave the testing room for any reason.
5. You will not be permitted to access personal items that are stored at any time during the assessment process.
6. In case of emergency, you must get permission from the assessor prior to accessing personal items that have been stored, and you will be monitored while doing so.
7. You will be monitored by the assessor continuously during the assessment.

Behaviour Based Interview

The behaviour-based interview focuses on situations you have experienced as an occupational therapist, in the everyday occupational therapy activities you performed in either your clinical practice or in clinical fieldwork. For example, you may be asked to describe a situation where you were concerned about a patient's safety, or where you were required to consult with other professionals. The interview explores your behaviour in these situations.

The following is an example of a question you may be asked during the interview:

Competency 5.1

Communicates effectively with the client, interprofessional team members, and other stakeholders using client-centred principles that address physical, social, cultural, or other barriers to communication.

Occupational therapists employ educational approaches to meet client needs.

Describe a situation when you provided education to a client.

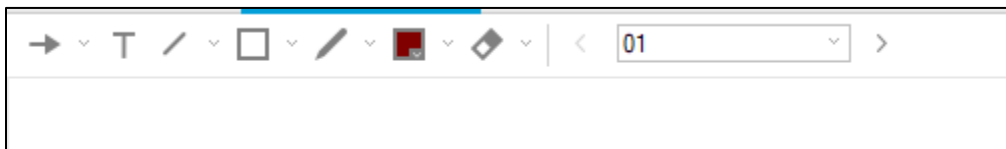
Performance Indicator	Assessment	Probing Question
5.1.5 Assessed the specific learner needs	Yes / no	Explain how you determined the client's learning needs.
5.1.4 Adapted approach to ensure that barriers to communication do not impact the client's ability to direct own care process.	Yes / no	Did the client have specific barriers that affected teaching or learning? [If yes] Describe how you adapted the teaching style. [If no] How would you adapt the teaching style?

5.1.5 Evaluated the effectiveness of the education provided	Yes / no	How did you evaluate the effectiveness of your teaching?
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Making Notes

The assessor will provide you with a blank sheet on the screen to make any notes during the Behaviour Based Interview. You will return these notes to the assessor at the end of the Behaviour Based Interview.

There are tools at the top left corner of your screen that you can use to write text on the blank sheet as well as circle and underline text.



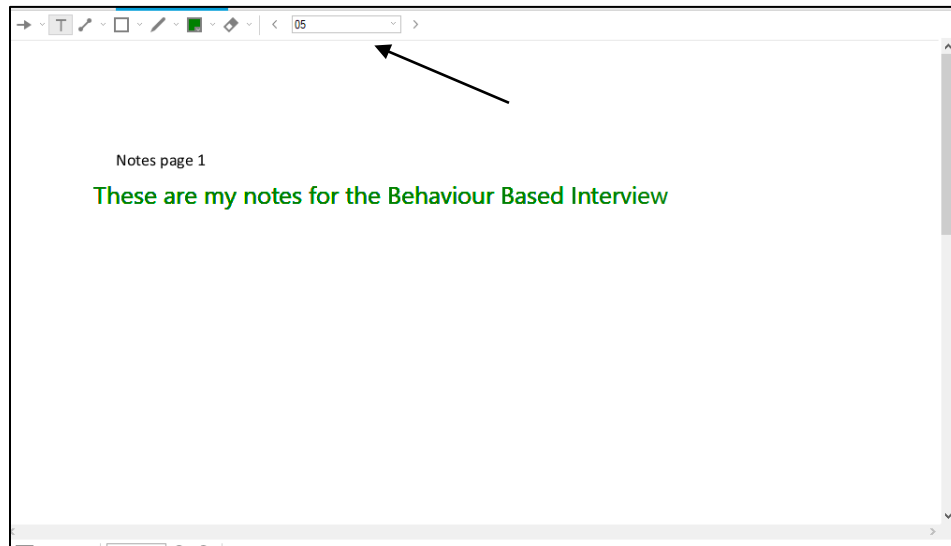
You can change the colour of your font and lines by clicking on the colour box.

	Use this icon to place an arrow on your page. Click on the arrow and place the arrow cursor on the desired location of your page
	Click on the T to add text to the page. Note that at the end of the page you need to press “enter” on your keyboard to move to the next line.
	Use this tool to draw arrows, free hand on your page. There is an option for an arrow at both ends or an arrow at one end.
	Use the pencil to underline and circle things. The fully shaded pencil will draw a thick line and circle. The partially shaded pencil will draw a thin line and circle
	Use the eraser to remove any of your text and lines, circles. Please note that the eraser will delete entire lines of text, not individual characters.

Viewing your notes

There are two options for viewing your notes during the Behaviour Based Interview:

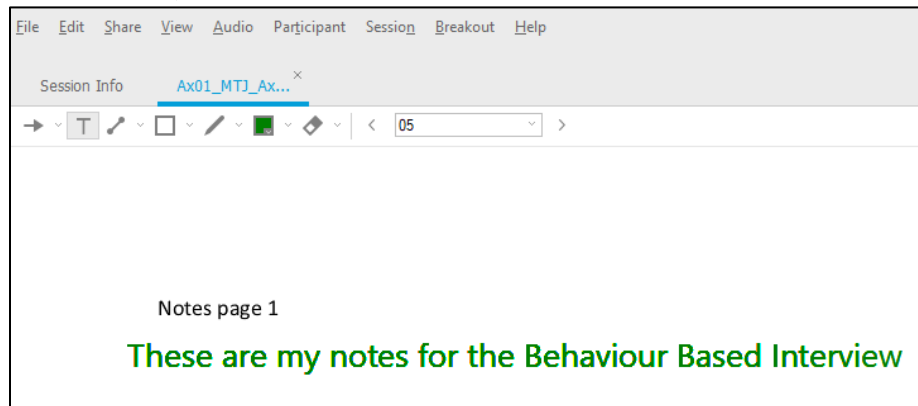
1. Scroll through the pages



Use the scroll on the right-hand side to scroll down the page.

Switch to a different page using the forward and back arrows beside the page number at the top of the screen.

2. Using Thumbnails



Click “View” and “Thumbnails” at the top left of your screen.

The Thumbnails of each of your pages will appear on the left-hand side of your screen. Click on the page you want to view, and it will appear in the main screen.

Modified Triple Jump Interview

The Modified triple jump component of the competency assessment is based on two cases: One case focused on assessment, and the other case focused on treatment. This part of the interview explores your data collection, critical thinking, and problem-solving skills by reviewing hypothetical actions related to the two cases.

For each case, the assessor will provide the case information to you in two phases, with more detailed information about the case provided at the second phase.

There are three stages for questions:

	Assessment Case	Treatment Case
Stage 1:	Determine what information needs to be collected in the assessment	Determine what information needs to be collected in the assessment
Stage 2:	Determine the framework, method or theory used to assess the client	Determine occupational performance issues for the client
Stage 3	Identify your recommendations for the client.	Determine the goals, as well as the intervention or treatment plan for the client

Making and Viewing Notes during the Modified Triple Jump

Refer to instructions in the Behaviour Based Interview section above.

Accommodations

ACOTRO is committed to serving applicants with disabilities and health-related and cultural/religious needs by providing services and reasonable accommodations while ensuring assessment reliability, integrity and security.

If you require accommodations you must provide ACOTRO with documentation that validates both the presence of a disability, health-related or cultural/religious need for reasonable accommodations. The request for an accommodation must be made in advance of the Competency Assessment. Please request an “Accommodation Request Form” and the Accommodation Policy from SEAS.associate@acotro.org at a minimum 30 days in advance of your Competency Assessment. You will be notified by email if the accommodations have been approved.

When ACOTRO approves accommodations, the assessor will receive a confirmation notice listing the specific details of the accommodation. The reason for the accommodations is not disclosed to the assessor unless the applicant provides prior permission to disclose the personal information. In some situations, it may be in the best interest of the applicant if the assessor is aware of the disability/health need (for example, if the applicant has a seizure disorder or has diabetes). In case of an emergency, it would be in the best interest of the assessor to be informed.

Late arrival, rescheduling and canceled appointments

ACOTRO understands that unforeseeable events do happen, resulting in the need to reschedule and/or cancel the Competency Assessment session. The following policies are in place to ensure resources are used efficiently, and to support you in rescheduling the assessment in a timely manner.

Late Arrival Policy

It is very important that you arrive promptly at the scheduled start time and are ready to begin the Competency Assessment session. You may want to arrive 15 minutes before the scheduled time to ensure you are given the maximum amount of time allocated for the day.

The following policies apply to late arrival.

1. If you do not arrive at the scheduled assessment time, the assessor will attempt to contact you by phone or email
2. If you arrive more than 60 minutes late, you will not be allowed to complete the Competency Assessment at that time, and you will not be given a refund for any fees paid. The assessor will notify ACOTRO administrators. The assessment will be rescheduled after payment of a rescheduling fee.

Cancelled Appointments

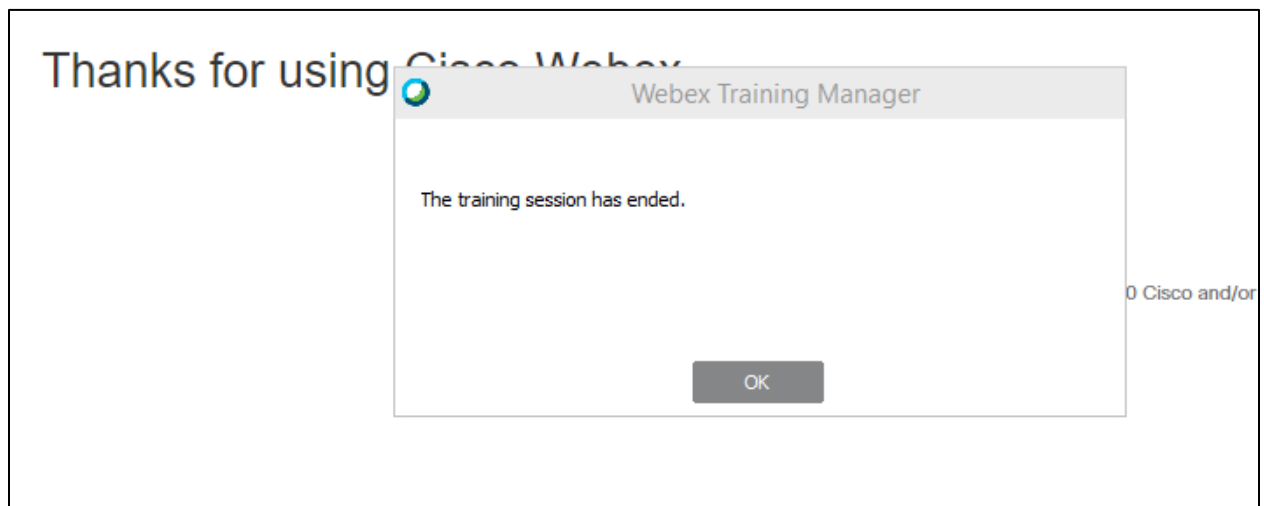
ACOTRO understands that an illness or an extenuating circumstance (such as a death in the family or a personal or family crisis) can happen and that you may have to cancel your assessment as a result.

Please refer to the applicant Fees Policy regarding cancellation and rescheduling of the Competency Assessment.

A request to reschedule the assessment must be made in writing to SEAS.manager@acotro.org

Ending the Competency Assessment

The assessor will close the Webex training session. Click OK.



Results

You will receive the results of your Competency Assessment via email within one month of your assessment. Your entire SEAS file will then be reviewed by a panel of the Determination Committee.

The Committee will make a final determination as to whether you are substantially equivalent.