



Our Registration Service Pledge

It is our duty to serve and protect the public interest and provide quality registration service.

What applicants can expect from our registration service:

- We are committed to providing service to members of the highest standard.
- Our registration practices are transparent, objective, impartial and fair.
- We will uphold our regulatory obligations.
- We will be courteous, respectful, responsive and helpful.
- We will respect and protect applicants' rights to privacy and confidentiality.
- We will use feedback from our applicants and stakeholders to build a better service.
- We will strive to deliver services that meet or exceed our established standards by:
 - Providing callers with direct live responses from expert staff
 - Answering written inquiries in seven business days or less
 - Completing initial assessment of new applications within 25 to 35 business days
 - Registering qualified applicants to begin their practice appointments on time.

To help us achieve these goals, we need applicants to:

- Be courteous, honest and professional in all their dealings with us.
- Take responsibility for their applications and complete their registration requirements in a timely way.

Our mutual roles:

- Our registration service and our applicants have complementary roles to play in the process. By working together, we can ensure the excellence of our registration process.