



## 2024 Annual CBA Summative Report

### Overview

The 2024 CBA Summative Report provides a comprehensive summary of the administration, outcomes, registrant feedback, and continuous improvement initiatives related to CRPO's case-based assessment (CBA).

Building on the [2023 CBA summative report](#), 2024 highlights progress in accessibility, case development, and registrant supports. Universal design for timing, expanded practice cases, and improved communication strategies were implemented, further supporting the CBA as the cornerstone of CRPO's Quality Assurance (QA) Program.

The CBA continues to protect the public by assessing registrants against the Standards of Practice while supporting professional reflection and growth. The 2024 report demonstrates CRPO's commitment to transparency, continuous quality improvement, and strengthening the profession. The QA Program is designed as a safe, proactive space where registrants can reflect on their practice, identify and address potential gaps in knowledge, skill, and judgment, and engage in meaningful lifelong learning.

The report also looks ahead to 2025, which will mark the halfway point in the first five-year CBA cycle, and highlights the launch of the peer coaching program, along with further integration of the CBA into the QA Program's broader goals of supporting public trust, professional identity, and registrant competence.

### 1. 2024 Program Highlights

Several key initiatives shaped the 2024 CBA cycle:

- **Universal design for timing:** All registrants were granted extended time to complete the CBA without requiring a special request, reinforcing our commitment to accessibility and removing unnecessary barriers to participation.
- **Case development:** We increased the number and diversity of CBA cases and practice opportunities, helping registrants build confidence and readiness for the assessment.
- **Review of self-directed review learning records:** Analyzing these records helped us identify common challenges and gaps, allowing us to tailor resources and support accordingly. This also demonstrates our commitment to continuous quality improvement.



- **Enhanced communication and engagement:** We hosted a Town Hall focused on the CBA and introduced ongoing opportunities to ask questions via booked consultation calls with staff.
- **Improved support materials:** Updates include the enhanced CBA Feedback Report, a revised Learning Plan Resource List, and new guidance tools.

## 2. Administration overview

In 2024, CRPO administered two CBAs, continuing with the format established in 2023, and introduced enhancements to strengthen fairness, accessibility, and public protection.

- The CBA was delivered online, open-book, over a 10-day window that included two weekends, ensuring flexibility and broad accessibility.
- Each administration presented 30 situational judgment cases linked directly to the Standards of Practice.
- Universal design for timing was implemented for the first time, granting all registrants extended time without requiring an accommodation request. This change reinforced equitable access and reduced barriers, while maintaining assessment rigour.

As we move toward the midpoint of the first five-year CBA cycle in 2025, these improvements ensure the process is well-established, fair, and responsive, while still capable of identifying registrants who may need further support.

**Table 1: 2024 Spring CBA Results**

1024 registrants completed the CBA between April 26 and May 5, 2024.

Result	# of RP's	% of total RPs (n=1024)
Successful	926	91%
Self-directed review	66	6%
Peer-assisted review	32	3%
Total	1024	

**Table 2: 2024 Fall CBA Results**

1021 registrants completed the CBA between October 25 and November 3, 2024.

Result	# RPs	% of total RPs (n=1021)
Successful	987	96.7%
Self-directed review	28	2.7%
Peer-assisted review	6	0.6%
Total	938	

The 2024 Spring CBA showed strong overall success, while the 2024 Fall CBA administration demonstrated even higher outcomes. These results show a marked improvement compared to [2023](#), when success rates averaged 84% across both administrations. The significant increase suggests that the combined efforts in case development, communication, practice case availability, and accessibility measures have positively impacted registrant performance.

### 3. Outcomes and trends

Across both administrations, 93.5% of registrants were successful, with 4.6% in SDR and 1.9% in PAR. Compared to 2023, when success rates averaged 84% and SDR ranged from 12–14%, these outcomes demonstrate a substantial increase in registrant success and a corresponding decrease in remediation categories.

- The rise in overall success rates aligns with CRPO’s continuous improvement strategies: more support resources, release of more practice cases, clearer communications, and universal design measures.
- The stability of outcomes across diverse groups strengthens confidence in the fairness and reliability of the assessment.

These findings provide confidence that the CBA is fulfilling its public protection role by reliably distinguishing between registrants who meet expectations and those requiring further support. The narrowing gaps between groups (e.g., English and French registrants, accommodated and non-accommodated) further reinforce the fairness and validity of the process.

	Count	Successful	Self-Directed Review	Peer Assisted Review
All	2046	93.5%	4.6%	1.9%
2024 Spring	1024	90.3%	6.4%	3.2%
2024 Fall	1021	96.7%	2.7%	0.6%

Registration category	Count	Successful	Self-Directed Review	Peer Assisted Review
Registered Psychotherapist	1707	94.2%	4.3%	1.5%
Registered Psychotherapist(Qualifying)	339	90.0%	5.9%	4.1%
Registered Psychotherapist(Inactive)	0			



Registration route	Count	Successful	Self-Directed Review	Peer Assisted Review
CRPO accepted bridging program	17	88.2%	11.8%	0.0%
CRPO recognized program	1113	93.8%	4.4%	1.8%
Grandparenting process	832	92.5%	5.2%	2.3%
Labour mobility	3	100.0%	0.0%	0.0%
Non-recognized program	81	100.0%	0.0%	0.0%
Not Available	0			

Years in Practice	Count	Successful	Self-Directed Review	Peer Assisted Review
0-4 years	754	93.2%	4.6%	2.1%
5-9 years	456	95.0%	3.7%	1.3%
10-14 years	337	95.3%	3.9%	0.9%
15-19 years	219	92.2%	5.5%	2.3%
20+ years	280	90.7%	6.1%	3.2%
Not available	0			

Accommodation	Count	Successful	Self-Directed Review	Peer Assisted Review
None	1881	93.5%	4.6%	1.9%
Accommodation provided	165	93.9%	4.2%	1.8%

Language	Count	Successful	Self-Directed Review	Peer Assisted Review
English	2025	93.5%	4.6%	1.9%
French	21	90.5%	4.8%	4.8%

#### 4. Registrant feedback themes

- **Survey participation**
  - 487 registrants completed the CBA feedback surveys, offering insights into their experience with the assessment.
- **Positive feedback**
  - The assessment was described as “thought-provoking,” “relevant,” and “well-aligned with Standards.”
  - Registrants appreciated the practice cases, extended time, and transparency about the process.
- **Common concerns**
  - Some reported difficulty ranking the middle options.



- Others were unsure how to interpret the results in the CBA Feedback Report.
- Some registrants, including those who were successful, expressed uncertainty about the value of the CBA and how it supports their professional growth.
- **CRPO response to feedback**
  - Improved the CBA Feedback Report with clearer explanations and visual comparisons.
  - Created additional guidance documents and FAQ entries.
  - Reinforced the purpose and structure of the CBA in its communications, including in the article "[Your Success in the CBA Matters More than You Think | Addressing the Feedback: Is the CBA a Waste of Time?](#)".

## 5. Continuous improvement and Quality Assurance

- **Case bank expansion**

CRPO developed new cases reflecting diverse practice realities, modalities, and settings, further validating the assessment's relevance. We also released more cases to our practice bank, including rationales. Registrants have 20 practice cases available.

- **Learning Plan Resource List**

Although the results were positive overall, we continue to see some registrants struggle with linking their professional development activities directly to the Standards. The [Learning Plan Resource List](#) is designed to help shift this approach so that professional development becomes more reflective and better aligned with identified gaps in knowledge, skill, and judgment. Developed specifically to guide registrants in selecting opportunities connected to the Standards, the list is updated regularly to ensure it remains current and responsive to registrants' needs.

- **Commitment to quality improvement**

All updates are guided by continuous quality improvement principles. CRPO evaluates assessment data, registrant feedback, and peer review outcomes to refine future assessment cycles.

## 6. Communications and engagement

- **Town Hall events:** In 2024, CRPO hosted a virtual Town Hall to clarify the CBA and respond to common questions, with strong attendance and positive feedback.



- **QA consultation calls:** Registrants could book personalized support calls with CRPO staff to ask questions and discuss results, reducing uncertainty and improving confidence.
- **Improved reports and tools:** The updated CBA Feedback Report includes clear breakdowns by Standard and visual benchmark comparisons. The Learning Plan Resource List was redesigned and is updated regularly to ensure it remains current and responsive to registrants' needs.

## 7. Looking ahead to 2025

2025 will mark the midpoint of the first five-year CBA cycle, an important milestone for CRPO's QA Program. This point in the cycle will allow the College to review cumulative outcomes, analyze trends, and reflect on how the CBA has shaped registrant engagement with the Standards of Practice.

### Peer Coaching Program launch

A new initiative to support registrants requiring additional support. Peer coaching provides guided reflection, structured feedback, and collaborative learning opportunities.

### Strategic initiatives

- Improve clarity and guidance on demonstrating the Standards of Practice.
- Strengthen the alignment between the CBA and other QA tools, including professional development and self-assessment activities.
- Refine the management of deferrals to ensure consistency and transparency.

### Enhancements to tools and resources

Expansion of the case bank, additional practice cases, updated FAQs, and new videos and guidance documents. These will improve registrant preparedness and confidence.

The CBA remains a reliable, fair, and educational tool that protects the public and supports registrant growth. Peer coaching and future QA enhancements will reinforce the QA Program as a safe proactive space for registrants to identify and address gaps, strengthen their knowledge, skill and judgement, and uphold public trust in the profession.