



## Registration Renewal FAQ

### **1. Why do I need to be licensed? What does the College do for me?**

The College sets the framework for the professional self-regulated profession of opticianry to protect the public in British Columbia. This means that the College establishes and supports the standards of care and acts when the standards are not being met. The public trusts that Licensed Opticians provide high quality, competent and professional care to help health care consumers achieve better vision.

As a Licensed Optician, the public will be able to find you on the College's online registry; can trust that you adhere to the College's Standards of Practice, Bylaws and Code of Ethics; and are accountable for your services.

### **2. When is my registration renewal deadline?**

Registrants are required to submit their renewal form along with supporting documentation and payment by March 31 every year. The COBC registration period runs from April 1 to March 31. Registrants will normally receive their annual registration renewal application in the mail by the end of February.

### **3. My continuing education (CE) credits are past due. Can I still renew my registration online?**

Yes. Your online renewal can still be submitted. However, you must submit your CE requirements before the College can process your registration. If you need to request an extension to complete your CE requirements, please submit a CE planner or contact the College office.



#### **4. I have been suspended. How do I reinstate my license?**

Besides disciplinary action, the College suspends registrants for two main reasons--non-payment of fees, and incomplete mandatory continuing education requirements. Please ensure that you advise the College of any change of address to ensure you receive all communication regarding your license.

If you wish to reinstate and your license has been suspended for three years or less, you must submit the following:

1. Reinstatement of Registration Form;
2. Proof of completion of Continuing Education requirements;
3. Criminal Records Search form and payment;
4. Reinstatement fee of \$200+tax for each suspended or cancelled year; and
5. The current year's Annual Renewal of Registration Fee

If your license has been suspended for over 3 years, the Registration Committee will review your application for reinstatement, which may result in an assessment of your opticianry skills and knowledge and the need for bridging courses to be completed. Please contact the College for further guidance.

#### **Online Renewal FAQ**

##### **1. When is the deadline for registration renewal?**

You have to renew by 11:59PM on March 31, 2017. After this date, you will be charged late fees in addition to the renewal fees.

##### **2. My Continuing Education (CE) credits and/or Criminal Record Re-Check are past due. Can I still renew my registration online?**

Yes, your online renewal can still be submitted. However, you must complete and submit your CE and/or criminal record requirements before the College can process your registration.



- Your registration renewal is considered late if the College office does not receive your CE and/or criminal record requirements by March 31, 2017
- If you need to request an extension to complete your CE requirements, please submit a CE Planner or contact the College office. The maximum extension is until December 31, 2017.
- If you require a criminal record re-check, you have already been contacted and must submit an application to the Ministry of Justice. Please contact the College with any questions or if you are not able to complete this process. Please note that a police or RCMP check is not an acceptable substitute.

### **3. How do I know that my renewal has gone through?**

A. You will receive an email confirmation that your renewal has been submitted containing a PDF of your official payment receipt. When your registration has been officially processed, you will receive a receipt by mail with your new registration renewal stickers. If you are unsure whether your renewal was successful, please contact the College. *Please only hit the "Submit" button once or you will be charged multiple times.*

### **4. Can my employer pay for my full/partial registration renewal fee amount using a cheque?**

Yes. When it is time to pay online, click "Other" under payment information options. Your renewal will be submitted, but it will not be processed until we receive your cheque payment. *Please note that your employer must send one cheque for each registrant. Group cheques will not be accepted and will be returned back to the sender.*

### **5. Do I need professional liability insurance to renew?**

Yes. Please ensure that you have continuous coverage with at least \$1,000,000 per occurrence and check off the confirmation box on the online form. You are not required to submit proof unless requested.



**6. Is it safe to put my private information and credit card number online?**

Yes. Your private information and credit card number will be safe and secure in our system. No credit card information is ever stored, tracked or viewed. Personal information is kept in a secure, internal, password-protected database, which is not stored online.

**7. Can I update my information after renewal?**

Yes. To update your information at any time, go to [www.cobc.ca](http://www.cobc.ca) and click "Login," then choose to "Manage My Profile" on the "Registration Options" page. You can then update your personal information. Just type over the text you want changed and submit your update. The new information is then automatically changed in our database. You can also change your password to something you can easily remember.

**8. I don't have a computer. How do I renew online?**

You can go to your local public library, ask a friend or family member, or you can even visit the College office if you live in the Lower Mainland area.

**9. I need technical support. Please help!**

We have an instructional video! If you still need help, you can contact the College office by calling 1.888.771.7544 or emailing [reception@cobc.ca](mailto:reception@cobc.ca). We are happy to help you go through this online process.