

Frequently Asked Questions

The Quality Assurance (QA) section of the registrant portal has been developed to streamline the Competency Review and Evaluation (CRE) process. This portal will allow registrants to track and report accredited continuing education (CE) activities.

Am I required to report accredited continuing education activities through the member portal?

Registrants are required to report their accredited CE activity beginning in 2020.

Am I required to complete hours specific to refraction?

Only Opticians with refraction status are required to complete 2 additional CE hours specific to refraction.

Can self directed hours be reported through the member portal?

Currently, only accredited activities can be reported through the registrant portal.

Can I change the category of an activity once it has been entered?

Yes. If you have an issue changing the CE category, or have made an error when entering information, please contact the QA department by phone 416-368-3616 ext 204 or by email qa@collegeofopticians.ca for assistance

What type of file can I upload?

PDF, JPEG, .DOC, .DOCX

What is the maximum file size I can upload?

980 kbs

Can you search a course by name?

Courses can be located by number only. It is typically located on the completion certificate given by the CE provider. There is a complete [list of courses](#) located on our website.

What if I cannot locate a CE course?

Often the reason you are not seeing the course is that it may be expired or not accredited. Please contact the provider of the activity.

What if I am having technical issues with the portal?

Please email qa@collegeofopticians.ca, include course number, if applicable, your RO number and a brief description of the issue you are experiencing.