

Frequently Asked Questions (Registration Renewal)



College of
Speech and Hearing
Health Professionals of BC

Regulator of Audiologists, Hearing Instrument
Practitioners and Speech-Language Pathologists

The purpose of this document is to provide quick and easy reference to the most frequently asked questions during the registration renewal period.

1. I'm renewing my registration online, but I'm having problems logging in.

A: Make sure you are at the "Registrants Only" login screen, not the "Board Members Only" login screen. If you are seeing "User name", you are on the right page. If you are seeing "Email Address", you aren't.

Username = the email address that receives email from the College.

Password – if you've forgotten your password, you can always click on "Forgot Password?" and a new temporary password will be sent to your email address. You can also request that we reset your password and send you a new temporary password (to your primary email address).

✓ Correct

A screenshot of the College of Speech and Hearing Health Professionals of BC website. The header includes the logo and navigation links: HOME, PUBLICATIONS, APPLICANTS, FORMS, REGISTRANTS ONLY (highlighted in green), and BOARD MEMBERS ONLY. The main content area is titled "Log In" and contains a "User name:" field, a "Password:" field, a "Remember me" checkbox, a "Forgot Password?" link, and a "Login" button.

✗ Incorrect

A screenshot of the College of Speech and Hearing Health Professionals of BC website. The header includes the logo and navigation links: HOME, PUBLICATIONS, APPLICANTS, FORMS, REGISTRANTS ONLY, and BOARD MEMBERS ONLY (highlighted in green). The main content area is titled "Sign in..." and contains an "Email Address:" field, a "Password:" field, a "Sign In" button, and a "[Forgot your password?]" link.

2. I am going on maternity leave / medical leave / going to be away for an extended period of time. What are my Registration Renewal Options?

A: Please be advised that the professions regulated by the College are based on competency to practice, not on the basis of part-time or casual employment. Therefore, if you expect to practice,

even for one hour during the 2017-2018 registration year (i.e., April 1, 2017 to March 31, 2018), you must renew as 'Active', with a renewal fee of \$500.

You also have the option to renew under the non-practicing classification of 'Inactive', with a renewal fee of \$225, in order to keep your registration current with this College. However, should you return to practice within the 2017-2018 registration year and require a return to Active classification status, you will be required to pay the Active renewal fee of \$500 in addition to the paid Inactive renewal fee of \$225 at that time (\$725 in total). Therefore, if there is a strong possibility that you will practice prior to March 31, 2018, then you may wish to consider renewing as Active before March 31, 2017.

If you won't be practising until after March 31, 2018, then you may renew in the Inactive classification for the entire registration year, then renew as Active for the following registration year.

Please note that Active, Conditional Active, and Inactive registrants must obtain continuing competency credits. There are no exceptions.

If you fail to renew prior to midnight, March 31, 2017, and you wish to renew, in addition to the renewal fee, you will be subject to a \$200 late fee up to April 30th, or a \$500 reinstatement fee up to June 30, 2017. Until you renew, you will be considered "former" and therefore when you return to practice you will be required to apply under section 85 of the College Bylaws, i.e., by submitting transcripts, etc, and paying the application fee as well as the registration fee.

Please review the College Bylaws and general FAQ document posted on the website for more information to help you to make the best decision.

3. What if my employer is paying for my registration renewal?

A: Please mail the [Registration Renewal Form \(Form 4\)](#) with your employer's cheque to the College prior to the renewal deadline of March 31. You can download the [Registration Renewal Form \(Form 4\)](#) from the "Professionals' site" under the "Forms" tab.

4. I need to obtain my tax/credit card receipt.

A: Official tax receipts are available from the Main Menu of the "Registrants Only" screen. Login and click on "Tax Receipts". The Credit card receipt is generated and sent automatically to your primary email after your payment is successfully processed.

5. I got an email reminder from the College – can I check to see if I have renewed my registration?

A: If you received a reminder, that means you have not yet renewed. After the 1st reminder sent in late January to all registrants, the 2nd and 3rd reminders are only sent to those who have not renewed as of the sent dates for the 2nd and 3rd reminders. The best place to check is actually the "Receipts" tab, since a receipt is automatically generated upon renewal.

6. How do I change my contact information?

A: Only you the registrant can do this, by logging in from the "Registrants Only" screen and clicking on "Update Your Personal Information" from the Main Menu.

7. Can I also renew an Advanced Competency (AC) Certificate online?

A: Yes. Four Continuing Competency Credits (CCCs) are required per AC Certificate. You can renew online if you have obtained and submitted the required CCCs in the past 3 years. When submitting your AC Certificate-related CCCs online, make sure you click “Applies to” the relevant AC Certificate. If you don’t click “Applies to”, our online system won’t have a record of your AC Certificate CCCs and you won’t be able to renew online.

You can still renew by downloading the [AC Renewal Form](#) from the “Professionals Site” under the "Forms" tab. Enter your CCC information on page 2 of the form (only the ones that apply to that particular AC Certificate) and send it with your AC Certificate renewal fee (prior to the certificate’s expiry date) via post, fax, or scan/email.

8. I have more than 1 AC Certificate – what renewal fees will I be assessed?

A: The maximum renewal fee for AC Certificates is \$50 (even if you hold more than 2 Certificates).

9. What is my Registration Number?

A: Your registration number is available from the Main Menu of the “Registrants Only” screen.

10. How often am I required to apply for a Criminal Records Check (CRC)?

A: CRCs are required at initial registration and every 5 years thereafter (applicants provide ongoing consent on page 2 of Form 5). When your CRC is due to expire, you will be required to pay the \$28 CRC review fee (the College is statutorily required to collect this fee on behalf of the Ministry of Justice, and does not retain these funds). For the purposes of ongoing CRCs, please ensure that your Driver’s License number is on file with the College.

11. I just joined the College within one year, do I need to renew now?

A: The registration (fiscal) year of the College is from April 1 to March 31. Your initial registration fee was pro-rated and will expire on March 31st as all registrants.

- If you are an Active registrant, please login to the “[Registrants Only](#)” page and renew online.
- If you are a Conditional Active registrant, registrant, you must renew your registration manually by using the renewal form: [Form 4 - Registration Renewal](#). You may email, fax, or send your form by regular mail, along with fee payment. We can accept cheque, bank draft, Visa, and MasterCard.

12. I tried to renew my AC certificate online, but an Error Message showed up.

A: Our technician has identified and is fixing this glitch. To confirm your renewal and payment, please click on the “Tax Receipts” section and check the amount on this year’s receipt. If the amount is correct, you have renewed and charged successfully. We apologize for any inconvenience and confusion.