



COLLEGE *of* OPTICIANS
OF BRITISH COLUMBIA
a B.C. Health Regulator

Renewal Guidebook

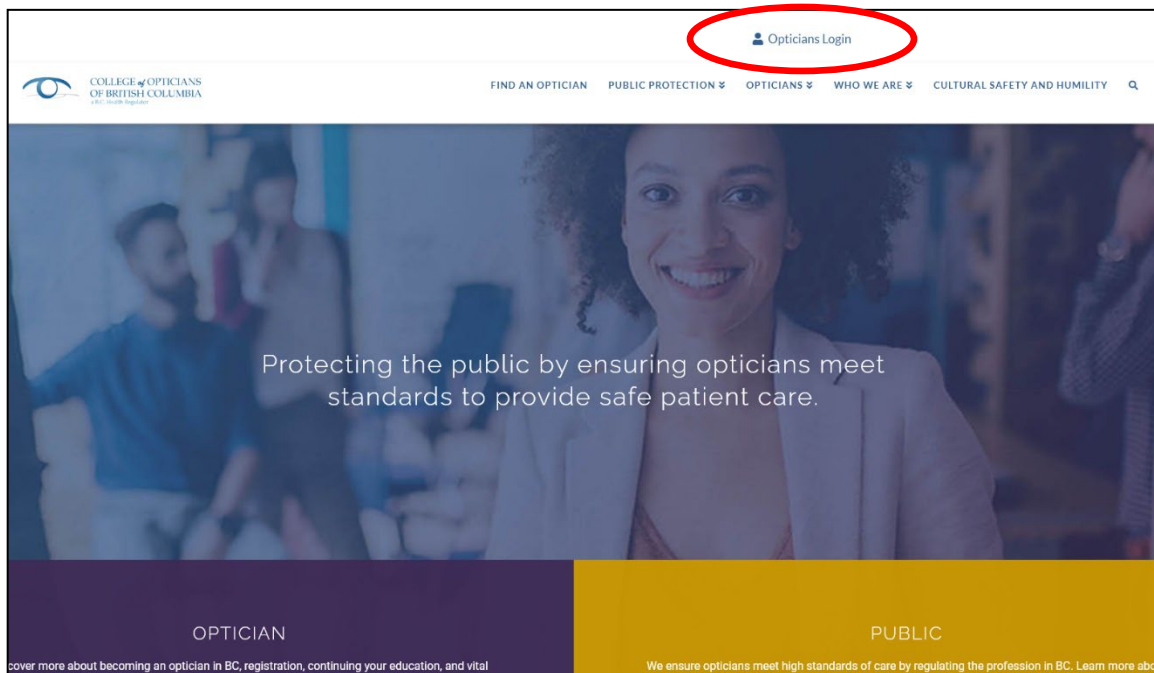


**Steps for Completing Your
Annual Online Licence Renewal**

How to Renew Your Licence

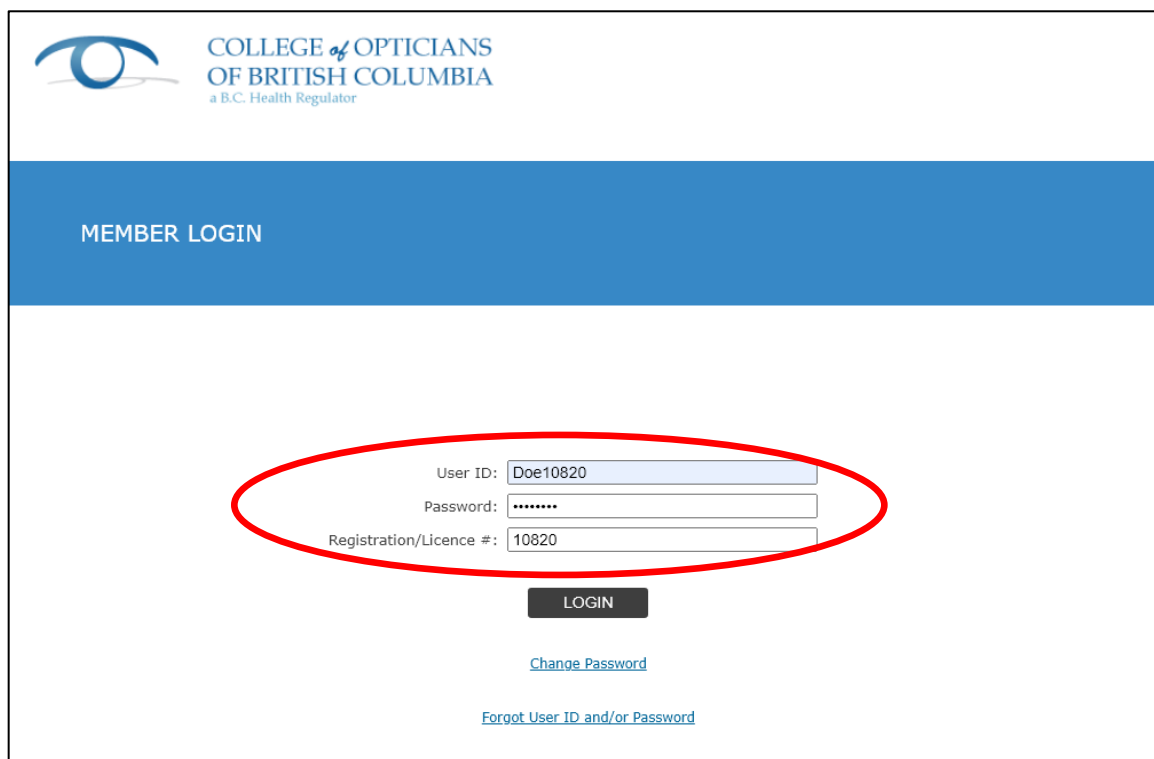
Please follow the steps in this guide to renew your COBC licence during our annual renewal period.

1. To begin, go to the **COBC website**: www.cobc.ca. At the top of the screen, click "Opticians Login."



2. You will be asked **log in** using your:

- User ID
- Password
- Registration/Licence #



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MEMBER LOGIN

User ID:

Password:

Registration/Licence #:

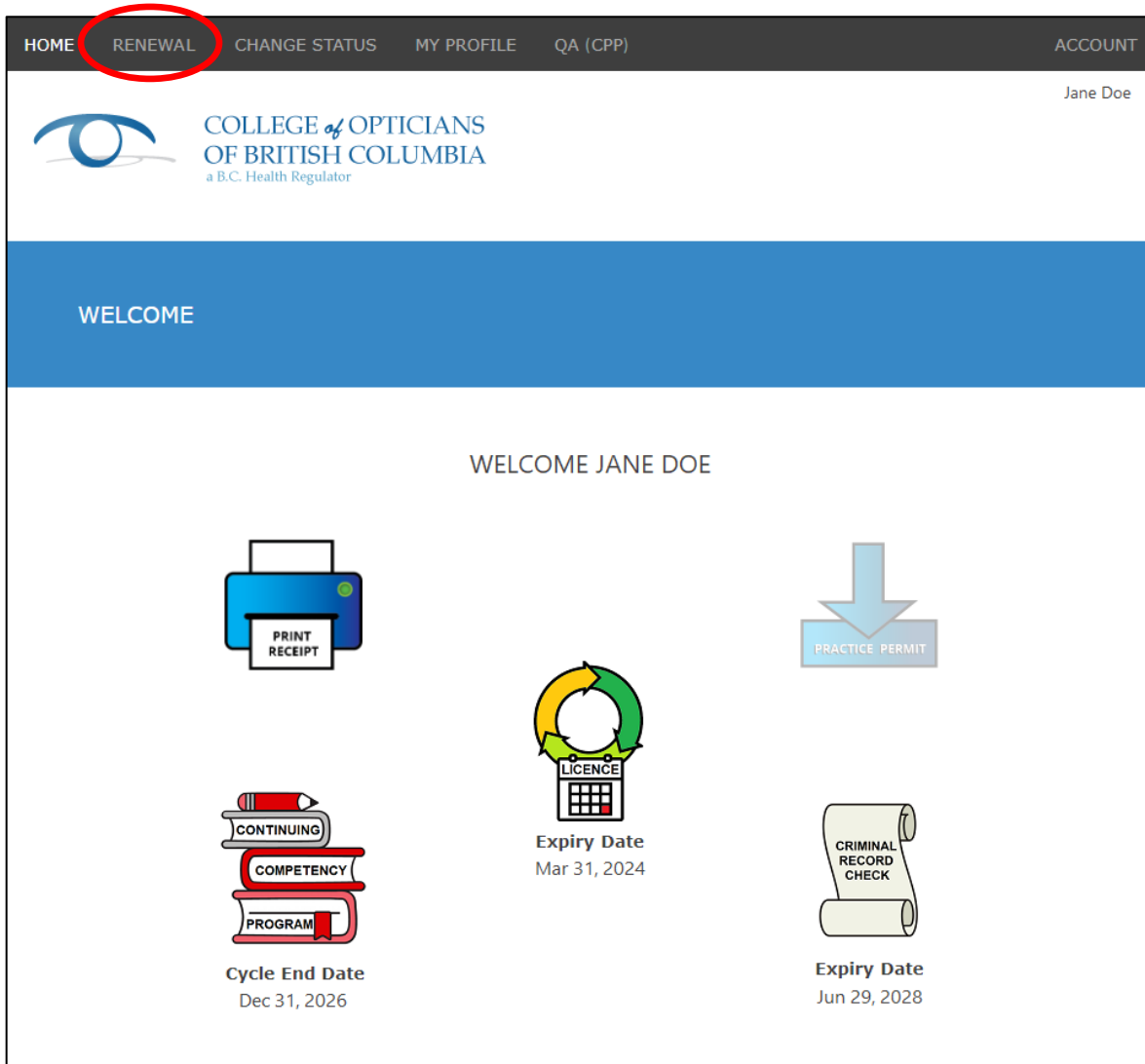
LOGIN

[Change Password](#)

[Forgot User ID and/or Password](#)

If you cannot remember your log-in information or have difficulty logging in, simply click "Forgot Password." If you still have difficulty, please contact our team at reception@cobc.ca and we'll be happy to assist you.

- Once logged in, navigate to the **RENEWAL tab** in the upper left-hand corner of the screen.




4. On the first page of the renewal application, **your renewal category will be automatically selected** based on your current status. No action is required in this tab; you may simply click “Next.”

If you wish to change your status or add a licence designation as part of your renewal, you must use the CHANGE STATUS tab instead.

The screenshot shows the 'RENEWAL' page of the College of Opticians of British Columbia website. The navigation bar at the top includes 'HOME', 'RENEWAL', 'CHANGE STATUS', 'MY PROFILE', 'QA (CCP)', and 'ACCOUNT'. The user's name 'Jane Doe' is displayed in the top right corner. The page features the college's logo and name, 'COLLEGE of OPTICIANS OF BRITISH COLUMBIA a B.C. Health Regulator'. A blue banner with the word 'RENEWAL' contains a note: 'Note: Blue labels indicate fields that are published in the Online Member Roster, fields with red asterisks are required, and fields will have a red outline if there is a problem that needs correcting.' Below this is a link for 'Frequently Asked Questions'. The main content area is divided into two columns. The left column has a 'Category' sidebar with options: Personal, Indigenous Identity, Residence, Business, Preferences, Declaration of Conduct, Volunteering, and Validation & Submission. The right column is titled 'Selected by Current Status*' and lists eight radio button options for renewal categories. The selected option is 'Renew as an optician with a refracting certification'. Below the list, there are instructions: 'If you would like to **add** a designation/certification, please complete your renewal using the **Change Status** tab instead.' and 'If you would like to **drop** a designation/certification, please contact COBC.' A 'NEXT >' button is located at the bottom right of the page.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe

 COLLEGE of OPTICIANS OF BRITISH COLUMBIA
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RENEWAL

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[Frequently Asked Questions](#)

Category

- Personal
- Indigenous Identity
- Residence
- Business
- Preferences
- Declaration of Conduct
- Volunteering
- Validation & Submission

Selected by Current Status*

- Renew as an optician
- Renew as an optician/contact lens fitter
- Renew as an optician with a refracting certification
- Renew as an optician/contact lens fitter with a refracting certification
- Renew as a non-practicing optician
- Renew as a non-practicing optician/contact lens fitter
- Renew as a non-practicing optician with a refracting certification
- Renew as a non-practicing optician/contact lens fitter with a refracting certification

If you would like to **add** a designation/certification, please complete your renewal using the **Change Status** tab instead.


If you would like to **drop** a designation/certification, please contact COBC.

NEXT >

5. Review your **personal details** to ensure they are correct.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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Frequently Asked Questions

Category	Surname:*	Doe	1 st Given Name:*	Jane
Personal			2 nd Given Name:	
Indigenous Identity			3 rd Given Name:	
Residence			Preferred Name:	
Business	Existing Licence #:	10820		
Preferences	Date of Birth:*	01 01 1980		
Declaration of Conduct	Country of Birth:*	Canada		
Volunteering	State or Province of Birth:	British Columbia		
Validation & Submission	Gender:	Female		
	Pronouns:	she/they		
	Other Pronouns:			
	Languages Spoken:*	English		

< PREVIOUS

NEXT >


6. If you self-identify as Indigenous, you have the option to **respond to a few questions** in the Indigenous Identity tab. If you have responded to these questions before, your last responses will pre-populate; however, you may update them as needed.

[Click here](#) for more information about why we collect this data and how it is used.

The screenshot shows the 'RENEWAL' page of the College of Opticians of British Columbia. The navigation bar includes 'HOME', 'RENEWAL', 'CHANGE STATUS', 'MY PROFILE', 'QA (CCP)', and 'ACCOUNT'. The user 'Jane Doe' is logged in. The page features a blue header with the COBC logo and name. Below the header, a 'RENEWAL' section contains a note about field indicators. A 'Frequently Asked Questions' section follows, with a category list on the left. The 'Indigenous Identity' category is selected, showing a question about self-identification as an Indigenous person, a question about specific Indigenous nation membership, and a consent question. Navigation buttons for '< PREVIOUS' and 'NEXT >' are at the bottom.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe

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RENEWAL

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[Frequently Asked Questions](#)

Category

- Personal
- Indigenous Identity**
- Residence
- Business
- Preferences
- Declaration of Conduct
- Volunteering
- Validation & Submission

As part of COBC's commitment to Indigenous Cultural Safety, Cultural Humility, and Anti-Racism, we're gathering information to better understand our registrants' demographics.

Like other regulatory information we gather, we may share this data— anonymized and in aggregate form —with stakeholders like the First Nations Health Authority, the BC Ministry of Health, universities, and health associations.

The information you provide here won't affect the outcome of your registration in any way. You can also choose not to provide any information by simply selecting "Prefer not to answer." If you want to change your answer(s) in the future, you'll be able to do so by logging in to your online COBC account and navigating to the **MY PROFILE** tab. For more information, please visit COBC's [Cultural Safety and Humility resource page](#).

Do you self-identify as an Indigenous person (First Nations, Métis, Inuit)?*

Yes

No

Prefer not to answer

Which specific Indigenous nation(s), community(/ies), and/or band(s) are you a member of/do you identify with?

Do you consent to being contacted by COBC regarding opportunities to provide your perspectives as an Indigenous optician on opticianry regulatory issues?

Yes

No

< PREVIOUS

NEXT >


7. Check that your **residential contact information** is current, and update anything that is not current (by clicking “EDIT this residence address”).

It is your responsibility to keep these details up to date.

The screenshot shows the member portal for the College of Opticians of British Columbia. The navigation bar includes HOME, RENEWAL, CHANGE STATUS, MY PROFILE, QA (CCP), and ACCOUNT. The user's name, Jane Doe, is displayed in the top right. The main content area is titled RENEWAL and contains a note about field indicators. A sidebar on the left lists various profile categories, with Residence selected. The main content displays 'Frequently Asked Questions' and a 'Residence Address #1' form with fields for Address, City, Province/State, Country, Postal Code/Zip, Phone, Cell, International #, and Email. Action buttons for 'EDIT this residence address' and 'DELETE this residence address' are located to the right of the form. At the bottom, there are buttons for 'ADD AN ADDITIONAL ADDRESS', '< PREVIOUS', and 'NEXT >'.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe

 COLLEGE of OPTICIANS OF BRITISH COLUMBIA
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RENEWAL

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[Frequently Asked Questions](#)

Category
Personal
Indigenous Identity
Residence
Business
Preferences
Declaration of Conduct
Volunteering
Validation & Submission

Residence Address #1

[EDIT this residence address](#) [DELETE this residence address](#)

Address: 567 Home Street
City: Vancouver
Province/State: British Columbia
Country: Canada
Postal Code/Zip: V0H 0H0
Phone:
Cell:
International #:
Email: email@email.ca

ADD AN ADDITIONAL ADDRESS

< PREVIOUS


NEXT >

8. Check that your **business name and contact information** are current, and update anything that is not current (by editing, adding, or replacing your address(es) as applicable).

It is your responsibility to keep these details up to date and correct.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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RENEWAL

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[Frequently Asked Questions](#)

- Category
- Personal
- Indigenous Identity
- Residence
- Business**
- Preferences
- Declaration of Conduct
- Volunteering
- Validation & Submission

Business Address #1 [EDIT this Work Location](#) [DELETE this Work Location](#)

Company: ABC Eye Company
Address: 1234 Busy Street
City: Vancouver
Province/State: British Columbia
Country: Canada
Postal Code/Zip: V0H 0H0
Phone: (604) 555-5555
Email: jane@abcceyecompany.ca
Business URL:

Business Address #2 [EDIT this Work Location](#) [DELETE this Work Location](#)

Company: JKLM Optometry
Address: 567 Vision Avenue
City: Vancouver
Province/State: British Columbia
Country: Cameroon
Postal Code/Zip: V0H 0H0
Phone: (778) 555-5555 ext: 2
Business URL:

ADD AN ADDITIONAL WORK LOCATION


< PREVIOUS

NEXT >

9. Indicate your **preferred addresses** for mail and email. We will use this information to determine which addresses to use when contacting you.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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RENEWAL

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[Frequently Asked Questions](#)

Category

Personal

Indigenous Identity

Residence

Business

Preferences

Declaration of Conduct

Volunteering

Validation & Submission

Preferred Mailing Address: * Residence ▼

Preferred Email Address: * Residence ▼


< PREVIOUS

NEXT >

10. Complete the **declaration of conduct**. Please note that all questions in the declaration of conduct must be answered.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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RENEWAL

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[Frequently Asked Questions](#)

DECLARATION OF CONDUCT

Jane Doe
Licence# **10820**
February 23, 2024

- Category
- Personal
- Indigenous Identity
- Residence
- Business
- Preferences
- Declaration of Conduct**
- Volunteering
- Validation & Submission

1. Have you been subject to any disciplinary action by a regulatory organization responsible for the regulation of opticians or of any other profession since you last renewed your certificate of registration/ practice permit? (select) ▼
2. Have you, since the last time you renewed your certificate of registration/ practice permit, ever pleaded guilty or have been found guilty of a criminal offence in Canada or an offence of a similar nature in a jurisdiction outside Canada for which you have not been pardoned? (select) ▼
3. Have you ever had a finding of or are you currently facing a proceeding for professional misconduct, incompetency, incapacity or a similar issue in relation to opticianry in Canada or elsewhere? (select) ▼

< PREVIOUS

NEXT >

11. Complete the **non-practicing declaration** (if applicable).

Please that you will only see this declaration if your status is non-practicing.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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[Frequently Asked Questions](#)

APPLICATION FOR NON-PRACTICING STATUS

All designations/certifications
for
Jane Doe
Licence# **10820**
February 23, 2024

An application to change status to non-practicing, or to renew with non-practicing status, is subject to the review and approval of the Registration Committee of the College. If your application is not approved, you will receive an email with further instructions.

I am requesting to hold a non-practicing licence for the following reason:*

- I reside and work outside of the province of British Columbia.
- I am unemployed in the optical industry.
- I am a student and do not work.
- I am on a leave of absence. Please specify:
- I am currently working as a(n):
 (title of your job)

Please provide a brief description of your work:

Category


- Personal
- Indigenous Identity
- Residence
- Business
- Preferences
- Declaration of Conduct
- Continue Non-Practicing**
- QA/CCP Declaration
- Volunteering
- Validation & Submission

12. Complete the **Continuing Competency Program declaration** (if applicable).

Please note that you will only see this declaration if your cycle end date was this past December.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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[Frequently Asked Questions](#)

Category	
Personal	
Indigenous Identity	
Residence	
Business	
Preferences	
Declaration of Conduct	
Continue Non-Practicing	
QA/CCP Declaration	
Volunteering	
Validation & Submission	

CONTINUING COMPETENCY PROGRAM COMPLETION DECLARATION

Canada, Province of British Columbia,
Declaration for Completion of Mandatory Quality Assurance Requirements
with the College of Opticians of British Columbia

Jane Doe
Licence# **10820**
February 23, 2024

I Declare That:

1. I have completed my Continuing Competency Program requirements and obligations as defined by the Quality Assurance Committee Program Policy
OR
2. I have been granted an official extension or deferral of my Continuing Competency Program requirements by the College of Opticians of British Columbia in accordance with the Quality Assurance Committee Program Policy

I acknowledge that the information submitted pertaining to my Quality Assurance requirements may be subject to an audit by the College of Opticians of British Columbia.

I make this Declaration, conscientiously believing it to be true, and agree that it shall have the same force and effect as if made under oath.

I agree with this statement*


< PREVIOUS

NEXT >

- 13.** If you're interested in volunteering with COBC, **respond to the questions** in the Volunteering tab. If you've responded to these questions before, your last responses will pre-populate; however, you may update them as needed.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) ACCOUNT

Jane Doe



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[Frequently Asked Questions](#)

- Category
- Personal
- Indigenous Identity
- Residence
- Business
- Preferences
- Declaration of Conduct
- Volunteering**
- Validation & Submission

Are you interested in volunteering with COBC?*

Yes

Not at this time

Which of the following areas are you interested in?

- Board
- Discipline Committee
- Inquiry Committee
- Patient Relations Committee
- Quality Assurance Committee
- Registration Committee
- Examinations
- Inspections (right-to-title, eyeglass evaluation, record review)
- Indigenous Cultural Safety & Humility, Anti-Racism
- Focus groups, working groups (various topics)

By selecting "Examinations," you consent to COBC sharing your contact information with [NACOR](#), the organization that administers examinations on COBC's behalf.

Please tell us why you are interested in the area(s) you have selected:

< PREVIOUS

NEXT >

14. Complete the final page, including:

- Confirmation of **insurance coverage**.
- **Consent** to sharing of contact information (Yes/No).
- The **solemn declaration**.
- Payment of **fees**.

*The correct fee amount will populate based on registration category.
Payment methods are listed on the next page.*

RENEWAL

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[Frequently Asked Questions](#)

Insurance

Category	1. I hereby certify to the College of Opticians that I am insured under a professional liability insurance policy with policy limits of not less than \$1,000,000, this policy is in full force and effective as of the date hereof;
Personal	2. I hereby undertake to the College of Opticians that, in the event the said policy is due to expire prior to the registration renewal date, I will either renew or replace the policy, prior to the expiry date, with one that contains policy limits of not less than \$1,000,000;
Indigenous Identity	3. I undertake to promptly advise the Registrar in writing of any changes in my employer or place of business, name, or contact information; AND
Residence	4. I undertake, should I change employer or place of business, to certify to the College, in a form or manner acceptable to the Registrar, that I continue to be insured under a professional liability insurance policy with policy limits of not less than \$1,000,000 per occurrence before commencing new employment or working at a new place of business.
Business	
Preferences	
Declaration of Conduct	
Volunteering	

I have read and agree with the liability insurance declaration*

Consent

Do you consent to COBC sharing your contact information with trusted external/third-party contractors?* ▼

From time to time, COBC seeks an external/third-party contractor to conduct research on COBC's behalf. Details of the types of research initiatives that may be managed by a third-party/external contractor can be found [on the COBC website](#). By selecting "Yes," you consent to COBC sharing your contact information with a third-party provider for the sole purpose of administering research activities undertaken on behalf of COBC. You may opt out of any and all research initiatives at any time, including when contacted by a third-party provider.

Solemn Declaration

I do solemnly swear, that I have completed the questions above to the best of my knowledge and believe the completed form hereto affixed is correct and true. And I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath and by virtue of the CANADA EVIDENCE ACT.

I agree with this statement*

Fees and Payment Information

Fees:

Category	Fee + Tax
----------	-----------

Renew as an optician with a refracting certification:

Payment Information:

Paid Via: * (select) ▼

Send Confirmation Email To: *

What methods of payment are accepted?

- **VISA or Mastercard**

Payment by VISA or Mastercard can be processed directly through the renewal application. Simply select the credit card type and enter the required information on-screen.

- **e-Transfers**

If you select **e-Transfer** as your method of payment:

- You will have *48 hours* from the time of your application submission to send the e-Transfer to reception@cobc.ca. If you do not send the e-Transfer within this time, your renewal application will be voided, and you will need to submit another application.
- You must send the *exact amount* owed, or your renewal will not be processed. This amount will appear on the final page of the renewal application and also in your confirmation email.
- In the *Memo* section of the e-Transfer, you must include:
 - your full name
AND
 - your licence number.

If you do not include your name and licence number, we may not be able to match your payment to your renewal application.

- **Pre-Approved Payment Plan**

COBC is pleased to offer payment plans to registrants who are unable to pay the full cost of licensure up-front. Please contact Madeline at maneufeld@cobc.ca to discuss this option.

What if my employer is paying for my licence?

Even if your employer is paying your licensing fees on your behalf, you will still need to submit your renewal application and fees through your COBC account, as per the above instructions. In this case, we recommend completing your renewal application *with your employer present* and having them either enter the company's credit card information on the final page of the application *or* send an e-Transfer at the same time that you submit your application. COBC does not accept "batch" payments from employers.

How do I access my receipt?

Your receipt will be available for download through your online account within 5 business days of your renewal submission. Simply log in and click the "Print Receipt" button in the HOME tab.