



## Current Credentialling Processing Times:

Files with precedent established (Precedent files)		Files without a precedent (Non-precedent files)	
Our Goal: 12-14 weeks	Actual: 6 weeks (as of March 24, 2014)	Our Goal: 20-22 weeks	Actual: 10 weeks* (as of March 24, 2014)

\*The majority of files without a precedent are being processed within this time however some applications may take longer due to variations in education assessment agency response times.

## We've Improved!

Credentialling application processing times have sped up.

	Summer 2012	Year End 2012	May 1, 2013
Files with precedent established (Precedent files)	27 weeks	17 weeks (a 37% improvement)	10 weeks (a 63% improvement)
Files without a precedent (Non-precedent files)	53 weeks	41 weeks (a 27% improvement)	17 weeks (a 68% improvement)

## Faster than Application Volumes have Increased

We've reduced wait times despite continuing increases in application volumes.

2009	2010	2011	2012
399 applications	568 applications	606 applications	773 applications

## We are Committed to Meeting your Needs

We are committed to continuous quality improvement and will continue to improve our services. Wait times may change based on fluctuating application volumes.