



Canadian Alliance of Physiotherapy Regulators

Alliance canadienne des organismes de réglementation de la physiothérapie

Credentialling Update – August 8, 2011

As you may already know, The Alliance is experiencing a large increase in applications, mail and related inquiries. This has caused a backlog in credential assessments.

We had anticipated the backlog would be cleared by August 8th. Although The Alliance has made substantial progress towards clearing the backlog, significant challenges remain. We are striving to process your documents as quickly as possible in an effort to clear the backlog and will be continuing the reduced communication through telephone and email. We anticipate complete clearing of backlog by December 31, 2011. Once the backlog is clear, we will post an announcement on our website to notify applicants.

To assist you during the period in which we will not be taking phone calls or responding to emails, we have made the following resources available:

Credentialling Handbook: is a good introductory tool to the credential assessment process and contains the documents that you or your school will need to complete to apply for the credential assessment and explains the proper way to submit documents: http://www.alliancept.org/pdfs/credential_package_20100901_eng.pdf

Our **Backlog Frequently Asked Questions (FAQs)** has been composed in response to the common inquiries that we have received in the past few weeks. Please check our website: http://www.alliancept.org/credential_applicants_notices.php and choose **BACKLOG FAQs**.

This is a condensed version of our more extensive list of FAQs. Our expanded FAQs is available here: http://www.alliancept.org/pdfs/credential_faq_2010_eng.pdf

Available Syllabi:

If you are inquiring as to whether we have your syllabus, you can refer to the list of Available Course Syllabi: http://www.alliancept.org/pdfs/AvailableSyllabi_110718.pdf

Status Updates:

If you would like to know the status of your application, you can search with your PIN at the Credentialling Applicant Status Update site: http://www.alliancept.org/pdfs/credential_applicant_status_update.pdf

The table below outlines who will be sending your updates or processing your documents during this time:

Stage	Credentialling Team Member
You have submitted an application for Credential Assessment?	Erin Gollaher, Client Services Associate; Mary Thibodeau, Client Services Coordinator and the Credentialling Officers Becky Chamula and Shereen Mir will be working on your file.
You have submitted documents in support of your application for Credential Assessment?	Erin Gollaher, Mary Thibodeau, and Becky Chamula will be working on your file.
We have started your assessment and your file is in process?	Tabasom Eftekari, Director of Credentialling, will send you results.
We have mailed your assessment results and we asked you to submit additional information or you submitted additional information?	Becky Chamula will send you updates.
You or your school submitted additional information after you received your results and we have processed the information?	Barb Gawlik, Credentialling Officer, will send you updates.
You are enrolled in or have recently applied for our Prior Learning Assessment and Recognition (PLAR) program?	Barb Gawlik will send you updates.

We understand the impact this has on our applicants. Everyone, including staff, is eager to clear this backlog as soon as possible. We are asking for your cooperation in working together to clear the backlog, and we greatly appreciate your patience during this time. We will continue to update the website with the progress of our work.

Thank you for your assistance in allowing us the time to process your documents.