Fair Registration Practices Report

Social Service 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 service work students or visit the section specific to internationally educated applicants; down load 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 Co-Ordinators of Social Service 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 service work programs in Ontario.

4. The College publishes a brochure for social service 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 information

	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" is posted on the website of the Office of the Fairness Commissioner, and can be accessed through a link 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. In past years, College staff has presented information about registration processes to staff of Global Experience Ontario and continues 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 Co-Ordinators of social service 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 and mailing application packages.** **Staff "Contact Information" is posted on the website. There are two additional e-mail addresses for inquiries: "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**

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 8.(1)1.iv 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 diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology ("CAAT").** **The Registration Policy of the College "Combination Of Academic Qualifications and Practical Experience Substantially Equivalent To A Diploma In Social Service Work"(Approved by Council May 26, 2003)guides the Registrar's determination. The academic requirements and the practical experience requirements, including supervision by a social worker or social service worker, are communicated to prospective applicants in the relevant section of the College website.** **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.
	College staff respond through e-mail, telephone and fax responses.
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 encourage 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 institution to the College. 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.
h) alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control	1.The College website invites prospective applicants to contact the College by e-mail, telephone or fax to discuss their individual situations. 2.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 of staff and their positions, e-mail addresses, 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 process. 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. Language proficiency requirements as outlined in the Registration Policy and the contact informations 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.

2. The section "Relevant Links" provides a number of web addresses that may be helpful to social service work applicants who obtained their academic qualifications out of Ontario.

3. Information regarding 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.

4.Information regarding language proficiency testing systems acceptable to the College and translation services, are also found in "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 and Reasons. 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. Upon request from an applicant, once all documents and payment of the correct fees are received, the College makes every effort to expedite the review of an application.
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 academic credentials from countries other than Canada or the United States may incur the following additional fees: 1. The cost of translation of their documents to either English or French paid to the translation service. 2. The cost of language proficiency testing paid to the testing system.

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: - has obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology; or - has obtained a diploma from a program offered in Ontario at a College of Applied Arts and Technology (CAAT) that is equivalent to a social service work program and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or

-has obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology.

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 diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology. 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 or social service 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 3a) 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 the 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 and available to the public.** **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**

Access to Records (4 / 13)

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.**
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 links to social work and social service 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
Colleges of Applied Arts & Technology
Ontario Social Service Worker Graduate Association (OSSWGA)
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 and make additional submissions.
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 one request that was waiting because of the overall number of requests waiting for review.** **To address the 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 which is 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 covering letter of the Proposal of the Registrar. The Director of Registration responds to e-mail, telephone, and fax inquiries as well as visitors 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 from 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 period of time. Furthermore, an applicant, when 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.

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.	**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 service work profession sit on the Committee.** **The SW&SSW Act does not set out specific educational requirements for professional members of the Committee. As such, it is not known if any social service work members obtained international credentials.**

This section refers to reviews or appeals that are 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.	**A party to a proceeding before the Registration 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 Service Worker are as follows:** **1. Completion of an acceptable academic program in social service work. The applicant produces documentation satisfactory to the Registrar that demonstates they have:** **- obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology; or** **- obtained a diploma from a program offered in Ontario at a College of Applied Arts and Technology (CAAT) that is equivalent to a social service work program and approved by Council as equivalent to a social service work program**

offered in Ontario at a College of Applied Arts and Technology; or

-obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or

- produces documentation satisfactory to the Registrar that shows that the applicant has a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology.

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.	**Two policies have been approved by Council of the College regarding academic credentials obtained outside Ontario:** **1. "Combination of Academic Qualifications and Practical Experience Substantially Equivalent to**

a Diploma in Social Service Work" (Approved by Council on May 26, 2003).The policy sets out the following requirements:

I. Academic Qualifications
1. The applicant must possess a minimum of a diploma from a two year program at an Ontario College of Applied Arts and Technology or a diploma equivalent to a diploma from a two year program at an Ontario College of Applied Arts and Technology or a degree from a university program that is at least two years in length. (In this policy, such diploma or degree program is referred to as the "academic program".) The total number of instructional hours completed in the academic program must be at least 1600 hours.
2. The applicant must demonstrate that he or she meets the general education standard, Vocational Learning Outcomes and Generic Skills Learning Outcomes set out below in the manner set out below.

General Education Standard
3. The applicant must demonstrate that he or she has achieved the general education requirement by obtaining course credits in the applicant's academic program for courses that are designed to address one or more of the following goals:

i. Aesthetic Appreciation: understand beauty, form, taste, and the role of the arts in society

ii. Civic Life: understand the meaning of freedoms, rights and participation in community and public life

iii. Cultural Understanding: understand the cultural, social, ethnic, and linguistic diversity of Canada and the world

iv. Personal Development: gain greater self-awareness, intellectual growth, well-being, and understanding of others

v. Social Understanding: understand relationships among individuals and society

vi. Understanding Science: appreciate the contribution of science to the development of civilization, human understanding, and potential

vii. Understanding Technology: understand the interrelationship between the development and use of technology and society and the ecosystem

viii. Work and the Economy: understand the meaning, history, and organization of work; and working life challenges to the individual and society

4. At least 30% of the total number of instructional hours taken by the applicant in the academic program, and for which the applicant obtained course credit, must relate to the achievement of the general education requirement.

5. The instructional hours taken in the academic program in order to demonstrate achievement of the general education requirement cannot be applied to demonstrate achievement of the Vocational Learning Outcomes set out below.

Vocational Learning Outcomes
6. The applicant must demonstrate that he or she has achieved, through the course credits obtained in the academic program, the following 8 Vocational Learning Outcomes:
i. the ability to maintain professional helping relationships which adhere to legal and ethical standards.
ii. the ability to assess the needs and resources of individuals, families, groups, and communities and assist them to achieve their goals and meet their needs.
iii. the ability to collaborate with diverse populations using culturally appropriate methods.
iv. the ability to collaborate with communities and community leaders to advocate for systemic change.
v. the ability to analyze current social policy; relevant legislation; and political, cultural, and/or economic systems in order to develop and implement effective plans of action.
vi. the ability to provide appropriate access to resources in order to assist individuals, families, groups, and the community.
vii. the ability to maintain effective working relationships with colleagues, peers, and supervisors.
viii. the ability to implement ongoing personal and professional development strategies and plans to improve job performance, work relationships, and stress management.
7. At least 70% of instructional hours taken by the applicant in the academic program, and for which the applicant obtained course credit, must relate to the achievement of the 8 Vocational Learning Outcomes.
8. The instructional hours taken in the academic program in order to demonstrate achievement of the 8 Vocational Learning Outcomes cannot be applied to demonstrate achievement of the general education requirement.

Generic Skills Learning Outcomes
9. An applicant must demonstrate, in the manner set out in paragraph 10 below, that he or she has achieved the following 13 Generic Skills Learning Outcomes:
i. the ability to communicate clearly, concisely, and correctly in the written, spoken, and visual

form that fulfils the purpose and meets the needs of audiences.

ii. the ability to reframe information, ideas, and concepts using the narrative, visual, numerical, and symbolic representations which demonstrate understanding.

iii. the ability to apply a wide variety of mathematical techniques with the degree of accuracy required to solve problems and make decisions.

iv. the ability to use a variety of computer hardware and software and other technological tools appropriate and necessary to the performance of tasks.

v. the ability to interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.

vi. the ability to evaluate her or his own thinking throughout the steps and processes used in problem solving and decision making.

vii. the ability to collect, analyze, and organize relevant and necessary information from a variety of sources.

viii. the ability to evaluate the validity of arguments based on qualitative and quantitative information in order to accept or challenge the findings of others.

ix. the ability to create innovative strategies and/or products that meet identified needs.

x. the ability to manage the use of time and other resources to attain personal and/or project-related goals.

xi. the ability to take responsibility for her or his own actions and decisions.

xii. the ability to adapt to new situations and demands by applying and/or updating her or his knowledge and skills.

xiii. the ability to represent her or his own skills, knowledge, and experience realistically for personal and employment purposes.

10. An applicant must demonstrate that he or she has achieved the 13 Generic Skills Learning Outcomes described in paragraph 9 above principally by the successful completion of credit courses forming part of the academic program; however, the applicant may submit for consideration his or her successful completion of other educational training or internships or his or her practical experience or a combination of the foregoing, in addition to the successful completion of credit courses forming part of the academic program in order to demonstrate his or her achievement of the 13 Generic Skills Learning Outcomes described in paragraph 9 above.

II. Practical Experience
"Role of a social service worker" means the role of a person who assesses, treats and evaluates individual' interpersonal and societal problems through the use of social service work knowledge, skills, interventions and strategies, to assist individuals, dyads, families,

groups, organizations and communities to achieve optimum social functioning.

11. In addition to the formal education described in paragraphs 1 to 10 above, the applicant must have practised in a situation where he/she performed the role of a social service worker for at least 900 hours.

12. The social service work practice can take place in the workplace or as part of an academic practicum experience which meets all the requirements or a combination of the foregoing. The requirement for social service work practice cannot be satisfied through volunteer work.

13. During the 900 hours of practical experience, the applicant must have had direct responsibility for providing social service work services to individuals, dyads, families, groups, organizations, and communities or any of the foregoing.

Supervision

14. During the period of time the applicant practised in the role of a social service worker, all 900 hours of the social service work practice must have been supervised by a social worker or social service worker.

2. Criteria for a Social Service Work Program or Equivalent Program Offered outside Ontario to be Approved by Council as Equivalent to a Social Service Work Program Offered in Ontario at a College of Applied Arts and Technology (approved by Council on October 28, 2003)

Purpose

Under the terms of the Social Work and Social Service Work Act, 1998 and the regulations made under the Act, the Registrar may grant a certificate of registration for social service work to a person who has obtained a diploma from a social service work program or an equivalent program offered outside Ontario that is approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology. This policy sets out the criteria that Council will apply in deciding whether to approve a social service work program or an equivalent program offered outside Ontario as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology.

Introduction

Social service worker programs offered in Ontario at Colleges of Applied Arts and Technology distinguish themselves by their generalist approach. The vocational learning outcomes developed through the College Standards and Accreditation Council (CSAC) in 1996 were specific to social service worker

programs delivered by all Ontario Colleges of Applied Arts and Technology approved by the Ministry of Education and Training under MCU code 50721. (Ministry of Training, Colleges and Universities - SSW CSAC Document; p.2)

As stated in the CSAC Program Standard for Social Service Worker Programs with respect to the vocational standard:

All graduates of Social Service Worker Programs must have achieved the eight vocational learning outcomes, in addition to achieving generic skills learning outcomes and meeting the general education requirement. Social Service Worker Program graduates enter a complex working environment where a variety of different skills, capabilities and knowledge are required for occupational excellence to be attained. (Ministry of Training, Colleges and Universities - SSW CSAC Document; p.4)

Social Service Worker Program graduates demonstrate an understanding of and ability to adhere to a number of values and guiding principles in their occupational practice.

Such values and principles reflect:

" A belief in the fundamental dignity and potential of all people.
" A belief in the right to self-determination of Canada's aboriginal peoples, including their right to determine, provide, and have access to appropriate social services
" A commitment to the linguistic duality of Ontario, including the right to access social services in the French language
" A desire to promote justice, equality, and access to culturally appropriate services to all regardless of race, colour, national origin, religion, gender, age, physical or intellectual ability, sexual orientation, or socio-economic status.
" An empowerment of the service consumers and communities to identify and utilize their own strengths to address individual and systemic barriers to meeting their needs.
" Accountability to service consumers, communities and to society.
(Ministry of Training, Colleges and Universities - SSW CSAC document, p. 5)

As published in the Code of Ethics and Standards of Practice Handbook of the Ontario College of Social Workers and Social Service Workers, the scope of practice of the profession of social service work means:

"The assessment, treatment and evaluation of individual, interpersonal and societal problems through the use of social service work

knowledge, skills, interventions and strategies, to assist individuals, dyads, families, groups, organisations and communities to achieve optimum social functioning."

Requirements

In this policy, "CSAC Program Standard for Social Service Worker Programs" refers to the document published by CSAC in April, 1996 entitled "Social Services Worker Program Standard." In this policy, "applicant" refers to a person who has applied to the Ontario College of Social Workers and Social Service Workers for a certificate of registration for social service work and who has obtained a diploma from a social service work program or an equivalent program offered outside Ontario.

In order for a social service work program or an equivalent program offered outside Ontario to be approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology, Council must be satisfied that the program meets the following requirements:

1. The program must be offered at a post secondary institution.

2. The program must be designated as social services or human services.

3. The program must meet the practicum requirements set out in Appendix I including that graduates are required to fulfill a minimum of 600 supervised practicum hours. (See Appendix I - Practicum Requirements)

4. The program must meet the CSAC Program Standard for Social Service Worker Programs. In this regard, the program must meet the general education requirement, generic skills requirement and vocational learning outcomes requirement for social service worker programs set out in the CSAC Program Standard for Social Service Worker Programs, in accordance with the requirements set out in Appendix II. (See Appendix II - Course Requirements)

5. The program must be at least two years in length and a minimum of four semesters in duration. The total number of instructional hours completed in the program must be at least 1600 hours.

6. Seventy per cent (70%) of the total course hours must be professional courses. Thirty per cent (30%) of the total course hours must be general education courses. (See Appendix II - Course Requirements)

7. The program must achieve the generalist approach of social service work programs offered in Ontario at Colleges of Applied Arts and Technology. Graduates from the program must be competent to practise within the scope of practice of the profession of social service work.

8. A letter must be provided from the senior administrator of the educational institution at which the program is offered, indicating support for the program to be approved as equivalent to a social service work program and verifying that, in the view of the administration, the program meets the CSAC Program Standard for Social Service Worker Programs.

Appendix I - Practicum Requirements

The practicum requirement for the program must include the following:

" A learning contract, which includes learning goals, between the student and the organization providing the field placement
" A formal evaluation of the practicum experience by the student and the supervisor
" A minimum of 45 to 60 minutes per week of face-to-face supervision
" A minimum of 600 practicum hours
" During the 600 practicum hours, the student must have direct responsibility for providing social service work services to individuals, dyads, families, groups, organizations, and communities or any of the foregoing.

Field Practice Manuals from the program may be used to provide evidence of the above.

Appendix II - Course Requirements

Documentation regarding the program's course content and the specific learning objectives of courses must be provided as evidence that the graduates of the program meet the learning outcomes and their indicators or elements of performance.

Part I: General Education Requirement
" The program shall include a minimum of one three-hour-per week general education course of approximately 45 instructional hours per semester.
" General education courses must constitute 30% of the total course hours.
" General education courses must address one or more of the goals and associated broad objectives for general education set out in the

CSAC Program Standard for Social Service Worker Programs. The goals for general education set out in the CSAC Program Standard for Social Service Worker Programs are set out in the attached Schedule "A"
" Courses used to demonstrate achievement of the general education requirement cannot be used to demonstrate achievement of the vocational learning outcomes or the professional course hour requirement

Part II: Vocational Learning Outcomes
" All 8 vocational learning outcomes must be achieved through professional courses. The 8 vocational learning outcomes set out in the CSAC Program Standard for Social Service Worker Programs are set out in the attached Schedule "B"
" Professional courses must constitute 70% of the total course hours
" Courses used to demonstrate achievement of the vocational learning outcomes cannot be used to demonstrate achievement of the general education requirement or the general education course hour requirement

Part III: Generic Skills Requirement
" All 13 generic skills learning outcomes must be achieved in the program. The 13 generic skills learning outcomes set out in the CSAC Program Standard for Social Service Worker Programs are set out in the attached Schedule "C".

Program and course descriptions, as found in the course calendar, must be included in the documentation provided to the College.

Process

An applicant who wishes the program from which he or she has obtained a diploma to be approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology must provide the documentation requested by the College in order to demonstrate that the program meets all of the requirements set out in this policy. Such documentation includes, without limiting the generality of the foregoing, program and course descriptions, as found in the course calendar, and, if available, field practice manuals.

Nothing in this policy precludes the College from obtaining documentation from a social service work program or equivalent program offered outside Ontario for the purpose of Council considering whether the program meets all of the requirements set out in this policy.

SCHEDULE "A"

**Goals for Generic Education from CSAC Program Standard
for Social Service Worker Programs**

i. Aesthetic Appreciation: understand beauty, form, taste and the role of the arts in society

ii. Civic Life: understand the meaning of freedoms, rights and participation in community and public life

iii. Cultural Understanding: understand the cultural, social, ethnic, and linguistic diversity of Canada and the world

iv. Personal Development: gain greater self-awareness, intellectual growth, well-being, and understanding of others

v. Social Understanding: understand relationships among individuals and society

vi. Understanding Science: appreciate the contribution of science to the development of civilization, human understanding, and potential

vii. Understanding Technology: understand the interrelationship between the development and use of technology and society and the ecosystem

viii. Work and the Economy: understand the meaning, history, and organization of work; and working life challenges to the individual and society

SCHEDULE "B"

**Vocational Learning Outcomes from CSAC Program
Standard for Social Service Worker Programs**

i. the ability to maintain professional helping relationships which adhere to legal and ethical standards.

ii. the ability to assess the needs and resources of individuals, families, groups, and communities and assist them to achieve their goals and meet their needs.

iii. the ability to collaborate with diverse populations using culturally appropriate methods.

iv. the ability to collaborate with communities and community leaders to advocate for systemic change.

v. the ability to analyze current social policy; relevant legislation; and political, cultural, and/or economic systems in order to develop and implement effective plans of action.

vi. the ability to provide appropriate access to resources in order to assist individuals, families, groups, and the community.

vii. the ability to maintain effective working relationships with colleagues, peers, and supervisors.

viii. the ability to implement ongoing personal and professional development strategies and plans to improve job performance, work relationships, and stress management.

SCHEDULE "C"

Generic Skills Learning Outcomes from CSAC Program
Standard for Social Service Worker Programs

i. the ability to communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of audiences.

ii. the ability to reframe information, ideas, and concepts using the narrative, visual, numerical, and symbolic representations which demonstrate understanding.

iii. the ability to apply a wide variety of mathematical techniques with the degree of accuracy required to solve problems and make decisions.

iv. the ability to use a variety of computer hardware and software and other technological tools appropriate and necessary to the performance of tasks.

v. the ability to interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.

vi. the ability to evaluate her or his own thinking throughout the steps and processes used in problem solving and decision making.

vii. the ability to collect, analyze, and organize relevant and necessary information from a

variety of sources.

viii. the ability to evaluate the validity of arguments based on qualitative and quantitative information in order to accept or challenge the findings of others.

ix. the ability to create innovative strategies and/or products that meet identified needs.

x. the ability to manage the use of time and other resources to attain personal and/or project-related goals.

xi. the ability to take responsibility for her or his own actions and decisions.

xii. the ability to adapt to new situations and demands by applying and/or updating her or his knowledge and skills.

xiii. the ability to represent her or his own skills, knowledge, and experience realistically for personal and employment purposes.

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 obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology; or obtained a diploma from a program offered in Ontario at a College of Applied Arts and Technology that is equivalent to a social service work program and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology.**
	If the applicant applies 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 the qualifications required for a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology.
	The Registration Policy of the College Regarding Academic Qualifications and Practical Experience Substantially Equivalent to a Diploma in Social Service 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 service worker for at least 900 hours.The social service work practice can take place in the workplace or as part of an academic practicum experience which meets all the requirements or a combination of the foregoing. The requirement for social service work practice cannot be satisfied through volunteer work.

During the 900 hours of practical experience, the applicant must have had direct responsibility for providing social service work services to individuals, dyads, families,groups, organizations and communities or any of the foregoing. All 900 hours of this practice must have been supervised by a social worker or social service 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. 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.** **2. College staff, in assessing the larger number of applications from social work applicants, are 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. The Registration Regulation and Registration policies define acceptable academic programs:** **- has obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology; or** **- has obtained a diploma from a program offered in Ontario at a College of Applied Arts and Technology that is equivalent to a social service work program and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or** **-has obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology.** **The Registration Policy "Criteria for a Social Service Work Program or Equivalent Program offered outside Ontario to be Approved by Council as Equivalent to a Social Service Work program Offered in Ontario at a College of**

Applied Arts and Technology" sets out the requirements.To date, Council has approved that the diploma in social work program offered outside Ontario at Grant MacEwan College (formerly Grant MacEwan Community College), Alberta, as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology.

The Registration Policy "Criteria for a Program Offered in Ontario at a College of Applied Arts and Technology to be Approved by Council as Equivalent to a Social Service Work Program Offered in Ontario at a College of Applied Arts and Technology" (Approved by Council on May 26, 2003) sets out the requirements. To date Council has approved three programs in Ontario as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology: The Human Services Counsellor Program at George Brown College; The Community Worker Program at George Brown College; and, The Human Services Counsellor Program at Durham College.

The Registration Policy regarding a "Combination of Academic Qualifications and Practical Experience Substantially Equivalent to a Diploma in Social Service Work) sets out the academic requirements and practical experience required for the issuance of a certificate of registration. 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.

2. 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. 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.	The College seeks information regarding who and how an institution is accredited. The College contacts a number of websites for information regarding the status of an institution in its home country. These are, in part, but not limited to: The website of the academic institution. The Council on Higher Education Accreditation (U.S.A.) which has hyperlinks to international academic 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 has been contacted to provide anonomized Preliminary Credential Assessments.
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 wheel chair 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 time lines were addressed in 3a) above for an applicant who: - has obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology; or - has obtained a diploma from a program offered in Ontario at a College of Applied Arts and Technology that is equivalent to a social service work program and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or -has obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or - applies to the College on the basis of having a combination of academic qualifications and practical experience. 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 as the requirements as set out in the Registration Policy are lengthy and

	complex, and each application is unique.
	The College will make every effort to expedite processing of the application, upon request from an applicant.
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 and payment of the correct fees, the registration process does not begin.**
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 Registration Regulation sets out the requirements for a general certificate of registration for social service work to be issued under subsection 18(1) of the SW&SSW Act:**
	The applicant must produce documentation satisfactory to the Registrar that shows the applicant:
	- has obtained a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology; or
	- has obtained a diploma from a program offered in Ontario at a College of Applied Arts and Technology that is equivalent to a social service work program and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or
	- has obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or
	- demonstrates that the applicant has a combination of academic qualifications and practical experience that the Registrar determines is substantially equivalent to the qualifications required for a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology.
	The College accepts original/official transcripts of academic record 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. "Criteria for A Social Service Work Program Offered Outside Ontario to be Approved by Council as Equivalent to a Social Service Work Program Offered in Ontario at a College of Applied Arts and Technology".** **2. "Criteria for a Program Offered In Ontario at a College of Applied Arts and Technology To Be Approved by Council as Equivalent To A Social Service Work Program Offered in Ontario at a College of Applied Arts and Technology".** **3. "Combination Of Academic Qualifications And Practical Experience Substantially Equivalent To A Diploma In Social Service Work".**
iii. Explain how work experience is taken into account.	**- Applicants who graduated with a diploma in social service work from a social service work program offered in Ontario at a College of Applied Arts and Technology;or** **-Applicants who graduated from a program offered in Ontario at a College of Applied Arts and Technology that is equivalent to a social service work program and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology; or** **- Applicants who obtained a diploma from a social service work program or an equivalent program offered outside Ontario and approved by Council as equivalent to a social service work program offered in Ontario at a College of Applied Arts and Technology, are not required to demonstrate work experience as an entry to practice requirement.** **Applicants seeking registration based on a combination of academic qualifications and practical experience are required to demonstrate work experience. The applicant must have practised in a situation where he/she performed the role of a social service worker for at least 900 hours.** **The social service work practice can take place in the workplace or as part of an academic practicum experience which meets all the requirements or a combination of the foregoing.** **The requirement for social service work practice cannot be satisfied through volunteer work.** **During the 900 hours of practical experience, the applicant must have had direct responsibility for providing social service work**

services to individuals, dyads, families, groups, organizations, and communities or any of the foregoing.

During the period of time the applicant practised in the role of a social service worker, all 900 hours of the social service work practice must have been supervised by a social worker or social service worker.

j) If your organization conducts competency assessments:

i. Describe the methodology used to evaluate competency.	**N.A. The College does not conduct competency assessments, but the College does review the academic transcripts received directly from the applicant's academic institution.**
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.**

l) 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. 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 of 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:
• TestCan (Faculty of Arts – Official Languages and Bilingualism Institute, University of Ottawa

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	**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	**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	**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	**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	**Language Testing Systems: The College is not aware of how the testing systems accomodate applicants with special needs.**

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 College does not rely on a third party to conduct credential assessments.**
ii. Describe the criteria that are applied to determine equivalency.	**N.A.**
iii. Explain how work experience is taken into account.	**N.A.**

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 prepare 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** **- Weekly meetings with evaluators** **- 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.

None. Ontario is the only Canadian jurisdiction which regulates social service workers.

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

N.A.

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	Pakistan	1
Second-largest number	n/a	n/a
Third-largest number	n/a	n/a
Fourth-largest number	n/a	n/a
Fifth-largest number	n/a	n/a

* 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).

Jan. 1 to Dec. 31	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Total Members	1143	n/a	14	12	11	**1180**
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).

| Jan. 1 to Dec. 31 | Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario) | | | | | |
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	221	0	0	1	0	**222**
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	48	0	0	1	0	**49**
Inactive applicants (applicants who had no contact with your organization in the reporting year)	107	2	1	4	42	**156**
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	217	1	0	0	0	**218**
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 .(2) 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).

Jan. 1 to Dec. 31	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	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	0	0	0	0	0	**0**
Appeals heard	1	0	0	0	0	**1**
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**