

Fair Registration Practices Report

Social Workers (2008)

The answers that you submitted to OFC can be seen below.

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

The OCSWSSW (the "College") makes information available through formal and informal avenues. Communication and publications are in French and English.

FORMAL:

1. College website: A prospective applicant may navigate the website through the section "Prospective Members"; receive answers to questions in the section "Frequently Asked Questions"; visit other relevant sites through hyperlinks in the section "Relevant Links", including the Social Work and Social Service Work Act, 1998 (the "SW&SSW Act"), and the corresponding Registration Regulation; visit the section specific to social work students or visit the section specific to internationally educated applicants; download a copy of the "Annual Report"; view or download an application form with its corresponding Registration Guide. The College website is kept current and up to date by College staff responsible for communications.

2. Annually, in March, the College provides Deans and Directors of Social Work programs in Ontario with a package of information for graduating students regarding the current registration process.

3. Throughout the year, College staff present information about the registration process to groups of students at social work programs in Ontario.

4. The College publishes a brochure for social work students that contains information about registration in the College, which as above, may be downloaded from the College website.

5. The College publishes in hard copy and on the website, a bi-annual newsletter called "Perspective". Each issue contains an article regarding registration in the College.

6. The College, in collaboration with the Ontario Ministry of Citizenship and Immigration (Queen's University Press), and a plain language writer, produced a Career Map titled "Access to the Social Worker and Social Service Worker Designation in Ontario" which is posted on the Ministry of Citizenship and Immigration website and can be accessed through a link on the College website.

7. A "Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers, 2007" which is posted on the website of the Office of the Fairness Commissioner, and can be accessed through a hyperlink on the College website.

8. The College undertook a series of Forums throughout the province, at which time the Registrar, Director of Professional Practice and the College President met with College members and non members in a variety of community based, health, academic and social service settings.

9. The College Registrar is a member of the Steering Committee of the Internationally Educated Social Workers (IESW) Bridging Program at Ryerson University.

10. In past years, College staff has presented information about registration processes to staff of Global Experience Ontario and continue to be available to answer questions from staff of Access and Resource Centres.

INFORMAL:

1. The College Registrar and Deputy Registrar meet regularly with the Deans and Directors of social work programs in Ontario and may discuss issues related to registration in the College.

2. College staff respond to e-mail, fax and telephone inquiries daily. This includes mailing copies of the Registration Regulation and registration policies or mailing application packages.

Staff "Contact Information" is on the website, and there are two e-mail addresses for: "registration @" and "info @". Registration staff also meet with individuals at the College.

3. The College has a toll free telephone number which is accessible from anywhere in Canada.

b) requirements for registration

The requirements for registration are set out in the SW&SSW Act, the Registration Regulation made under the Act, registration policies approved by Council of the College, and bylaws of the College. As above, prospective members

may read the SW&SSW Act and the Registration Regulation through a hyperlink on the College website.

The registration requirements, as indicated in 1a) above can also be found on the application forms and the corresponding Registration Guides; in answers to "Frequently Asked Questions"; through personal contact by e-mail, fax or telephone with College staff; and through formal presentations.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

1. The College website outlines how the requirements for registration are to be met. The website is navigated by the prospective applicant selecting the section that corresponds to their academic qualifications. Each section outlines the requirements that pertain to their individual situation. The website is designed with hyperlinks, through which a prospective applicant may access other relevant registration information.

2. Prospective applicants who request an application form and corresponding Registration Guide by mail will find information about meeting the registration requirements in the application package mailed to their home.

3. As above in 1a) information about how the registration requirements are to be met is communicated through formal and informal avenues.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

The Registration Regulation sets out the requirements for a general certificate of registration for social work to be issued under section 18(1) of the SW&SSW Act:

Section 7.(1)1.iii of the Registration Regulation pertains to an individual who has a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a degree in social work from a social work program accredited by the Canadian Association of Schools of Social Work, (now known as the Canadian Association for Social Work Education, the "CASWE"). The "Registration Policy of the College Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work" guides the Registrar's determination. The academic requirements and the practical experience requirements, including supervision by a social worker are communicated to prospective applicants in the relevant section of the College website: "Applicants with no SW degree - Graduates of non-accredited Canadian and American social work programs or Graduates of Degree Programs that are not in Social Work" (Note: There is a separate section of the website that

provides information to Applicants with International Social Work credentials).

As above in 1a), the educational qualifications and practical experience are outlined: on the website; on the application form and corresponding Registration Guide, which also includes a detailed description of the registration criteria; through e-mail, telephone and fax responses, and the registration policy is available to individuals upon request.

e) requirements that may be satisfied through acceptable alternatives

The College website informs prospective applicants to contact the College to discuss acceptable alternatives to satisfy requirements. The Registrar reviews each situation on a case-by-case basis. As well, College staff encourages prospective applicants to write to the Registrar with questions or concerns prior to submitting an application form.

f) the steps in the assessment process

As above in 1a) the College website, the student brochure, presentations to various stakeholders, and information communicated by College staff through e-mail, telephone and fax contact, provide a prospective applicant with information about the assessment process.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

All applicants are required to submit original/official verification of their academic credentials directly from the academic source to the College.

1. In the case of graduates from Canadian or American accredited social work programs, verification of academic credentials must be received at the College directly from the academic institution.

2. In the case of applicants who received their academic credentials from international social work programs, a letter regarding the outcome of their equivalency assessment must be received directly from the Canadian Association of Social Workers (the "CASW"). The applicant is not required to submit official/ original transcripts to the College.

3. All applicants whose academic qualifications are in a language other than English or French are required to have these documents translated. The College website provides a hyperlink to translation services. However, since most applicants who received their social work academic education internationally will contact the CASW, the College receives few documents that require translation. The College website directs prospective applicants to the CASW website, which outlines its requirements in the application package.

h) alternatives to the documentation if applicants

1. The College website invites prospective

cannot obtain the required documentation for reasons beyond their control

applicants to contact the College by e-mail, telephone or fax to discuss their individual situations.

2.Overall, the CASW is the organization that typically receives the academic credentials on behalf of an applicant.

3.Information about contacting the College can also be found in the Career Map -"Access to the Social Worker and Social Service Worker Designation in Ontario" , which is posted on the website of the Ontario Ministry of Citizenship and Immigration.

4. Information about contacting the College can also be found in the "Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers, 2007" which is posted on the website of the Office of the Fairness Commissioner.

i) how applicants can contact your organization

1.On the College website, in the section "Contact Us" the names and positions of staff, e-mail addresses, and the fax and telephone numbers are made available.

2. The bi-annual newsletter, "Perspective" in hard copy and a website version identifies staff positions and contact information.

3. The College staff provide business cards to visitors to the office.

j) how, why and how often your organization initiates communication with applicants about their applications

The College website and the Registration Guide which accompanies each application form outline the application process and the requirements.

1. Once an application is received, an acknowledgement letter is forwarded to the applicant within two business days. This letter also contains a reminder to the applicant about forwarding academic verification directly to the College.

2. Where applicable, a reminder letter is forwarded to the applicant if academic verification is not received by 30 days of the College receiving the application form.

3. If an application form is incomplete, or the College has difficulty processing payment, a letter is forwarded to the applicant outlining the outstanding issues within 1-2 weeks of receipt by the College.

4. College staff respond to inquiries by e-mail, fax, and telephone, as well as meet with visitors to the office.

5. With specific written permission from an

applicant, the Director of Registration will speak with a third party regarding the status of an applicant's application.

6. In the case of an applicant who is applying for a general certificate of registration based on a combination of academic qualifications and practical experience, the College may require additional information from the applicant's employer or supervisor. In these instances, the College will also send a letter to the applicant informing them of the contact with the employer or supervisor.

k) the process for dealing with documents provided in languages other than English or French

1. The College website outlines the process for obtaining translation of documents that are in languages other than English or French. The website provides relevant links to translation services.

2. College staff communicate by e-mail, fax, and telephone to inquiries.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

The College website provides the following information regarding third-party organizations:

1. Prospective applicants learn about the registration requirements once they select the section based on their academic education. If an applicant obtained international social work credentials, there is a hyperlink to the CASW website where an application package called "Assessment of Foreign Trained Social Workers' Degrees" can be found.

2. Prospective applicants will find a hyperlink to the IESW - Certificate in Canadian Social Work Practice - the social work bridging program at Ryerson University. Note: Participation in the IESW bridging program is not a requirement for registration in the College.

3. Language proficiency requirements as outlined in the Registration Policy. Contact information of the language proficiency testing systems approved by the College are made available. Also available are the language proficiency scores that are acceptable to the College.

4. The section "Relevant Links" provides a number of web addresses that may be helpful to social workers who obtained international social work academic qualifications.

5. Information regarding the CASW, language proficiency testing systems acceptable to the College, and translation services, are also found in the Career Map "Access to the Social Worker and Social Service Worker Designation in Ontario" which is posted on the website of the Ontario Ministry of Citizenship and

Immigration.

6. Information regarding the CASW, language proficiency testing systems acceptable to the College, and translation services are also found in the "Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers, 2007" which is posted on the website of the Office of the Fairness Commissioner.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

1. Overall, the College does not have timelines, deadlines or time limits on the application process. Review of applications commences once all documents and payment of the correct fees are received at the College.

2. Applicants requesting a review of the Registrar's Proposal to refuse to issue a certificate of registration are informed of the deadline, as set out in the SW&SSW Act to initiate a request for review. The applicant is informed of the sixty day timeframe to request a review of the Registrar's Proposal in a covering letter. The process for requesting a review, and the length of time it may take before the Registration Appeals Committee reviews an application, are described in the section of the College website pertaining to "Registration Appeals".

n) the amount of time that the registration process usually takes

The College website provides information about the amount of time that the registration process typically takes once all documents are received.

The hyperlink to the CASW website provides information about the length of time the CASW will take to evaluate the equivalency of an international social work application once all documents have been received at the CASW office.

Upon request from the applicant, the College makes every effort to expedite the review of applications (once all documents and payment of the correct fees are received).

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

The College website provides information about all fees associated with an application for registration in the College. This includes any additional cost to the applicant for language proficiency testing, for requesting an original/official transcript from their academic institution, or translation of documents into English or French.

There is no fee for an applicant to request a review of the Registrar's Proposal. This is communicated on the College website and in the cover letter from the Registrar.

The applicant is also informed that they may

resubmit a registration fee, in the event the Registration Appeals Committee directs the Registrar to issue a certificate of registration.

p) accommodation of applicants with special needs, such as visual impairment

The College website invites prospective applicants to contact the College if an accommodation is required.

Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

No. The College requires the same non refundable application fee and registration fee (prorated quarterly when certificates are issued) from ALL applicants applying for registration.

Applicants who received their social work credentials from countries other than Canada or the United States may incur the following additional fees:

- 1. The cost of the equivalency evaluation of their social work academic credentials paid to the CASW.**
- 2. The cost of translation of their documents to either English or French paid to the translation service.**
- 3. The cost of language proficiency testing paid to the testing system.**
- 4. The cost of enrollment in the IESW Internationally Educated Social Work Certificate Program (the Bridging Program) paid to Ryerson University. (As stated above, the Certificate is not a requirement of registration).**

Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions

Once all required documents and payment of the correct fees are received, the following timelines are in place for making registration decisions regarding an applicant's registration with the College:

Note that every effort is made to accede to requests from applicants who require an expedited review of their application.

1. 4-6 weeks

- Applicants who produce documentation satisfactory to the Registrar that shows that the applicant obtained a degree in social work from a social work program accredited by the Canadian Association of Schools of Social Work (now, the Canadian Association for Social Work Education, the "CASWE), or has obtained a degree from a social work program or an equivalent program offered outside Canada and approved by Council as equivalent to a social work program accredited by the CASWE.**

Note: The majority of applications from individuals who have obtained an international social work credential are processed within this time frame.

2. 7-16 weeks:

- Applicants who have disclosed any findings or proceedings in relation to professional misconduct, incompetence or incapacity;
- Applicants who have disclosed any finding of guilt in relation to a criminal offence, an offence under the Controlled Drugs and Substances Act (Canada) or the Food and Drugs Act(Canada) or any other offence relevant to the applicant's suitability to practice social work. In these cases additional information, with the possibility of a personal interview, is required before the Registrar renders a decision regarding registration.

3. Greater than 16 weeks:

- Applicants who produce documentation that demonstrates that the applicant may have a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a degree in social work from a social work program accredited by the CASWE. These applications are very detailed and complex. This results in a lengthy processing time. The Registrar must consider the applicant's successful completion of the required courses in the academic program; their practical experience and the supervision received by a social worker in order to determine substantial equivalence.

b) What are your timelines for responding to applicants in writing

The College has established registration practices for processing an application:

- Applicants are mailed an acknowledgement letter within two business days of the College receiving their application form (the letter includes a reminder about that academic verification is required).
- E-mail, fax and telephone inquiries are responded to by College staff within two business days.
- Letters regarding problems with payment of the fees or problems with an incomplete application form are forwarded within one week of receiving the application.
- Reminder letters regarding academic verification (when applicable) are forwarded 30 days after receipt of the application.
- Letters from the Registrar seeking further information regarding an applicant's conduct are forwarded within 1-2 weeks of the Registrar reviewing the application.

- Letters from the Registrar seeking an applicant's consent to a term, condition and limitation are forwarded to the applicant within 2 –4 weeks of the Registrar reviewing the application.
- Applicants who are issued a certificate of registration are mailed a new member package within one week after their name is placed on the College register.
- Timelines respecting decisions of the Registration Appeals Committee are set out in the SW&SSW Act and will be described in section 3 C).

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions

1. As stated in 3 a) above, the Registrar will communicate a decision regarding registration to an applicant within 4-6 weeks, 7-16 weeks or later than 16 weeks after receiving all required documentation and payment of correct fees, depending on the type of application and the unique circumstances of the application. When an applicant is issued a certificate of registration, the new member's information is placed on the College register within one business day.

2. Applicants who receive a Proposal of the Registrar to refuse to issue a certificate of registration, receive a written document that outlines all the areas considered by the Registrar and the reasons.

3. The SW&SSW Act sets out the obligations of the Registration Appeals Committee. Section 21 (7) of the SW&SSW Act addresses Service of decision on parties and states that "the Committee shall give its decision in writing to the Registrar with reasons within 60 days after considering the request for review, and shall serve the applicant with a copy".

d) Explain how your organization ensures that it adheres to these timelines.

1. Registration processes and practices have been developed with an emphasis on customer service. Registration staff have been trained and oriented to timely preparation. Regular statistics provide information about deviations from established practices.

2. The Registrar and Deputy Registrar, each with authority to issue certificates of registration, are provided with current information.

3. The Registration Appeals Committee has developed internal practices for College staff regarding the process of requests prior to the commencement of a review.

a) Describe how you give applicants access to their own records related to their applications for registration.

1. Section 19. (1) of the SW&SSW Act relates to applicants accessing their own record related to their application for registration:

“The Registrar shall give an applicant for a certificate of registration, at the applicant’s request, a copy of each document the College has that is relevant to the application.”

2. Section 21. (4) of the SW&SSW Act relates to applicants who have requested a review of the Registrar’s Proposal by the Registration Appeals Committee:

“The Committee shall ensure that the person requesting the review is given an opportunity to examine and make written submissions on any documents that the Committee intends to consider in making its decision on the review.”

b) Explain why access to applicants’ own records would be limited or refused.

Section 19. (2) of the SW&SSW Act defines an exception to disclosure of an application to an applicant:

“The Registrar may refuse to give an applicant anything that may, in the Registrar’s opinion, jeopardize the safety of any person”. To date, this has not occurred.

c) State how and when you give applicants estimates of the fees for making records available.

N.A. The College does not charge fees for making records available.

d) List the fees for making records available.

N.A.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

N.A.

Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

1. Application packages include a Registration Guide (application guide) that describes the registration requirements, including required documents and fees and how to complete the application form.

2. College staff respond to inquiries by e-mail, telephone, fax and by meeting with prospective applicants.

3. The IESW – Bridging Program for Internationally Educated Social Work Professionals, grants a Certificate in Canadian Social Work Practice.

b) Describe how your organization provides information to applicants about these resources.

The College provides information about resources and orientation to the profession in the following ways:

1. On the College website the following

information is available:

- Application forms and the corresponding Registration Guides

- Relevant hyperlinks to social work resources which include:

The Canadian Association for Social Work Education (the CASWE)

The Canadian Association of Social Workers (the CASW) which also links to other Canadian social work regulatory bodies and associations
The Ontario Association of Social Workers (the OASW) which also links to other social work websites

The Council on Social Work Education (the CSWE)

The Association of Social Work Boards (the ASWB) which also links to other American and International social work websites

The Ministry of Community and Social Services

The Ministry of Health and Long Term Care

The Ministry of Training, Colleges and Universities

The Ontario Ministry of Citizenship and Immigration (which posts the Career Map – Access to the Social Worker and Social Service Worker Designation in Canada)

Office of the Fairness Commissioner (which posts the Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers, 2007)

Global Experience Ontario

The Internationally Educated Social Work Professionals Program at Ryerson University

The Association of Translators and Interpreters of Ontario

Language Proficiency Testing Systems

Ontario Job Futures

Notice of meetings of College Council

Publication archives

2. College staff respond to inquiries by e-mail, telephone, fax and by meeting with prospective applicants.

3. College staff meet with students in academic settings, and with professionals in a variety of community based, health, and social service settings throughout the province.

Internal Review or Appeal Processes (6 / 13)

This section refers to initial internal reviews or appeals.

a) List your timelines for completing internal reviews or appeals of registration decisions.

The College does not make internal referrals to a statutory committee of Council. However, when an applicant requests a review by the Registration Appeals Committee, the review by the Committee only commences once all submissions for the review have been received and the applicant has had the

opportunity to review the file contents.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

None. All requests that were put forward before the Committee met the timelines as set out in the SW&SSW Act, and through processes established by the Committee.

Delays occurred in the Committee's ability to review the requests that were waiting for review.

To address this backlog, the Committee met each month, except in August. Additionally, the Chair of the Committee authorized a Panel which met monthly from January to August.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

N/A.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

Applicants are provided with the following opportunities to make submissions regarding the review:

1. In the letter covering the Proposal of the Registrar, the applicant is informed of their right to request a review and informed that they may provide written submissions with their request.

2. Once a request for review is received by the College, an applicant is provided with copies of the documents the Committee intends to consider on the review. The applicant is informed that they may make written submissions on any of these documents within 30 days from the date of the letter.

3. If the College receives documents by a third party on behalf of the applicant, copies of third party documents are forwarded to the applicant. The applicant has an additional 30 days to make submissions on these documents.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

The following are the methods through which the College informs applicants about making their submissions:

1. The cover letter to the Registrar's Proposal specifies that the request for review and any submissions must be in writing.

2. In the letter forwarded to applicants which encloses all documents which the Committee intends to consider, the applicant is informed that they may make written submissions.

3. In the letter forwarded to applicants which encloses copies of submissions from third parties received on their behalf, the applicant is informed that they may make written submissions.

4. Information about the Registration Appeals process and the Registration Appeals Committee's mandate can be found on the College website; in the "Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers, 2007" (posted on the website of the Office of the Fairness Commissioner); and, in the "Career Map – Access to the Social Worker and Social Service Worker Designation in Ontario" which is posted on the website of the Ministry of Citizenship and Immigration.

5. The contact information of the Director of Registration is provided in the covering letter of the Proposal of the Registrar. The Director of Registration responds to e-mail, telephone, and fax inquiries as well as visits to the office.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

The SW&SSW Act sets out the powers of the Registrar or Deputy Registrar to issue certificates of registration or propose to refuse to issue certificates of registration.

The Registration Appeals Committee is given its authority in the SW&SSW Act.

The Registrar and Deputy Registrar do not attend meetings of the Registration Appeals Committee. All administrative preparation and support to the Committee is provided by two registration staff who have no decision making authority.

e) Describe your internal review or appeal process.

The SW&SSW Act sets out that the Registration Appeals Committee (or a Panel of the Committee) need not hold a hearing or afford to any person an opportunity for a hearing. Consequently, it is not the practice of the Committee to meet with applicants.

The Committee relies on the documents submitted on the review in order to make its determination. These documents include all the documents that were before the Registrar, the Registrar's Proposal, submissions made by the applicant on the review, and submissions made on behalf of the applicant by a third party.

The Committee may, during the course of its review, determine that it requires more information from the applicant or a third party on behalf of the applicant. If this is the case, the Committee will adjourn the review and direct College staff to write to the applicant. Typically, an applicant is informed that additional information is to be received within a specified time frame.

Furthermore, an applicant who is asked to contact a third party for additional information, is entitled to review and make written submissions on the new information.

Once the Committee has completed its consideration of the request for review, the submissions and any other documents which the Committee determines to be relevant, the Committee makes one or more of the following orders in principle:

- Direct the Registrar to issue the appropriate certificate of registration;
- Direct the Registrar to issue the appropriate certificate of registration and to make it subject to specified terms, conditions or limitations;
- Direct the Registrar to vary specified terms, conditions or limitations in the Registrar's proposal;
- Direct the Registrar to refuse to issue a certificate of registration.

Once a decision is made in principle, a designated Committee member crafts a draft decision with reasons. The written decisions are detailed and address all areas that the Committee considered.

The draft decision is then brought to the Committee at a subsequent meeting for discussion, amendment or approval.

The Committee provides its decision in writing to the Registrar, with reasons, within 60 days after completing the request for review and forwards a copy to the applicant.

The covering letter of the Committee's decision provides the applicant with the contact information of the Director of Registration.

Committee membership and its powers are set out in the SW&SSW Act.

Six members comprise the Committee: two elected social work members of College Council; two public members appointed by the Lieutenant Governor in Council; one elected social service work member of College Council; and, one appointed social service work member of the College.

Two members of the social work profession sit on the Committee.

The SW&SSW Act does not set out specific educational requirements for members of the Committee. As such, it is not known if any of the members of the profession obtained their educational credentials internationally.

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are

A party to a proceeding before the Registration

available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

Appeals Committee may appeal its decision or order to the Divisional Court, in accordance with the rules of the court. To date this has not occurred.

Applicants are informed of the appeal process by way of:

- 1. The College website which describes the registration appeals process and the mandate and composition of the Registration Appeals Committee.**
- 2. The "Study of Registration Practices of the Ontario College of Social Workers and Social Service Workers, 2007" which is posted on the website of the Office of the Fairness Commissioner.**
- 3. The "Career Map – Access to the Social Worker and Social Service Worker Designation in Ontario" – which is posted on the Ministry of Citizenship and Immigration.**
- 4. The contact information of the Director of Registration is made available in the covering letter of the decision of the Registration Appeals Committee.**

Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

The registration requirements are the same for Canadian and internationally trained/educated individuals, with the exception of academic requirements. An applicant is defined as someone who applies for registration with the College and pays the registration fee.

The requirements for registration as a Social Worker are as follows:

- 1. Completion of an acceptable academic program in social work. These are:**
 - obtained a degree in social work from a Canadian social work program accredited by the Canadian Association of Schools of Social Work (now known as the Canadian Association for Social Work Education (the "CASWE"); or**
 - obtained a degree in social work from a social work program offered outside Canada and assessed by the Canadian Association of Social Workers to be equivalent to at least a Bachelor of Social Work obtained from a social work program accredited by the CASWE; or**
 - obtained a degree in social work from a social work program in the United States which has been accredited by the Council on Social Work**

Education; or

• has a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a degree in social work from a social work program accredited by the CASWE.

2. Professional Conduct:

The applicant's past and present conduct must afford reasonable grounds for the belief that the applicant,

- i. is mentally competent to practise social work;**
- ii. will practise social work with decency, integrity and honesty and in accordance with the law, including but not limited to the Act, the regulations and the by-laws, and**
- iii. has sufficient knowledge, skill and judgment to practise social work.**

The applicant must disclose every finding or proceeding of professional misconduct, incompetence or incapacity;

The applicant must disclose, at the time the application is made and at the time the certificate of registration is issued, every finding of guilt in relation to a criminal offence, an offence under the Controlled Drugs and Substances Act (Canada) or the Food and Drugs Act (Canada) or any other offence relevant to the applicant's suitability to practise social work.

3. Canadian citizenship, permanent residency or work authorization under the Immigration Act Canada to engage in the practice of social work.

4. Reasonable Written and Oral English or French language fluency.

5. Payment of the application fee and the registration fee.

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

Three policies have been approved by Council of the College regarding social work academic credentials obtained outside Canada:

- 1a. A social work program offered at a college or university in the United States and accredited by the Council on Social Work Education (U.S.A.) ("CSWE") as a baccalaureate or master's level social work degree program;**
- 1b. A social work program or equivalent program offered outside Canada and the United States which the applicant has submitted to the Canadian Association of Social Workers for evaluation and which the Canadian Association of Social Workers has evaluated as being equivalent to at least the Bachelor of Social Work obtained from a social work program accredited by the CASSW.**

2. A social work program offered at a college or university in the United States, prior to January 1, 1975 and approved by CSWE as a baccalaureate level social work program during the years 1971 – 1974, inclusive, and subsequently accredited by CSWE as a baccalaureate level social work program.

The CASW evaluates the social work academic credentials of internationally trained/educated applicants and forwards, with the applicant's permission, a letter is sent to the College confirming the outcome of the international credential assessment.

Applicants who completed a social work program in the United States that is accredited by the Council on Social Work Education do not need to have their social work academic credentials evaluated by CASW. The College maintains a current roster of social work programs accredited by the CSWE.

3."Registration Policy Regarding Academic Qualifications and Practical Experience that is Substantially Equivalent to a Degree in Social Work" (Approved by Council on July 18, 2000). The Registrar is guided in her determination of applicants who apply for registration based on a combination of academic qualifications and practical experience.

Under the terms of the Social Work and Social Service Work Act, 1998, the Registrar may grant a certificate of registration for social work to a person who has a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a BSW from a social work program accredited by the Canadian Association of Schools of Social Work. The following criteria are proposed to assist the Registrar in making such a determination. (Adapted from CASSW document "Standards for Accreditation" June 7, 1999)

1. The Applicant must possess a minimum of a university level Bachelor's degree, based on the norm of a four year first degree programme (or three years in Quebec), with a minimum of 40 percent course credits in the liberal arts, humanities and social sciences.

2. Included in this degree, or in some combination of acceptable education and training obtained outside of the degree, there must be the following content judged to be minimally equivalent to ten undergraduate university-level courses:

- i. Knowledge related to human development and behaviour in the social environment.**
- ii. Knowledge of Canadian social work and**

- social welfare history and social policy.
- iii. Knowledge of the origins and dimensions of social problems in Canadian society.
- iv. Knowledge of multiple theoretical and conceptual bases of social work knowledge and practice.
- v. Understanding of social work's origins, purposes and practices.
- vi. Understanding of, and ability to apply, social work values and ethics in professional situations.
- vii. Practice methods and professional skills required for generalist practice (i.e. analysis of situations, establishing accountable relationships, intervening appropriately and evaluating one's own social work interventions) at a beginning level of competence.
- viii. Ability to undertake systematic inquiry and critical evaluation related to social work knowledge and practice.
- ix. Awareness of self in terms of values, beliefs and experiences as these impact upon social work knowledge and practice.
- x. Knowledge related to practising sensitively in a range of geographical regions and with diverse ethnic, cultural and racial populations.
- xi. Knowledge related to practising sensitively with oppressed groups in Canadian society.
- xii. Understanding of other related occupations and professions sufficient to facilitate inter-professional collaboration.

3. In addition to the formal education described above, the applicant must have practised in a situation where he/she performed the role of a social worker for at least one year. During this year the applicant must have had direct responsibility for providing social work services to individuals, groups and communities. At least 700 hours of this practice must have been supervised by a social worker.

4. In addition, the applicant may submit for consideration other types of educational experiences, provided that such educational experiences have adequately covered the essential theoretical and practical material and are judged to be at a university level. One full university course equivalent is a minimum of 75 hours.

c) Explain how work experience in the profession is assessed.

Work experience is not an entry-to-practice requirement for registration with the College if the applicant possesses a social work degree from an accredited Canadian or American social work program, or completed an evaluation by the CASW that confirms that their international social work credential is equivalent to at least the Bachelor of Social Work obtained from a social work program accredited by the CASWE.

However, if the applicant does not have a

social work degree; or has a social work degree from a social work program that is not accredited by the CASWE or CSWE; or has international academic credentials in social work that are not found to be equivalent to at least a Canadian Bachelor of Social Work, by the CASW, they may apply to the College on the basis of having a combination of academic qualifications and practical experience. It is the Registrar's determination whether their combination of academic qualifications and practical experience is substantially equivalent to a social work degree accredited by the CASWE.

The Registration Policy of the College "Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work" guides the Registrar's decision regarding an applicant's work experience.

The policy states that in addition to the formal education requirement, the applicant must have practised in a situation where he/she performed the role of a social worker for at least one year. During this year the applicant must have had direct responsibility for providing social work services to individuals, groups and communities. At least 700 hours of this practice must have been supervised by a social worker.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

1. The CASW: The College has a formal and informal relationship with the CASW, which is the third party that evaluates whether an applicant's international social work credential is equivalent to at least a Bachelor of Social Work from a social work program accredited by the CASWE. The College receives a letter confirming the outcome of the international academic credential evaluation. When assessing an applicant's academic credentials, the evaluator visits the academic institution's website, reviews the World Guide to Social Work Education and The IASSW Directory from the International Association of Schools of Social Work, is aware of the accreditation standards of the CASWE, uses internet translation sites and from time to time, consults with social workers who have familiarity with social work practice and education in the country of origin.

2. The CSWE: The College relies on the annual directory of accredited American social work programs which is posted on the CSWE website.

3. College staff has attended conferences and webinars hosted by World Education Services (WES), Council on Licensure, Enforcement and

Regulation (CLEAR), Federation of Associations of Regulatory Boards (FARB), National Organization for Competency Assurance (NOCA) and the Association of Social Work Boards (ASWB) to continue to build a knowledge base of current trends and proficiency.

4. College staff, in assessing applications from social work applicants, is building knowledge and experience in this area.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

1. Registration Regulation and Registration Policies define acceptable approved and accredited social work programs.

2. Regarding applicants who do not have a social work degree or obtained a social work degree from a social work program that was not accredited by the CASWE or the CSWE or was not evaluated by the CASW as being equivalent to a Canadian Bachelor degree, the Registration Policy "Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work" sets out that the applicant must have completed ten full undergraduate university level courses, or combination of full and half credit courses. One full university level course is equal to approximately 75 hours.

The Registrar has made many decisions regarding applicants who have applied to the College on the basis of their combination of academic qualifications and practical experience. Thus, the Registrar has established precedents that are used in her assessment of these applications.

3. The Registration Appeals Committee: The Committee has reviewed applications from applicants who applied for registration on the basis of having a combination of academic qualifications and practical experience. In the course of the Committee's growing experience, precedents have been established regarding academic courses and practical experience which the Committee draws upon in subsequent reviews. As well, decisions of the Committee inform the Registrar.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

1. The United States of America: As previously indicated, the College approves social work programs offered in the U.S.A. and accredited by the CSWE as equivalent to a social work program accredited by the CASWE.

2. International: As previously indicated, the CASW evaluates whether a social work program from a country other than the United States or Canada is equivalent to a Bachelor of Social Work from a social work program accredited by the CASWE.

3. For applicants who apply for registration based on a combination of academic qualifications and practical experience, the College refers to the following sources:

**The website of the academic institution.
The Council on Higher Education Accreditation (U.S.A.) which has hyperlinks to international education accrediting bodies.
The Education Ministry that has jurisdiction for education.
The Canadian Information Centre for International Credentials.
The World Higher Education Data Base
World Education Services (WES) for an anonymized Preliminary Credential Assessment.**

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

To date, there have been no requests for special accommodation by applicants. Special accommodations will be addressed on a case by case basis.

As a note, the building in which the College is located, meets the majority of the City of Toronto Accessibility Design Guidelines.

The College has responded to accommodations by members wishing to attend the Annual Meeting and Education Day by providing real time captioning and individual assistance. The meetings are held in buildings which are wheelchair accessible.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

Until all required documents and payment of the correct fees are received at the College, the application process is not considered to be initiated.

The timelines were addressed in 3a) above.

For applicants who graduated with a social work degree as set out in the registration regulation and registration policies, the College can process an application and notify the applicant of its decision within four to six weeks of receipt of all required documents and payments.

The length of the registration process may be longer for applicants who are applying for registration based on a combination of academic qualifications and practical experience (i.e. were educated in a discipline other than social work or obtained an unaccredited social work degree) as the requirements as set out in the Registration Policy are lengthy and complex, and each application is unique.

If an applicant requests expedition of his or her application, once all required documents and payments are received, the College will make

every effort to expedite processing of the application.

i. State whether the average time differs for internationally trained individuals.

No, the average time does not differ for internationally educated/trained applicants. Until the College receives all the required documents, including the letter of confirmation from the CASW regarding the equivalence of the international social work program to a Canadian social work program accredited by the CASWE, and payment of the correct fees, the registration process does not begin.

Note: The CASW evaluation of international social work academic credentials will generally take four to five weeks after the CASW receives the fee and all required documentation from the applicant.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

N.A. The average length of time does not differ for internationally educated/trained applicants.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

The College does not conduct credential assessments. However, in processing an application, the College does review the official/original academic transcript that has been forwarded directly from the academic institution.

ii. Describe the criteria that are applied to determine equivalency.

Council of the College has approved three registration policies for the determination of equivalency:

1. Social Work Programs Offered Outside Canada:

1a. A social work program offered at a college or university in the United States and accredited by the Council on Social Work Education (U.S.A.) ("CSWE") as a baccalaureate or master's level social work degree program;
1b. A social work program or equivalent program offered outside Canada and the United States which the applicant has submitted to the Canadian Association of Social Workers for evaluation and which the Canadian Association of Social Workers has evaluated as being equivalent to at least the Bachelor of Social Work obtained from a social work program accredited by the CASSW; and

2. A social work program offered at a college or university in the United States, prior to January 1, 1975 and approved by CSWE as a baccalaureate level social work program during the years 1971 – 1974, inclusive, and subsequently accredited by CSWE as a baccalaureate level social work program.

3. Registration Policy of the College "Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Degree in Social Work"

Under the terms of the Social Work and Social Service Work Act, 1998, the Registrar may grant a certificate of registration for social work to a person who has a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a BSW from a social work program accredited by the Canadian Association of Schools of Social Work. The following criteria are proposed to assist the Registrar in making such a determination. (Adapted from CASSW document "Standards for Accreditation" June 7, 1999)

1. The applicant must possess a minimum of a university level Bachelor's degree, based on the norm of a four year first degree programme (or three years in Quebec), with a minimum of 40 percent course credits in the liberal arts, humanities and social sciences.

2. Included in this degree, or in some combination of acceptable education and training obtained outside of the degree, there must be the following content judged to be minimally equivalent to ten undergraduate university-level courses:

- i. Knowledge related to human development and behaviour in the social environment.**
- ii. Knowledge of Canadian social work and social welfare history and social policy.**
- iii. Knowledge of the origins and dimensions of social problems in Canadian society.**
- iv. Knowledge of multiple theoretical and conceptual bases of social work knowledge and practice.**
- v. Understanding of social work's origins, purposes and practices.**
- vi. Understanding of, and ability to apply, social work values and ethics in professional situations.**
- vii. Practice methods and professional skills required for generalist practice (i.e. analysis of situations, establishing accountable relationships, intervening appropriately and evaluating one's own social work interventions) at a beginning level of competence.**
- viii. Ability to undertake systematic inquiry and critical evaluation related to social work knowledge and practice.**
- ix. Awareness of self in terms of values, beliefs and experiences as these impact upon social work knowledge and practice.**
- x. Knowledge related to practising sensitively in a range of geographical regions and with diverse ethnic, cultural and racial populations.**
- xi. Knowledge related to practising sensitively**

with oppressed groups in Canadian society.
xii. Understanding of other related occupations and professions sufficient to facilitate inter-professional collaboration.

3. In addition to the formal education described above, the applicant must have practised in a situation where he/she performed the role of a social worker for at least one year. During this year the applicant must have had direct responsibility for providing social work services to individuals, groups and communities. At least 700 hours of this practice must have been supervised by a social worker.

4. In addition, the applicant may submit for consideration other types of educational experiences, provided that such educational experiences have adequately covered the essential theoretical and practical material and are judged to be at a university level. One full university course equivalent is a minimum of 75 hours.

Graduates of Canadian social work programs accredited by the CASWE; graduates of American social work programs accredited by the CSWE; and, graduates of internationally educated social work programs whose social work academic credentials were evaluated by the CASW as being equivalent to at least a Canadian Bachelor degree, are not required to demonstrate work experience as an entry to practice requirement.

As indicated above in 8i)ii, applicants seeking registration based on a combination of academic qualifications and practical experience are required to demonstrate work experience by way of practise in a situation where the applicant performed the role of a social worker for at least one year. During this year the applicant must have had direct responsibility for providing social work services to individuals, groups and communities. At least 700 hours of this practice must have been supervised by a social worker.

iii. Explain how work experience is taken into account.

j) If your organization conducts competency assessments:

i. Describe the methodology used to evaluate competency.

N.A. The College does not conduct competency assessments.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

N.A.

iii. Explain how work experience is used in the assessment of competency.

N.A.

k) If your organization conducts prior learning assessments:

i. Describe the methodology used to evaluate prior learning.	N.A. The College does not conduct prior learning assessments.
ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.	N.A.
iii. Explain how work experience is used in the assessment of prior learning.	N.A.
I) If your organization administers examinations:	
i. Describe the exam format, scoring method and number of rewrites permitted.	N.A. The College, at this time, does not administer entry to practice examinations.
ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.	N.A.
iii. State how often exam questions are updated and the process for doing so.	N.A.

Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

1. As defined in the Registration Policy regarding social work programs offered outside Canada approved by Council on December 10, 1999, the College relies on the Canadian Association of Social Workers for evaluation of international social work credentials for individual applicants.

2. The Registration Policy on Language Proficiency approved by Council on February 12, 2003 sets standards and criteria by which an applicant will demonstrate to the College the ability to speak and write either English or French with reasonable fluency. An applicant who answers “No” to all the Language Fluency Questions is required to demonstrate the ability to speak and write either English or French with reasonable fluency by undertaking language proficiency testing by one of the testing systems defined by the College, and achieve the result scores set by the College. The following English language testing systems are acceptable to the College:

- TOEFL (Test of English as a Foreign Language), together with TSE (Test of Spoken English)
- IELTS (International English Language Testing System)
- MELAB- The University of Michigan(Michigan English Language Assessment Battery)
- CanTest (Faculty of Arts – Official Languages and Bilingualism Institute, University of Ottawa)

The following French language testing system is acceptable to the College:

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

1.The CASW: The College has a formal and informal relationship with the CASW. The College Registrar and the Executive Director of the CASW meet in person or by telephone in response to specific issues. In the past year as well, the College Registrar met in person with the CASW evaluator who completes the assessments of international social work credentials.

The CASW website and application kit provide applicants with information about all the required documents (stipulating when originals are required, when photocopies are accepted and when certified translations are required), the evaluation process, the standards, criteria, communication of results, fees associated with the evaluation, and the review and appeal process. The applicant is informed that it is their responsibility to ensure that all documents are forwarded to the CASW, and that the evaluation commences only once all documents are received.

2.Language Testing Systems: The website of each of the language testing systems describes the evaluation process, the documents required, the fees associated with the testing, and the method by which the applicant will be communicated.

ii. utilizes current and accurate information about qualifications from outside Canada

1. The CASW: The CASW researches the academic institution's website, reviews the World Guide to Social Work Education and The IASSW Directory from the International Association of Schools of Social Work, is aware of the accreditation standards of the CASWE, uses internet translation sites, and from time to time, consults with social workers who have familiarity with social work practice and education in the country of origin.

The CASW emphasizes that each application is assessed on its own merit. The CASW considers the applicant's individual program of study as well as the academic program as a whole. Degrees from the same institution and the same year are not necessarily equivalent because of the applicant's choice of program options. There may be equivalence in terms of level but not entirely comparable in terms of social work content.

2.Language Testing Systems:

• **TOEFL (Test of English as a Foreign Language), together with TSE (Test of Spoken**

English) – the website makes available research, reliability and validity reports, technical reports, and test and score data summaries.

- IELTS (International English Language Testing System)- the website makes available a common European Framework Report, analysis of test data, research abstracts, score processing, reporting and interpretation.

- MELAB- The University of Michigan (Michigan English Language Assessment Battery -)- the website has a research section, an on-line library, subject bibliographies, links to resources and other relevant websites, and conversation circles.

- CanTest and TestCan (Faculty of Arts – Official Languages and Bilingualism Institute, University of Ottawa) - the website makes information available about its procedures and policies.

iii. provides timely decisions, responses and reasons to applicants

1. The CASW: Once all documents have been received at the CASW the evaluation takes 4-6 weeks. The shortest review cycle was stated to be 3 weeks, the longest was one year. Delays occur when applicants do not submit all the documents. There does not appear to be a process to aid applicants in obtaining hard to retrieve documents.

The CASW reports that the outcome of the assessment is stated not only in terms of level but in terms of program content. Course descriptions help in determining the meaning of terms. The CASW attempts to specify areas of knowledge that are insufficient. The CASW provides detailed information when equivalency was not attained.

There is limited contact with an applicant through the process due to limited CASW staff resources. The CASW will contact the applicant if necessary.

Upon request from the applicant, the CASW will forward to the College a letter which confirms the outcome of the evaluation. As requested by the College, the letter is now attached with a checklist that includes the following information:

- Name of Social Work Credential
- Country of Social Work Education
- Documents received and dates received
- Name of Institution awarding Social Work Credentials
- Entrance Requirements
- Date of Graduation
- Length of Practicum
- Affiliation of Institution and or Program Accreditation
- (Level of) Equivalency to Canadian Social Work Degree

The applicant is provided with a personalized letter with reasons, and information about the appeal process.

2. Language Testing Systems provide information on their respective websites about the application process, communication of results, and retesting procedures.

iv. provides training to individuals assessing qualifications

1. The CASW indicates that the current contracted evaluator has been evaluating international social work academic credentials for forty years. He continues to increase his knowledge base through experience. There is no formal training provided.

The CASW has a process for appeals of the equivalency evaluation. If an appeal is initiated by an applicant, the CASW may contact social workers who are knowledgeable about the academic system in a specific country. The College is not aware of training provided to these individuals.

2. Language Testing Systems: The College is not aware of formal training provided.

v. provides access to records related to the assessment to applicants

The SW&SSW Act, Section 19 (1), stipulates that “The Registrar shall give an applicant for a certificate of registration, at the applicant’s request, a copy of each document the College has that is relevant to the application”. With the exception that the Registrar may refuse to give an applicant anything that may, in the Registrar’s view, jeopardize the safety of any person, the College will provide an applicant with copies of documents in their file which may include third party assessments.

vi. accommodates applicants with special needs, such as visual impairment

1. The CASW: According to the CASW, there have been no requests for accommodation, but the CASW would accommodate applicants if required.

2. Language Testing Systems: The College is not aware of the accommodations made.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master’s, Ph.D.) of the credential presented for assessment.

The CASW: As stated in the College Registration Policy regarding social work programs offered outside of Canada, the academic credential evaluation must confirm that an applicant’s social work credential is equivalent to at least the Bachelor of Social Work obtained from a social work program accredited by the CASWE. In equating an applicant’s education to the Canadian standard the CASW describes the following on its website:

The first level professional degree (B.S.W.) is generally a four-year undergraduate program which includes liberal arts courses (in the

humanities and the natural and social sciences), social work professional courses and field practice. The general requirement is a minimum of sixty credits in the following areas: social work intervention methods, social policy, field of practice and social problems, research methods and field work (a minimum of 700 hours).

Generally stated, the objectives are “the achievement by the graduate of a level of competence adequate for undertaking initial responsibility in general practice”.

As stated above, regarding the level of study, the CASW assesses each application on its own merit.

ii. Describe the criteria that are applied to determine equivalency.

The CASW applies the following criteria to determine equivalency:

1. Satisfactory completion of a course of study that is not less than 3 years of full time study.

2. The social work education must be completed at a university or professional institute accredited by a professional social work association where such accreditation is available.

3. The social work curriculum must include content in: social work intervention methods, social policy, field of practice and social problems, research methods, and field placement(practicum) which is not less than 700 hours.

4.The field practice should be designed to develop professional skills in social work method and integration of academic knowledge. It should be supervised by a person who is qualified as a professional social worker in the country where the education is provided”.

iii. Explain how work experience is taken into account.

The CASW website indicates that an applicant’s work experience is not part of the evaluation.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

N.A. The College does not conduct competency assessments and does not rely on a third party.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

N.A.

iii. Explain how work experience is used in the assessment of competency.

N.A.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.	N.A. The College does not conduct prior learning assessments and does not rely on a third party.
ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.	N.A.
iii. Explain how work experience is used in the assessment of prior learning.	N.A.
f) If your organization relies on a third party to administer examinations:	
i. Describe the exam format, scoring method and number of rewrites permitted.	N.A. The College does not, at this time, administer examinations and does not rely on a third party.
ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.	N.A.
iii. State how often exam questions are updated and the process for doing so.	N.A.

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

Registration Staff Training:

- Attend a two day workshop hosted by World Education Services on “Practical Skills in International Credential Evaluation”
- Attend a workshop hosted by Richard Steinecke “Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members”
- Orient staff who review applications regarding substantial equivalence based on a combination of academic qualifications and practical experience
- Attend a workshop “ Managing Cultural Differences”
- Organize a staff retreat that focused on "Managing Cultural Differences"
- Attend two interactive webinars “When is a Degree a Degree? Foreign Credential Evaluation”, one hosted by Council on Licensure Enforcement and Regulation (CLEAR), and one hosted by World Education Services (WES)
- Attend meetings with the registration staff from other Ontario regulators
- Attend workshops and sessions organized by the Office of the Fairness Commissioner
- Attend the Annual Conference of Federation of Associations of Regulatory Boards (FARB)
- Attend the Annual conference of the National

Organization for Competency Assurance (NOCA)

-Attend the Annual Education Conference and Annual Meeting of the Association of Social Work Boards (ASWB)

ii. individuals who make registration decisions

The SW&SSW Act, sets out the powers and authority of the Registrar (and Deputy Registrar) in making registration decisions.

iii. individuals who make internal review or appeal decisions

The Registration Appeals Committee, as set out in the SW&SSW Act, makes decisions on requests for reviews (appeals).

1. The Committee conducts an annual orientation which includes the mandate of the Committee, the duties and authority as set out in the SW&SSW Act, the timelines within which it must comply, the Registration Regulation (Ontario Regulation 383/00), the College Registration Policies, College bylaws, and past decision precedents.

2. Senior Committee members mentor newly elected and appointed members.

3. Four Committee members attended a workshop hosted by Richard Steinecke "Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members".

Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

The College has entered into a Mutual Recognition Agreement ("MRA") for social workers in Canada. The purpose of the MRA is to establish conditions under which a social worker who is registered in one Canadian jurisdiction will have his or her qualifications recognized in another Canadian jurisdiction which is party to the Agreement. Under the terms of the Agreement, the majority of registered social workers in Canada will meet the registration requirements of the College. There is no MRA for social workers between Ontario and any state in the United States of America. However, graduates from social work programs accredited by the Council on Social Work Education most likely will meet the academic requirements for registration as a social worker in Ontario.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

Overall, under the terms of the MRA, the majority of registered social workers in Canada will meet the registration requirements of the College. The parties to the MRA recognize a high level of commonality with respect to:

Scopes of practice;
Occupational standards and requirements for initial entry to practice;
Recognizing the same standards for social work training; particularly graduates of social work programs accredited by the CASWE;
Complaints and discipline procedures.

Data Collection (12 / 13)

Languages in which application information materials are available

a) Indicate the languages in which application information materials are available.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	n/a

Paid staff employed by your organization

b) State the number of paid staff employed by your organization in the following categories.

Category	Staff
Total staff employed by the regulatory body	25
Staff involved in appeals process	2
Staff involved in registration process	12

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Countries where internationally educated applicants were initially trained

c) List the countries where your internationally educated applicants* were initially trained in the profession, and the number of applicants trained in each country.

Applicants	Country of training (Canada excluded)	Number of applicants**
Largest number	U.S.A.	79
Second-largest number	India	13
Third-largest number	United Kingdom	6
Fourth-largest number	TIE: Pakistan and Ireland	3
Fifth-largest number	South Africa	2

* Persons who have applied to start the process for entry to the profession.

**Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members* were initially trained in the profession (use only numbers, do not enter commas or decimals).

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
Jan. 1 to Dec. 31	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Total Members	10209	n/a	731	396	81	11417
Non-practising members	n/a	n/a	n/a	n/a	n/a	0

* Persons who are currently able to use the protected title or professional designation of your profession.

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

Historically, the College only maintained statistical data based on COUNTRY of education/training. For those applicants who were Canadian educated/ trained, the College does not have records by province. As such, N/A for other Canadian provinces. The Ontario numbers may include other Canadian jurisdictions.

The above numbers reflect the highest level of education, which may not be the basis of registration.

Applications your organization processed in the past year

e) State the number of applications your organization processed in the past year (use only numbers, do not enter commas or decimals).

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
Jan. 1 to Dec. 31	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	811	94	79	37	0	1021
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	123	16	21	11	0	171
Inactive applicants						

(applicants who had no contact with your organization in the reporting year)	177	15	30	19	99	340
Applicants who met all requirements and were authorized to become members but did not become members	n/a	n/a	n/a	n/a	n/a	0
Applicants who became members	801	93	73	33	0	1000
Applicants who were authorized to receive an alternative class of license* but were not issued a license	n/a	n/a	n/a	n/a	n/a	0
Applicants who were issued an alternative class of license*	1	0	0	0	0	1

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

Applicants actively pursuing licensing: includes applicants who applied for registration in 2008, and applicants whose application was refused or withdrawn.

Inactive Applicants: includes applicants who applied for registration between 2000 and 2007.

* An alternative class of license enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licensed. Please list and describe below the alternative classes of license that your organization grants, such as student, intern, associate, provisional or temporary.

	Class of License	Description
a)	Provisional Certificate	Section 63. (1) of the SW&SSW Act (grandparenting)
b)		
c)		

Reviews and appeals your organization processed in the past year

f) State the number of reviews and appeals your organization processed in the past year (use only numbers, do not enter commas or decimals).

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)
--	---

Jan. 1 to Dec. 31	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	n/a	n/a	n/a	n/a	n/a	0
Applicants who initiated an appeal of a registration decision	8	1	0	1	0	10
Appeals heard	17	0	2	0	0	19
Registration decisions changed following an appeal	1	0	0	0	0	1

Enter "n/a" when the process does not exist in your registration practices. Enter "0" when the process exists in your registration practices but the correct value is zero.

Additional comments:

Appeals heard: Reflects all the requests that were approved and concluded by the Registration Appeals Committee in 2008.

Certification (13 / 13)

I hereby certify that:

- - I have reviewed the information submitted in this Fair Registration Practices Report (the "Report")
- - all information required to be provided in the Report is included; and
- - the information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization:

Glenda McDonald

Title:

Registrar and CEO

Date:

February 26, 2009