



Ontario College Quality Assurance Service

Service de l'assurance de la qualité des
collèges de l'Ontario



CREDENTIAL VALIDATION SERVICE REPORT

2020/2021

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Credential Validation Service (CVS) ACTIVITY

The Credential Validation Service (CVS) objective is to maintain the integrity of the credentials offered by the colleges, province wide. To that effect, we work closely with the colleges, supporting them in the validation of new program proposals and with different units of the Ministry validating new programs and Provincial Program Standards.

Validation of College Program Proposals

Over the last 16 years, we have averaged 184 validations (which include both the average Program Validations (154) and average Title Modifications (30)). The total number of validations this year (161) is slightly above the 16-year average. This academic year, the Title Modifications represented 8% of the CVS validation requests, which is a little lower than the 16-year average of 16%.

Credential Validation Summary by Process (September 2020-August 2021)

New Program Validations		Title Modifications	
16-year Average	2020/2021	16-year Average	2020/2021
154 (84%)	148 (92%)	30 (16%)	13 (8%)

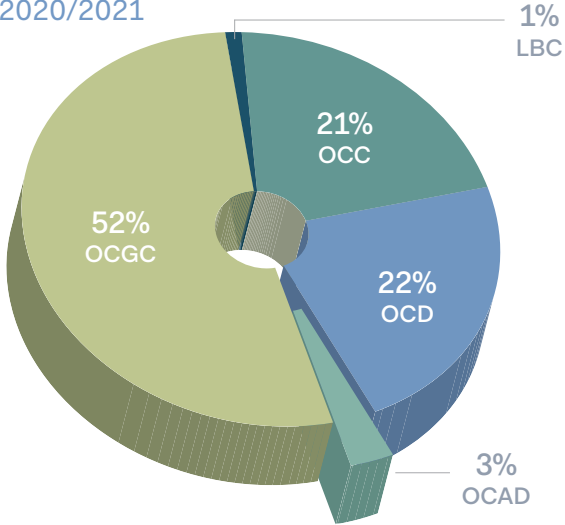
Credential Validation Summary by Credential (September 2020-August 2021)

All of the Credential averages change from year to year. This year we validated two Locally Approved Board Certificate. Before 2012, the credential which was most often proposed was the Ontario College Diploma. However, since 2012/2013, the highest proportion of proposals and validations have been for the Ontario Graduate Certificate credential.

Credentials 2020-2021				
LBC	OCC	OCD	OCAD	OCGC
2	31	33	5	77

NEW PROGRAM VALIDATIONS BY CREDENTIAL – 2020/2021

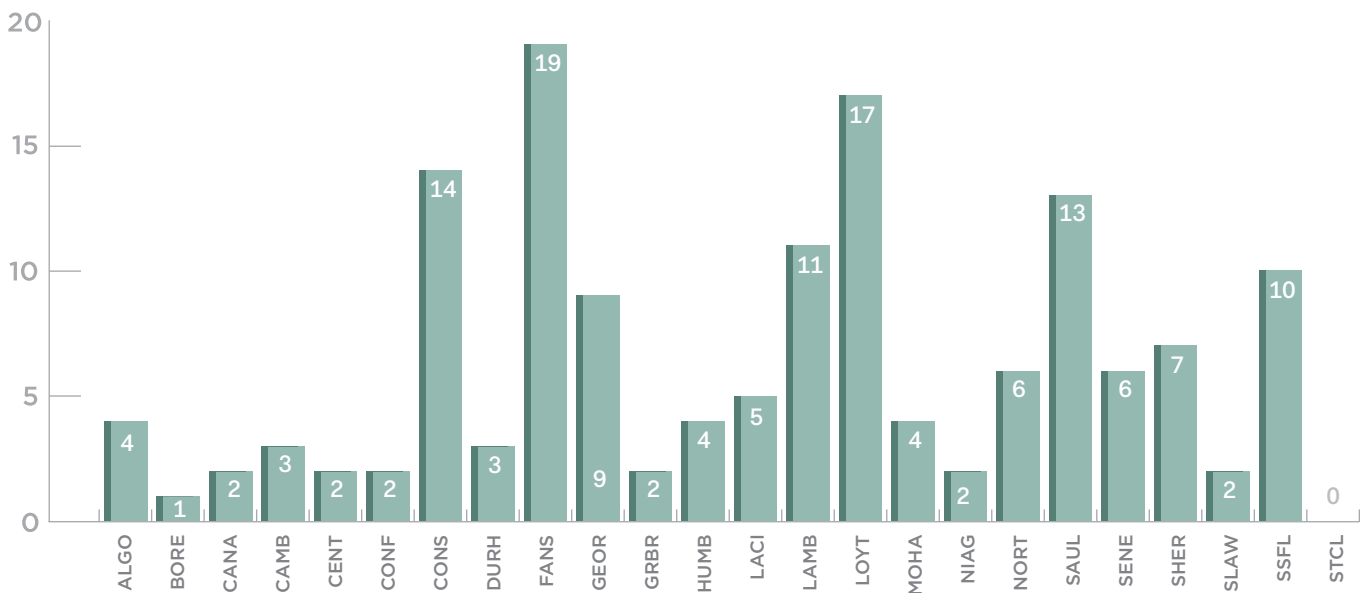
- Locally Approved Board Certificates (LBC)
- Ontario College Certificates (OCC)
- Ontario College Diplomas (OCD)
- Ontario College Advanced Diplomas (OCAD)
- Ontario College Graduate Certificates (OCGC)



Credential Validation Summary by College (September 2020 - August 2021)

The number of validations by College changes every year based on their response to strategic initiatives, community and/or industry needs.

NEW PROGRAM PROPOSALS BY COLLEGE – 2020/2021

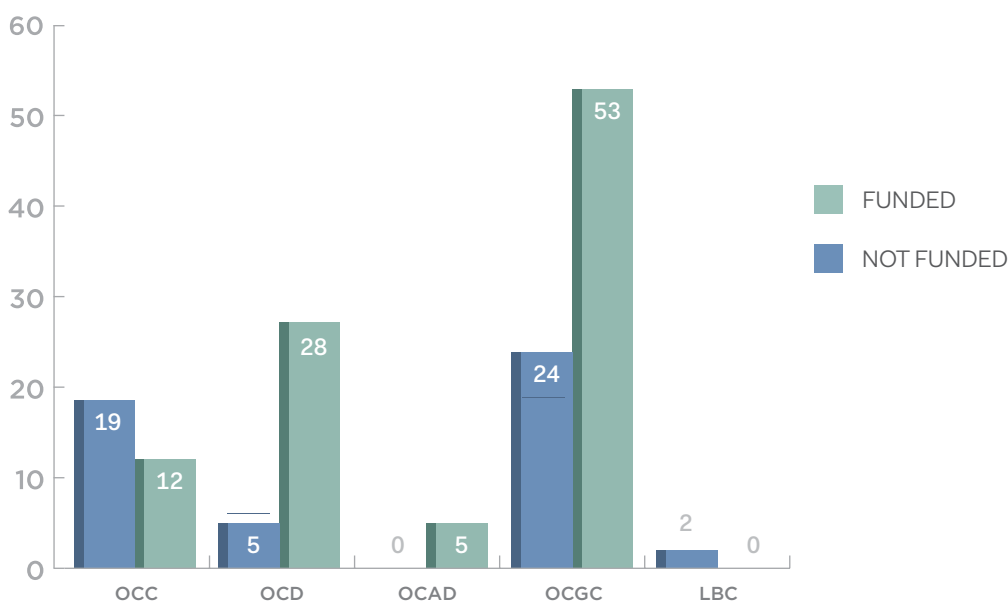


The number of programs submitted to CVS varies by college.

Credential Validation Summary by Funding Type (September 2020 - August 2021)

This year we saw a big change in the percentage of programs validated for funding. In the last five years the majority of the Validations were for programs that were requiring funding from the Ministry (74%), with minority validated for full cost recovery (26%). This year the percentage of programs validated for full cost recovery increased (34%). The increase is due to a response from the colleges to the Apprenticeship Reform, the Minister's Binding Policy Directive on Public College-Private Partnerships, and increased demand to serve international markets.

NEW PROGRAM PROPOSALS BY FUNDING TYPE – 2020/2021



Validation of Revised Vocational Learning Outcomes

Program Descriptions are the starting point for program development and review across the college system but working with old versions can be a little complex at times. Therefore, we have been working with the colleges who want to share their validated, revised Program Descriptions, to add them to the CVS tool to keep them current.

CVS Review

In August 2020, OCQAS embarked on a review of the Credential Validation Service.

A survey was sent out to the Heads of Quality Management (HQM) and the Curriculum Developers Affinity Group (CDAG) that asked 13 questions pertaining to stakeholders' satisfaction with the current services provided by CVS and a request for concrete suggestions for improvement. Almost 80 responses were received and a qualitative analysis was done on the comments included in these responses. The qualitative analysis highlighted the following areas of focus:

1. Definition of CVS' role and scope and its relationship to the Ministry;
2. Availability of resources, specifically in French and the CVS tool;
3. Adequate capacity/staffing;
4. Expectations and requirements for CVS applications; and,
5. The quality of CVS' feedback.

In summary:

- The survey results showed that stakeholders believe that CVS adds value to the Ontario College system, positively contributes to ensuring consistency amongst programs in the system, and provides timely and valuable feedback.
- The survey results also identified that there is a gap in understanding the scope of CVS in relation to the Ministry, and the need to clarify expectations and requirements for CVS applications.
- There was an identified gap in available resources for the French colleges, concern about capacity of CVS staff to carry out its work, and issues with the functionality of the CVS AA tool.

Steps taken:

The CVS team has worked on implementing the changes in response to the CVS Review results:

1. The CVS AA Tool has been updated and moved to a new developer for more robust support.
2. All existing resources have been translated and posted on the French website.
3. The website has been updated adding functionality to make it more user friendly, and easier to find documents.
4. A document stating in detail the expectations and requirements for CVS applications has been published under the following title: CVS Credential Validation Guidelines.

College Program Proposal Support

There has been a significant number of new college staff assigned to new program development/modification processes. As a result, the CVS continues to require all college personnel that are involved in developing and proposing new programs to take our CVS workshop. This enables new staff to get better acquainted with the process and avoid any delays in validations.

Since we have posted on our website the materials for the CVS training with voice over narration, many new staff at the college system have been able to get the training they need when they need it.

CVS maintains an open line of communication with stakeholders. We have been using our Newsletters to keep the college system informed of changes in expectations from the Ministry.

Informal Review Template

In April of this year, we released a new template to ensure all of the necessary information is provided during the informal review process via email. This allows for a robust review that can be carried on into the formal program submission within the CVS Anytime/Anywhere Tool.

Informal reviews help to reduce the number of transactions between the college and CVS in the tool, and may be used to solicit feedback about mapping to the correct MTCU code, choosing an appropriate title, or developing sound VLOs.

With all of this information in one place, the CVS team can work more effectively with the colleges to ensure that consistent feedback is provided and documented.

The template can be found on the [CVS Resources](#) page of the website.

Validation of Provincial Program Standards

CVS works closely with the Program Standards Evaluation Unit (PSU) at the Ministry of Colleges and Universities to review, advise and validate Program Standards. During the Standards development process, we have a number of conversations and meetings with the Policy Managers and Project Officers related to the emerging vocational learning outcomes and titles under consideration, and provide suggestions and feedback. In this academic year, we validated two program standards in both English and French (Personal Support Worker and Child and Youth Care).

Credential Validation Service (CVS) Anytime Anywhere (AA)

In May 2018, we launched a web-based application that allows colleges to access all of the MTCU program standards and descriptions, and submit CVS applications online.

This year we completed a full update of the tool, including migrated hosting, development and maintenance to Ontario College Application Service (OCAS). Ontario College Quality Assurance Agency (OCQAS) working closely with OCAS has made the application more stable and responsive to the needs of the system and the functionality more user friendly and effective.

Working Groups

At the end of the academic year we invited representatives from Curriculum Developers Affinity Group (CDAG) and the Heads of Quality Management (HQM) to participate in working groups to provide OCQAS with feedback on various aspects of the services offered. One of those working groups has been focusing on improving the functionality of the CVS AA tool.

The group has only met twice, but the feedback has been invaluable. We believe the CVS AA tool will be more functional and user friendly thanks to the input received from the participants. We look forward to our continuous collaboration.

Ontario College Certificate – Apprenticeship

We have been working closely with Colleges Ontario and the system to ensure that every apprentice who completes their final in-school at a college should receive a relevant Ontario College Certificate - Apprenticeship.

Currently:

- 10 colleges have gained approval from for at least some of their apprenticeships
- We have approved 30 individual OCCs-Apprenticeship and about 70 applications overall, leaving less than half of the trades still needing approval.

Trends in New Program Development

In response to shifts in the business landscape, community needs and the strategic initiatives of each institution, colleges take a proactive role in developing programs.

These titles are reflective of the priorities of 2020-2021:

- Applied Creativity and Innovation
- Business - Supply Chain and Operations for Commercial Trucking
- Clinical Kinesiology
- Clinical Research
- Cloud Architecture and Administration
- Deafblind & Intervenor Studies
- Digital Solutions Management
- Entrepreneurial Studies - Content Creation
- Event Management - Creative Design
- Photojournalism
- Public Health Nursing
- Regulatory Affairs
- Urban Ecosystem Technician



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